

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2013 Legacy and Outback Models with EyeSight System

**NUMBER:** 12-137-12R

**DATE:** 09/21/12

**REVISED:** 10/03/12

**SUBJECT:** EyeSight Acceptable Windshield Repair Areas

### INTRODUCTION

The purpose of this bulletin is to provide information concerning acceptable windshield repair areas in vehicles equipped with the new EyeSight system.

### SERVICE PROCEDURE / INFORMATION

In the event you receive an EyeSight-equipped vehicle with repairable windshield damage, e.g., stone chip, small crack or nick, etc. It is important to understand NO repairs can be made to the glass if the damage is in the Prohibited or “NG” areas. Damage and/or repairs in the NG areas as shown in the Dimensional Overview area of this bulletin can interfere with EyeSight’s stereo camera, possibly compromising proper operation of the system.

Examples of often-repaired windshield damage are:



**Bullseye or Halfmoon  
(partial Bullseye)**



**Combination break**



**Star Break**

**NOTE:** These types of damage are from outside influence and not a defect in the glass or a matter for warranty.

*Continued...*

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

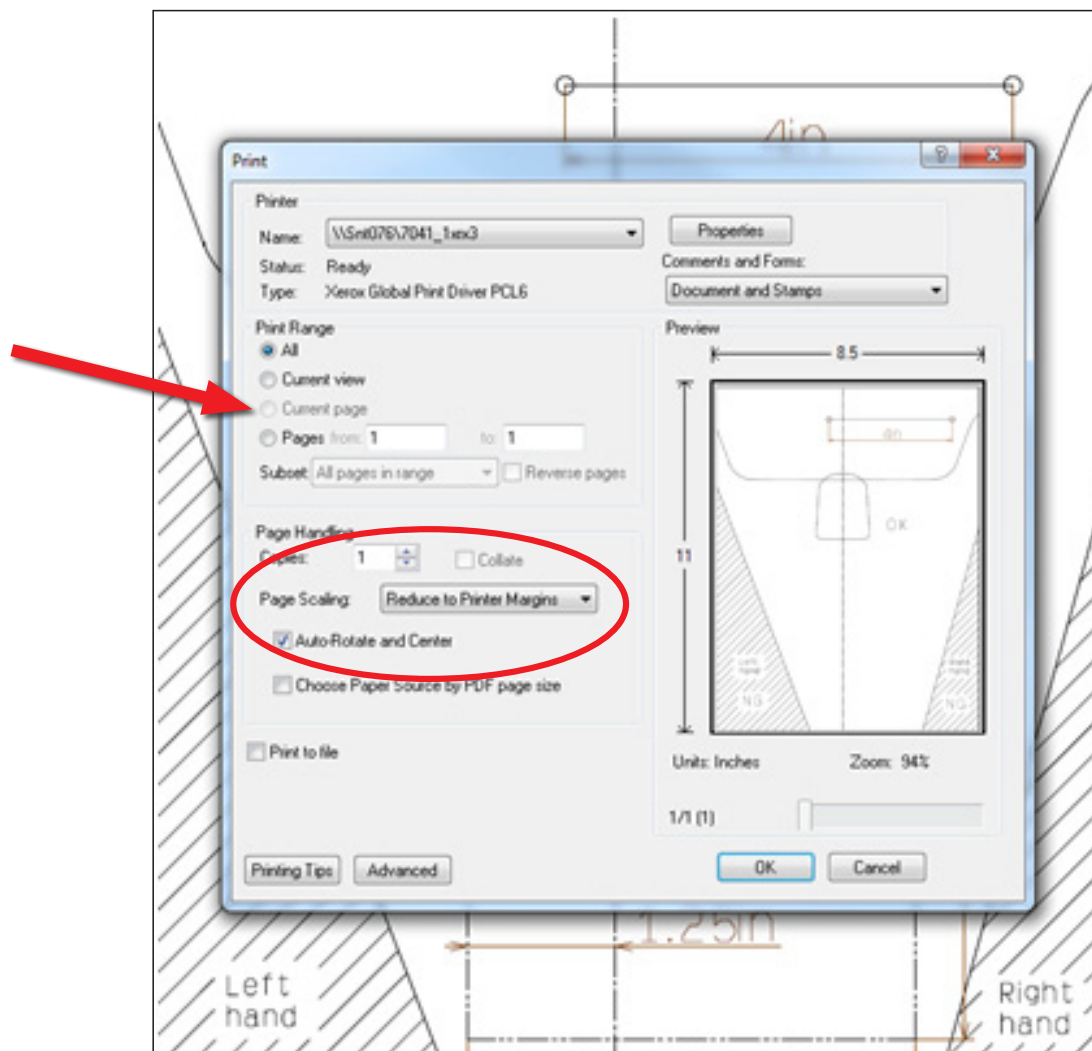
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

