

ATTENTION:
 GENERAL MANAGER ☐
 PARTS MANAGER ☐
 CLAIMS PERSONNEL ☐
 SERVICE MANAGER ☐

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

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015-16MY Legacy and Outback Models

NUMBER: 12-192-15R

SUBJECT: Windshield Cracking Concerns

DATE: 10/26/15

REVISED: 11/19/15

INTRODUCTION

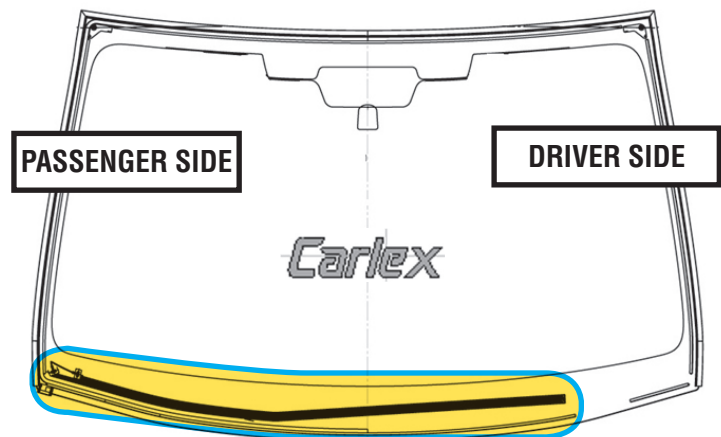
Subaru of America, Inc. (SOA) Quality Assurance has identified an increase in the number of cracked windshields on some 2015 and 2016MY Legacy and Outback models. Further investigation has determined the root cause for many of these failures to be the ceramic materials used for the black-colored printed perimeter combined with the silver-colored material used for the wiper deicer portion of the windshield glass. In response to this increase, SOA is extending the original warranty on applicable factory-installed windshields to 5 years / unlimited miles. This warranty extension will cover windshield replacement a maximum of **ONE TIME** where applicable on a vehicle with a VIN prior to those listed in the Production Change Information on page 2 and meeting the guidelines outlined in this bulletin.

NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding. See sample inquiry result below. The VIN should also be checked for any open campaigns or recalls at this time.

EXTENSIONS							
COVERAGE	REASON	ADDT'L MONTHS	ADDT'L MILES	EFFECTIVE DATE	EXPIRATION DATE	UPDATE DATE	USER
WC	WBH	24	999,999	XXXXXX	XXXXXX	XXXXXX	SADMIN

IMPORTANT: The information in this bulletin is only applicable to certain windshield glass manufactured by CARLEX and equipped with the windshield wiper deicer feature (part of the All-Weather Package) on vehicles within the specified VIN ranges. The affected windshields can develop cracks when impacted in the printed black area of the highlighted wiper deicer area shown in the illustration below.

IMPORTANT NOTE: The illustration to the right shows the windshield as viewed from OUTSIDE the vehicle.



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

ISO 14001 is 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.

PRODUCTION CHANGE INFORMATION:

Windshields manufactured with new black perimeter border and wiper deicer materials were incorporated into production per the table below.

NOTE: This bulletin applies only to vehicles produced prior to the starting VINs listed below.

MODEL	EYESIGHT	STARTING VIN	PRODUCTION DATE:
Legacy & Outback	With EyeSight	G3222455 - Outback	September 3, 2015
		G3011247 - Legacy	
	Without EyeSight	G3210476 - Outback	August 12, 2015
		G3006359 - Legacy	

PART INFORMATION

PART NUMBER	APPLICATION
65009AL17C or 57A	W/ Wiper Deicer
65009AL18B or 58A	W/ Wiper Deicer and EyeSight

The original windshields (before production change) can be easily identified by the identification markings found in the lower left, driver's side corner shown in Figure 1 below.



Fig. 1

The enhanced production parts and replacement part windshields are identified by the additional identification markings (CN, CV, DOT44) as shown in Figure 2 below. Windshields with these markings are NOT eligible for replacement under the warranty extension.



Fig. 2

These 2 production markings can be found on production or replacement part windshields.

This marking is found on replacement part windshields only.