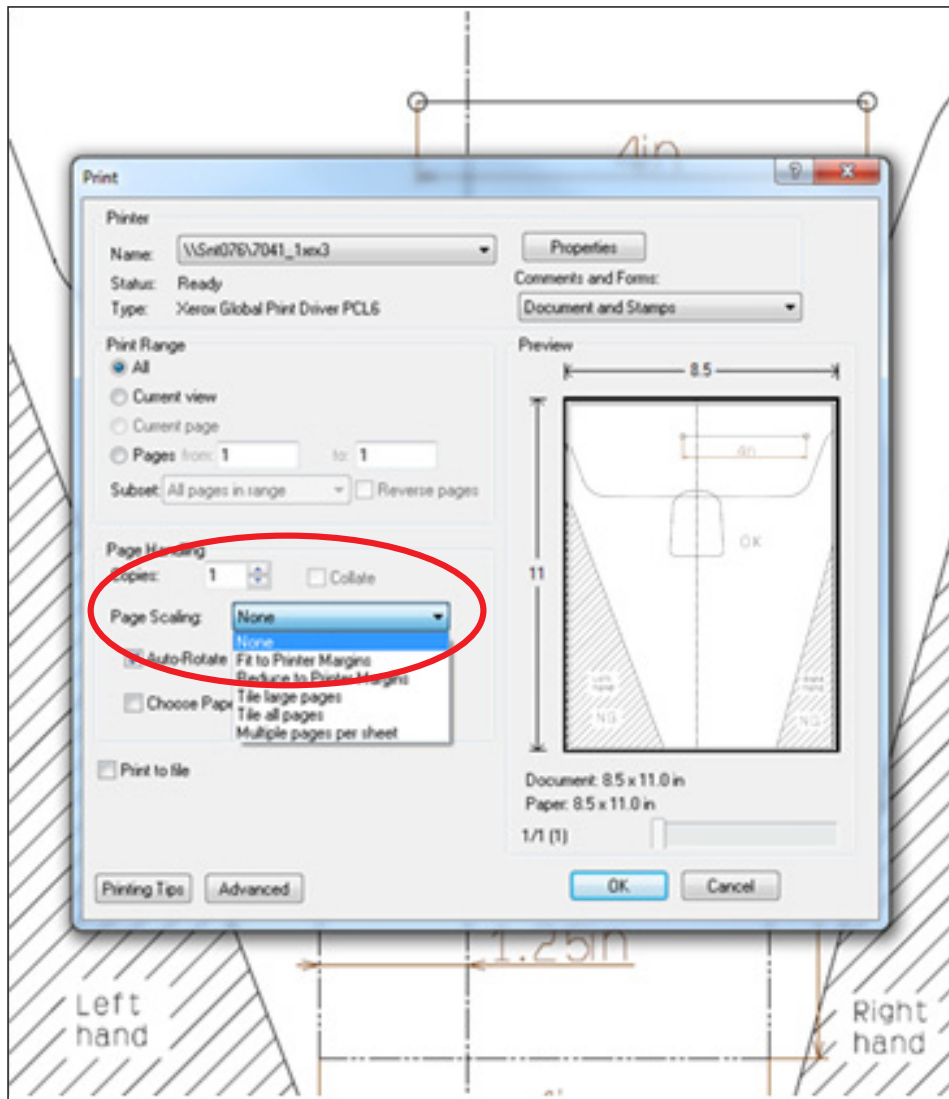
**SUBARU OF AMERICA, INC. IS  
“ISO 14001 COMPLIANT”**

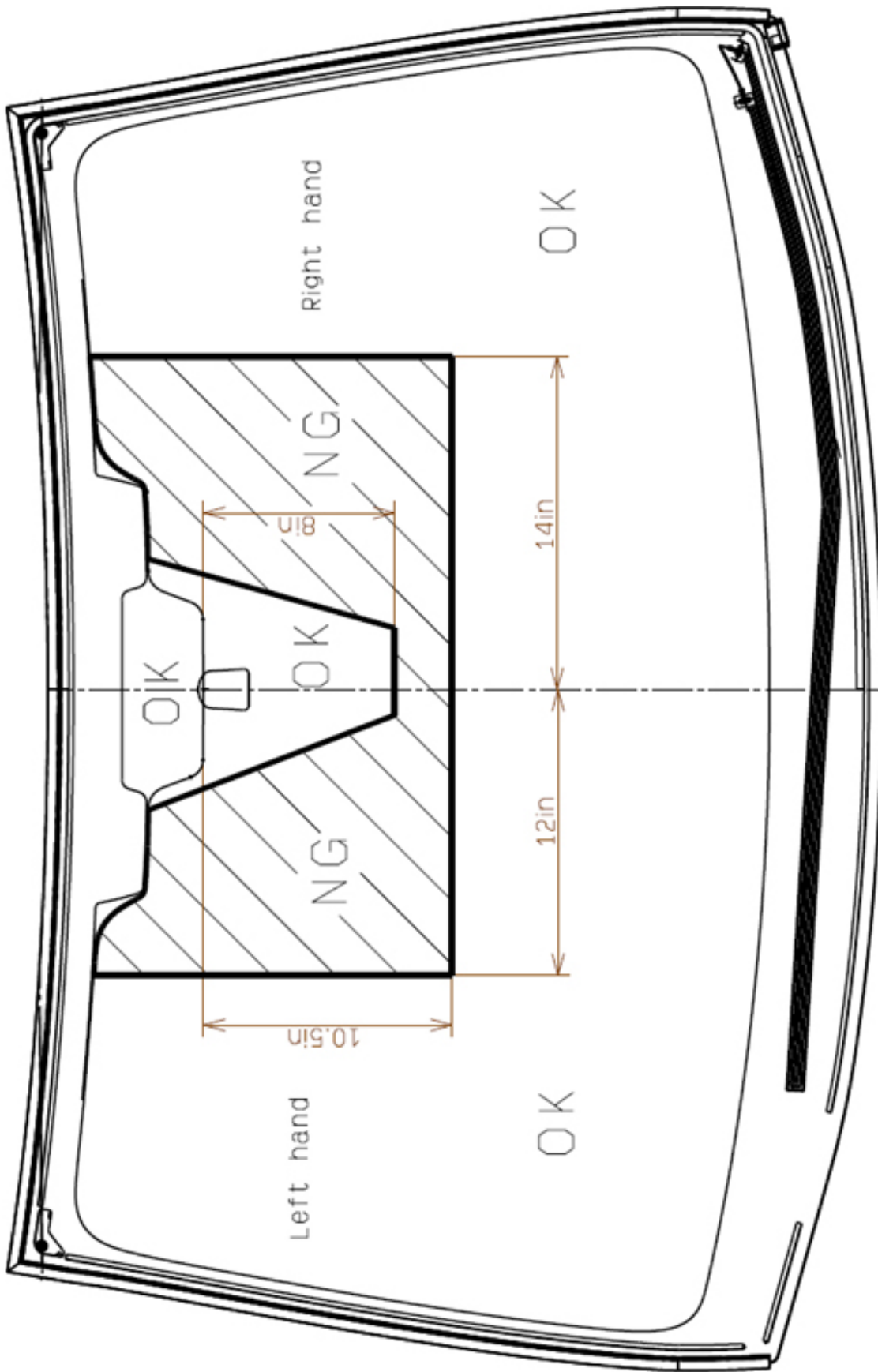
The international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

## Instructions for printing the actual-size location template:

- Scroll to the end of this Bulletin and have the template page displayed.
- Click on the “print” icon from the toolbar or click “file” then “print”.
- In the Print window, select “Current page”.
- Click on the drop-down arrow in the Page Scaling menu as shown. The default setting is “Reduce to Printer Margins”. From the menu, select “None” then click “OK”. Your template should print normally and be ready to cut out for use.
- **IMPORTANT:** Verify the 4 inch dimension measures a true 4 inches before using the template.