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COVERAGE GUIDELINES

Confirm the windshield is actually cracked and the crack does not originate from a bulls eye, star, or combination impact (refer to the images in Figure 3 below). These types of damage would only be covered by this warranty extension if the windshield is identified as having the above outlined condition and the damage originates in the affected wiper deicer area. **DO NOT submit an Authorization Request for a windshield replacement which will be covered by the warranty extension outlined in this Service Bulletin.**



IMPORTANT: Damage covered under the terms of this windshield warranty extension is limited to windshield cracking as a result of minor or imperceptible wounding of the glass. Only windshields with the condition/damage originating in the wiper deicer area are eligible for this warranty extension.

STOP: If the condition/damage originates in an area **OUTSIDE** the wiper deicer area, this warranty extension **DOES NOT** apply. Follow the standard Authorization Request procedure using: Subarunet > Service > Authorization Request Entry if warranty coverage outside this warranty extension is applicable. For these authorizations, please be sure to always include the manufacturer's identification marking as one of the submitted photos.

WINDSHIELD INSPECTION

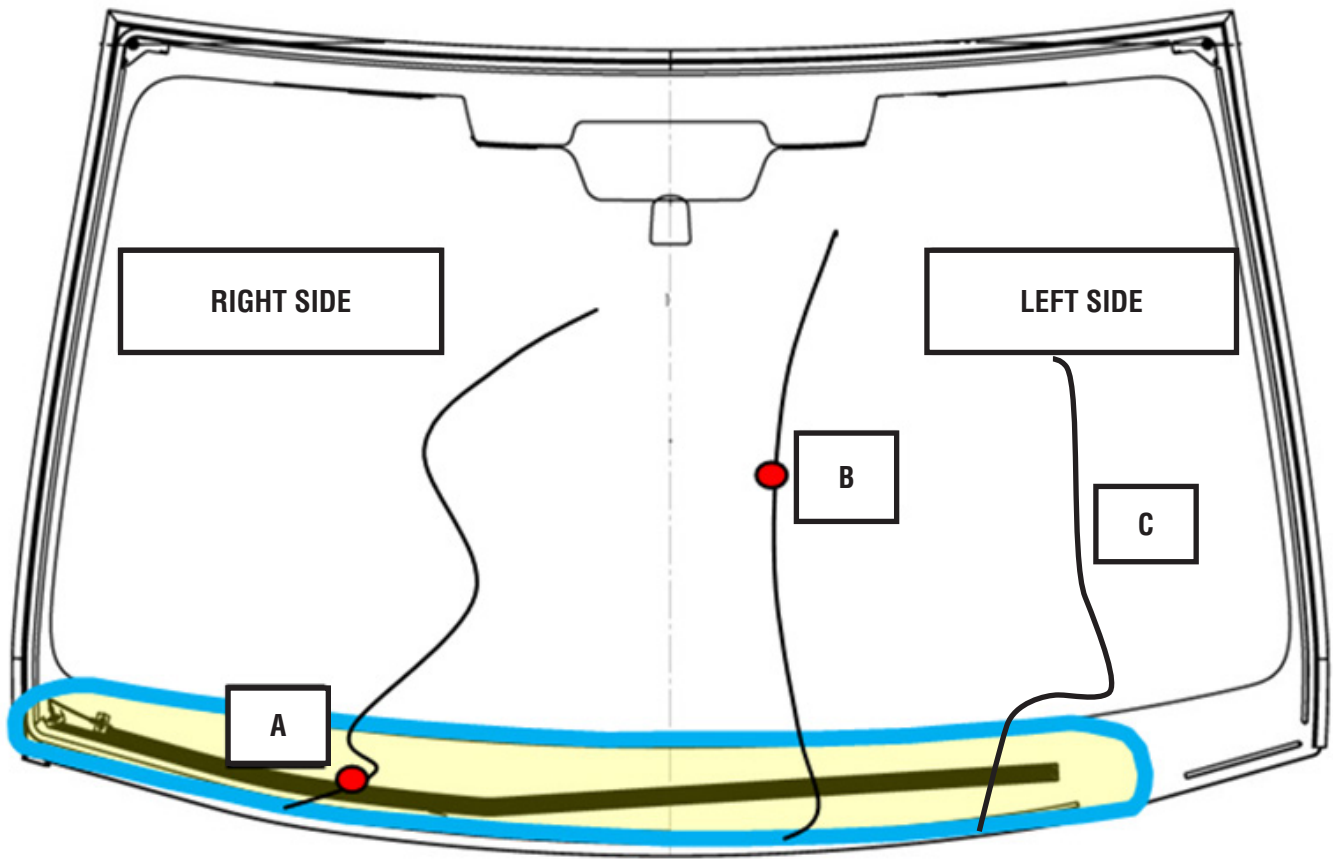
STOP: After confirming the presence of a crack, inspect the manufacturer identification marking in the lower left driver's side corner of the windshield. If the marking is the same as shown in the enhanced production part and replacement part illustrations in **Figure 2**, this warranty extension **DOES NOT** apply. These identification markings indicate an enhanced replacement windshield has already been installed.