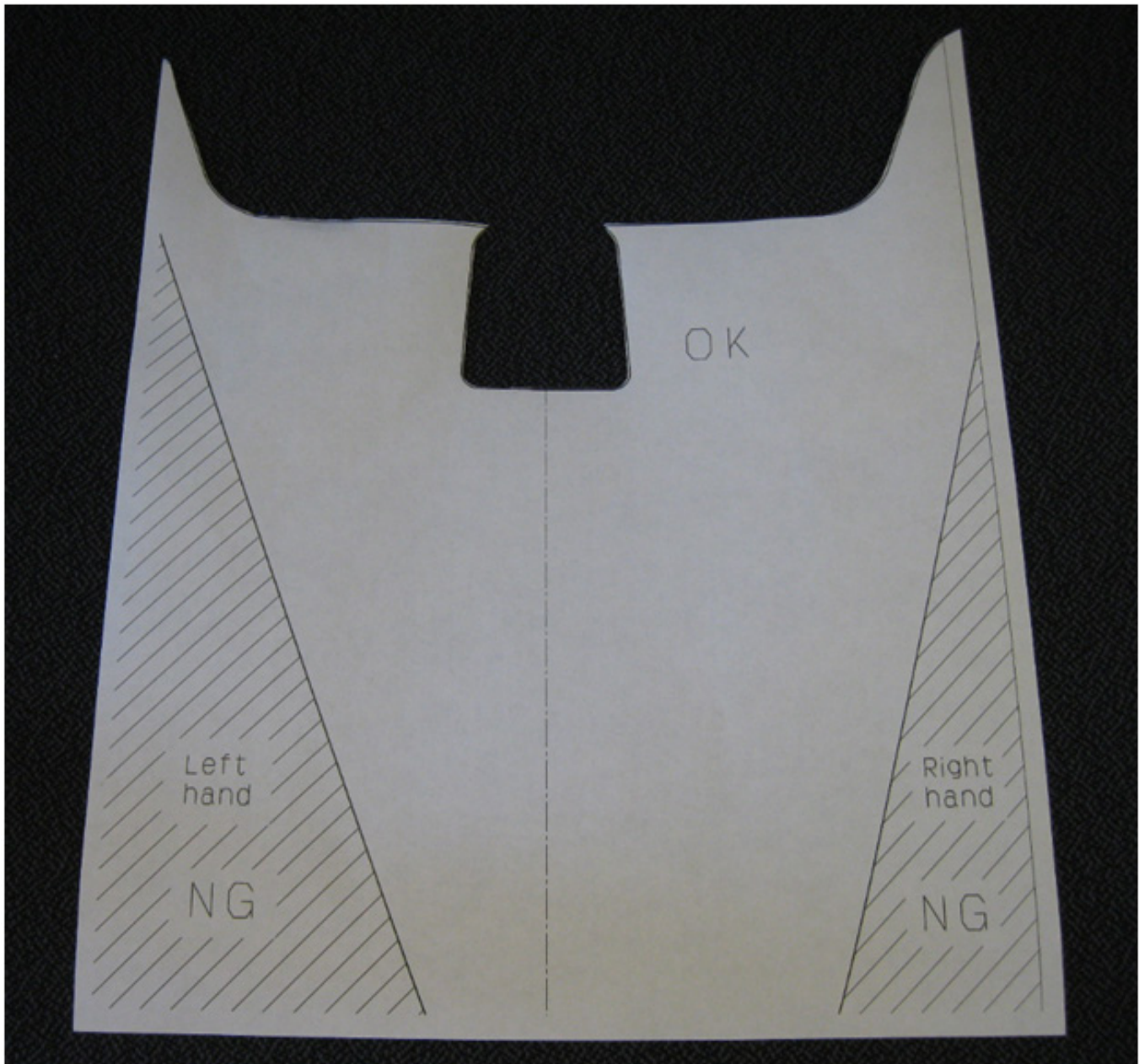




**Dimensional Overview**

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The photo below shows an example of the template **(printed to scale)** for acceptable windshield repair areas, cut out and ready to use.