STOP: If the identification markings do not include the words **SUBARU** and **Carlex**, the glass is an aftermarket windshield and the warranty extension **DOES NOT** apply. Aftermarket windshields are not eligible for any Subaru warranty coverage.

If the marking contains SUBARU and Carlex and matches the illustrations shown in Figure 1 above, proceed with the inspection as the windshield was manufactured prior to the production change. Visually inspect the crack to determine if it passes through the affected deicer area. Examine the entire length of the crack for evidence of impact. If there are no obvious signs of impact, a ballpoint pen or fingernail may be used to help locate the impact point. Move the ball of the pen (or fingernail edge) along the crack starting at one end and tracing to the other. Take note when the ball or nail catches along the crack as these are impact points.

- If an impact point is found within the affected deicer area (as shown by "A" in the illustration below), proceed with windshield replacement under the terms of this warranty extension.
- If the impact point is found outside of the affected area (as shown by "B" in the illustration below), this bulletin and warranty coverage do not apply.
- If an impact point cannot be identified and the crack passes through the affected area (as shown by "C" in the illustration at the top of the next page), proceed with windshield replacement under the terms of this warranty extension.

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SERVICE PROCEDURE / INFORMATION

The vast majority of windshield replacements are performed as sublet repairs. For this reason, it is important that **ALL** the Service Manual procedures are followed closely to insure a proper repair. Following **ALL** the Service Manual procedures is even more important when replacing the windshield on a vehicle equipped with EyeSight otherwise proper operation of the system may be impacted.

IMPORTANT: The Service Manual specifies the EyeSight stereo camera assembly **MUST** be removed from the vehicle **BEFORE** removing the windshield. After windshield replacement is complete, the EyeSight stereo camera assembly **MUST** be reinstalled and calibrated by performing the complete Camera Inspection and Adjustment procedure along with the Automatic Adjustment procedure as outlined in the applicable Service Manual. It is **IMPERATIVE** Technicians thoroughly review and understand each step of the stereo camera calibration procedures as found in the EyeSight (ES) section of the applicable Service Manual before proceeding.

NOTE: In the event the Automatic Adjustment procedure fails to complete after driving for 30 minutes, the Camera Adjustment and Inspection procedure will need to be repeated and the Automatic Adjustment attempted a second time.

VERY IMPORTANT: **NEVER** return a vehicle to a customer which has not had the **complete** EyeSight Camera Adjustment and Inspection AND the Automatic Adjustment procedures performed successfully following any windshield replacement.

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WARRANTY / CLAIM INFORMATION

The Basic New Car Limited Warranty for these vehicles is three (3) years or 36,000 miles, whichever comes first. SOA is extending this original warranty for windshield cracking originating in the deicer area for an additional two (2) years / unlimited miles for a **ONE-TIME** replacement where applicable.

SOA will inform vehicle owners this condition may exist via a customer letter. A copy of the owner notification letter is included at the end of this bulletin. Customers can schedule an appointment with any authorized Subaru retailer for a free visual inspection of the windshield should any cracking occur. SOA will also inform insurers about this condition.

Please submit for reimbursement as you would any other covered repair using the claim coding provided below. **REMINDER:** Any windshield condition found outside of the affected wiper deicer area is not covered by this warranty extension.

For vehicles within the Basic New Car Limited Warranty period or covered by the Windshield Warranty Extension, this repair may be submitted using the following claim information:

SOA will reimburse retailers for each windshield inspection completed when a customer presents their windshield with damage present. Inspection of undamaged windshields is not required under this warranty extension.

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
2015-16 LEGACY / OUTBACK w/ ALL-WEATHER PKG. WINDSHIELD CRACKING INSPECTION	B914-148	WBH-86	0.3
2015-16 LEGACY / OUTBACK w/ ALL-WEATHER PKG. WINDSHIELD REPLACEMENT	C914-140	WBH-02	2.0
EYESIGHT CAMERA R&R FOR WINDSHIELD REPLACEMENT	C914-141		0.2
EYESIGHT CAMERA CALIBRATION / ADJUSTMENT	C067-718		0.9
SUBLET REPAIR / ADMINISTRATION EXPENSES	C101-108		0.3

IMPORTANT REMINDERS:

- The standard **PRIOR** Authorization requirement for glass repairs over \$500.00 has been waived for **repairs covered by the warranty extension** outlined in this Service Bulletin.
- The **PRIOR** Authorization requirement for glass repairs over \$500.00 is still in force for any and all repairs **which are warrantable but NOT covered by the warranty extension** outlined in this Service Bulletin.
- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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OWNER NOTIFICATION LETTER



Subaru of America, Inc.

Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
855-384-8926
www.subaru.com

October 23, 2015

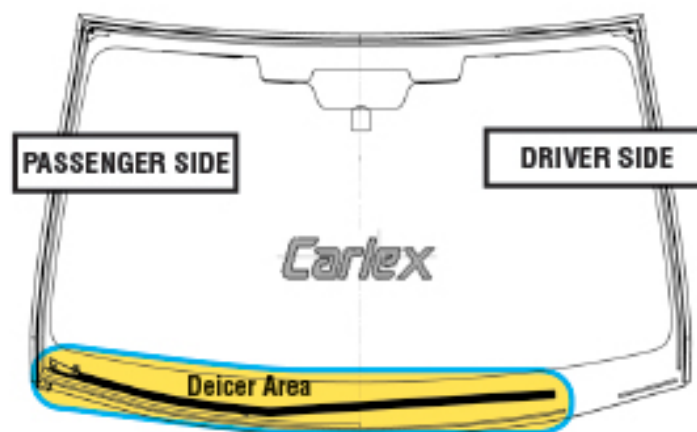
Important Notice: Warranty Extension for Windshield Cracking at Deicer On 2015 and early production 2016 Legacy and Outback

Dear Subaru Owner:

This letter is to notify you that under the conditions described below, the original limited warranty of three (3) years/36,000 miles has been extended to five (5) years/ unlimited miles (an additional twenty-four (24) months regardless of mileage) for your vehicle's original or some early replacement deicer equipped windshields. If you paid to have the deicer windshield replaced for cracks or breakage around the deicer within the original limited warranty period or newly extended warranty period, you may be eligible for reimbursement. Refer to the instructions below for inspection & repair procedures and the reimbursement eligibility requirements & procedure.

Inspection & Repair Details

During the windshield glass manufacturing process certain compounds used to adhere the deicer to the lower portion of the windshield created a condition where the glass became more susceptible to cracking following a minor wound to the glass due to some outside force such as a stone impact. When this occurs the damage to the glass generally appears very minor or may even be invisible but the glass may crack as a result. If the crack originates or passes through the deicer (lower) area of the windshield then this condition may be the cause. (Please refer to the diagram below.) If the impact is severe enough to cause glass penetration, starring, or other severe damage, it is not caused by this condition since such an impact would also result in damage to the windshield even at its normally expected strength. Damage to other areas of the windshield, regardless of the cause, do not result from a manufacturing defect and consequently are not eligible for coverage either under your vehicle's original limited warranty or under the extended warranty described in this letter. In addition, only genuine Subaru original or replacement windshields are eligible for warranty coverage.