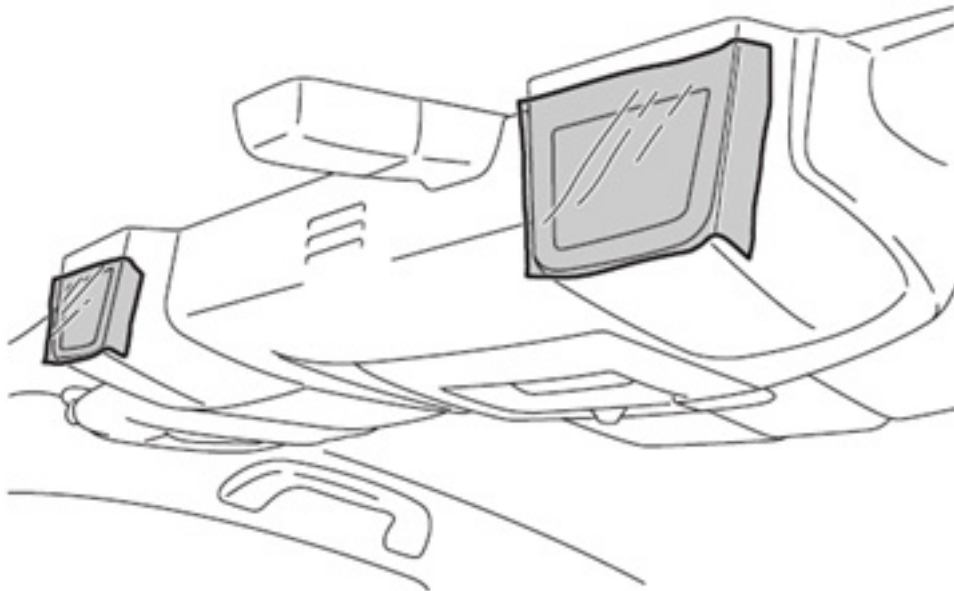
*Continued...*

Attach the **printed to scale** template to the windshield as shown. Once the template is in place, extend the Left and Right-hand lines as necessary using the Dimensional Overview measurements as a guide to complete the prohibited “NG” and acceptable “OK” areas for windshield repairs. Once completed, inspect the area of the windshield that is damaged to determine if repair is possible or if a replacement EyeSight windshield is needed.

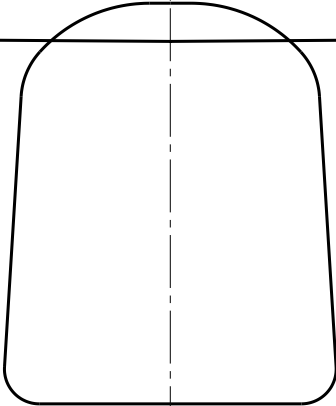
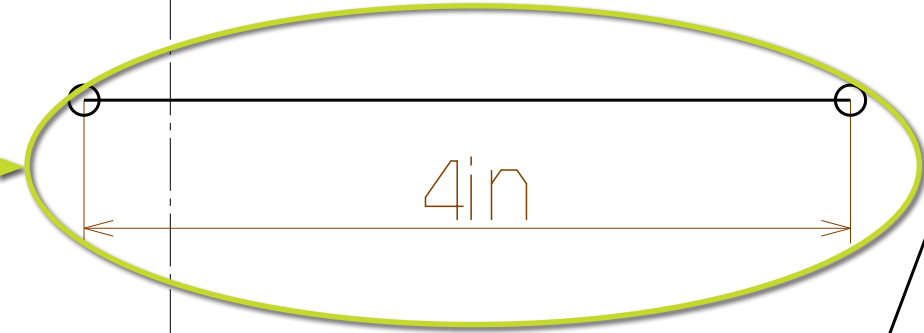


## IMPORTANT NOTES:

- A common practice when repairing a windshield is to ensure the glass surface is clean and free of all residue. For this reason, the following caution from the Owner's Manual has been included for reference. Always protect the openings for EyeSight's stereo camera with removable tape or plastic wrap prior to application of any glass cleaners or polishes to the inside of the windshield and surrounding areas. Overspray or residue from these materials reaching the lenses of the Eyesight stereo camera will cause damage and require them to be replaced.
- **NEVER** attempt to clean the cameras' lenses as doing so will damage them, also requiring replacement. It is also critical to protect the EyeSight stereo camera with tape prior to windshield removal. This will prevent any contamination of the EyeSight camera by dust or debris produced during the windshield removal and installation process.
- Required decals (e.g. state inspection, military base, local community, campground, etc.) may be placed in the upper center of the windshield using the template provided in this bulletin a guide to ensure they are installed within the specified "OK" areas.
- The use of any "glossy backed" labels, stickers or decals should be avoided as glare may be created and interfere with the EyeSight system operation. Any labels, stickers and decals should be installed as close to the top of the "OK" area of the windshield as possible.
- When installing labels, stickers or decals, their location must be compliant with any and all applicable Federal, State and Local ordinances relating specifically to possible visual obstructions. Other ordinances may also apply so, please check with your specific authority.



**IMPORTANT:**  
After printing the  
template, **confirm**  
this "4in" dimension  
**measures a true 4"**  
or it will not fit the  
windshield properly.



OK

Left  
hand

NG

Right  
hand

NG