NOTE: The illustration shows the windshield as viewed from the **OUTSIDE** of the vehicle.

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If you currently have damage in the lower de-icer area of your windshield or a crack in the glass that passes through that area, you may have your vehicle inspected for this condition. Please schedule an appointment with an authorized Subaru retailer (dealer) for a free visual inspection. The inspection will take approximately 15-20 minutes. If repair is required, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment or to reschedule at a later date to allow your retailer flexibility in scheduling, ordering needed parts, or coordinating with a sub-contracted glass installation company.

Reimbursement Eligibility

- You may be eligible for reimbursement if you already paid to have your vehicle's deicer equipped windshield replaced for cracks or breakage in the deicer area during the original limited warranty period of three (3) years or 36,000 miles, or newly extended warranty period of up to five (5) total years regardless of mileage. **Requests for reimbursement must be filed prior to February 1, 2016.**
- You must have paid an out-of-pocket expense to an authorized Subaru retailer, an authorized Subaru repair facility, or a third-party aftermarket repair provider to replace the windshield as a result of a crack in the windshield.
- Chip repairs are not eligible for reimbursement under the terms of this warranty extension. Damage resulting in a chip (only) does not result from a manufacturing defect and consequently these are not eligible for coverage either under your vehicle's original limited warranty or under the extended warranty described in this letter.
- If you have been previously reimbursed by SOA, a Subaru Retailer, or your insurance provider for partial coverage of this repair, only the portion that you have paid is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed by any third party, including Subaru Added Security, other extended warranty providers, an authorized Subaru retailer, or your insurance provider. Insurance providers will have an opportunity to seek reimbursement separately from this offer to you, the Subaru owner.
- **To Apply for Reimbursement Complete the attached Claim Form at the end of this document.**
- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing windshield replacement for cracking will meet this requirement. **The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.**
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- **Mail the completed Request for Reimbursement form and copies of the receipt(s) and invoice(s) to this address:**

**Subaru of America, Inc.
Customer Retailer Services Department
Attention: Windshield Warranty Extension
P.O. Box 6000
Cherry Hill, NJ 08034-6000**

Please allow 6-8 weeks for the reimbursement to be processed.

Your request for reimbursement must be postmarked by no later than February 1, 2016. Ensure your request includes all necessary documents to avoid any delays in processing and reimbursement.

If you need additional assistance, please contact us directly:

- **By e-mail: Go to www.subaru.com/customer-support.html and select “Email Us”**
- **By telephone: 1-855-384-8926**
Monday through Thursday - 8:30 AM to 5:00 PM EST
Friday - 10:30 AM to 5:00 PM EST

Sincerely,

Subaru of America, Inc.

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QUALITY DRIVEN® SERVICE

Claim Form

For Windshield Warranty Extension

Please fill out the following information completely and submit this form, along with the documentation described below. Ensure your request includes all necessary documents to avoid any delays in processing and reimbursement.

Name

Address

City State ZIP

Telephone Number

Email Address

VIN Vehicle Model Model Year

Did your insurance company participate financially in this repair? ☐ Yes ☐ No (please choose one)

I VERIFY THAT I AM THE OWNER OR LESSEE OF THE VEHICLE DESCRIBED ABOVE, AND THAT TO THE BEST OF MY KNOWLEDGE, THE INFORMATION PROVIDED IN THIS CLAIM FORM IS TRUE AND CORRECT.

Signature Date

DOCUMENTATION FOR REIMBURSEMENT: You must include with this Claim Form (1) a copy of the repair invoice or work order showing windshield replacement for cracking meeting the reimbursement eligibility. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed. (2) proof of payment, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.

Mail this Claim Form, along with the above referenced documentation to the following address:

Subaru of America, Inc.
Customer Retailer Services Department
Attention: Windshield Warranty Extension
P.O. Box 6000
Cherry Hill, NJ 08034-6000

Please allow 6-8 weeks for the reimbursement to be processed.

Your request for reimbursement must be postmarked by no later than February 1, 2016. Ensure your request includes all necessary documents to avoid any delays in processing and reimbursement.

Rev: October 2015