

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

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



SUBARU

QUALITY DRIVEN® SERVICE

REPAIR INSTRUCTIONS

APPLICABILITY: 2011MY Legacy & Outback with Moonroof **DATE:** September 9, 2011
SUBJECT: Interim Inspection and Repair Procedure
for Moonroof Glass WW-33 Stop Sale /
Recall

VIN RANGE

MODEL		FROM	TO
2011MY	Legacy	B*215420	B*259708
	Outback	B*327519	B*435565

* Various Characters may occupy this position

The following inspection procedure applies to vehicles affected by the WW-33 Stop Sale & Recall.

SERVICE PROCEDURE

Note: The following procedure may be used to inspect vehicles affected by the WW-33 Stop Sale. A Campaign Bulletin, including final repair instructions, will be released in the near future.

This service procedure will involve inspection of the Moonroof for proper adhesion between the glass and retainer (frame).

Tools

Thin flat metal ruler (mm scale)

Plastic trim tool

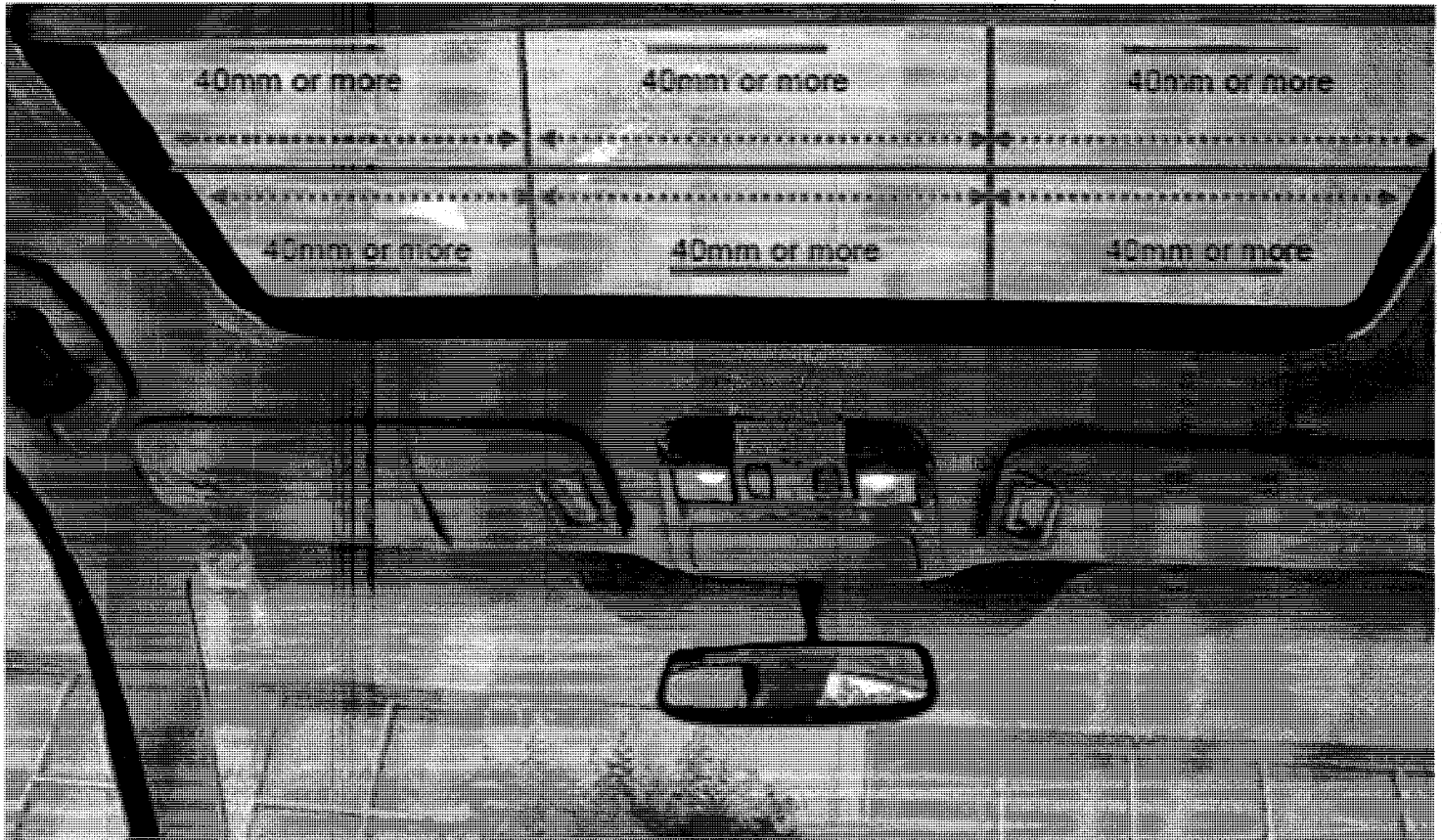
Pencil

Inspection Procedure

Open Sunshade

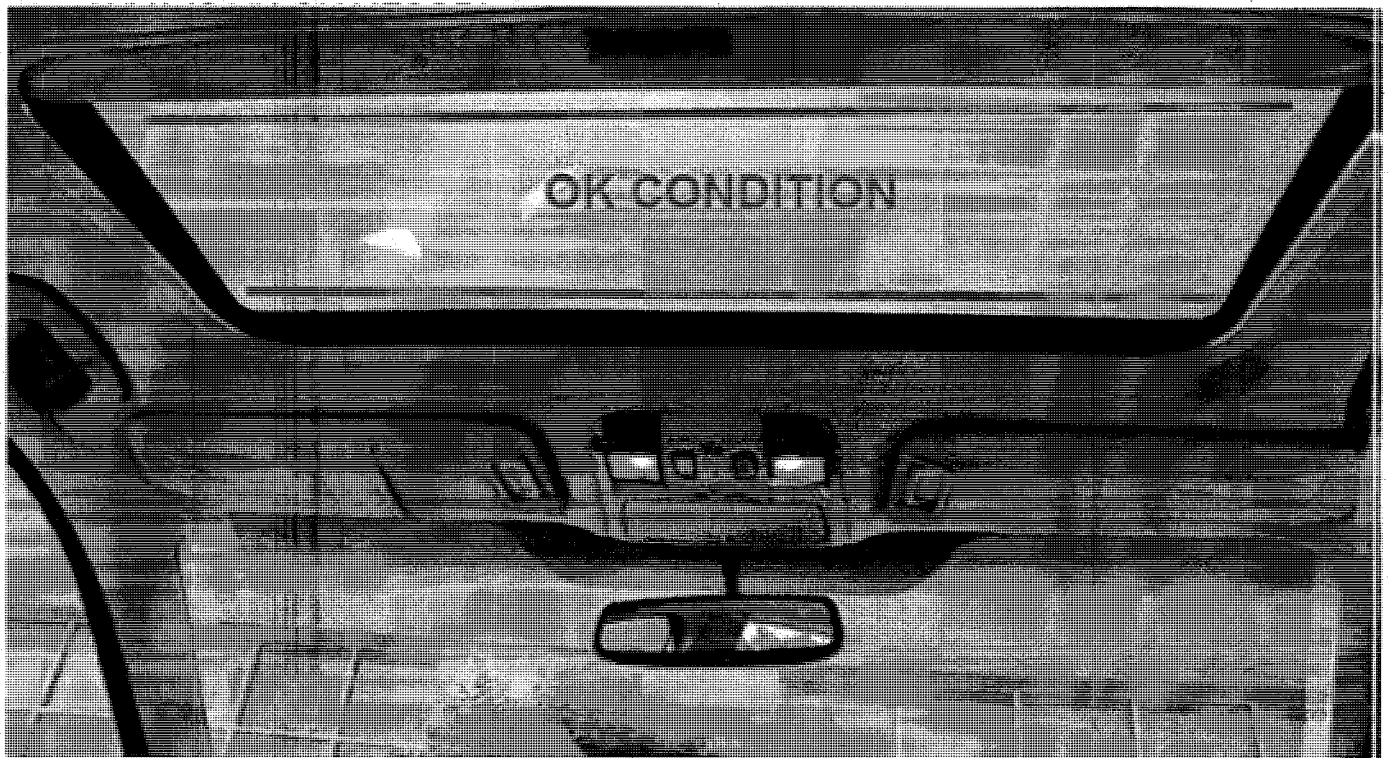
Verify the urethane beads are present (6 Beads / 40mm or more in length)

Continued...



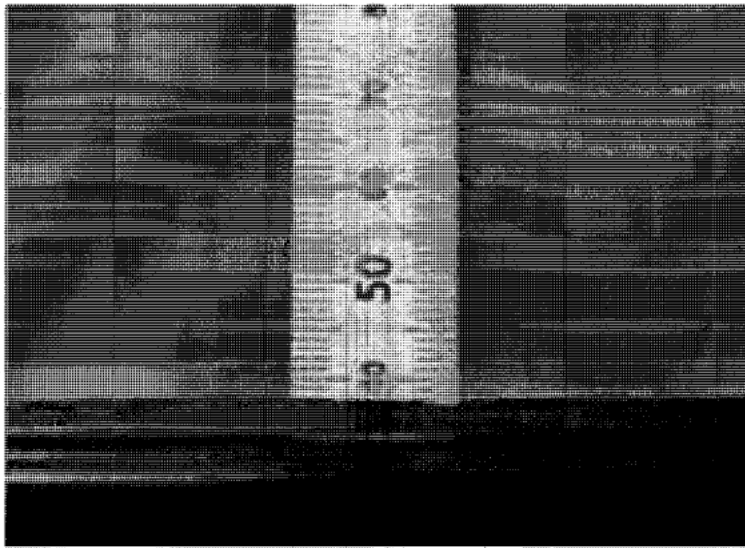
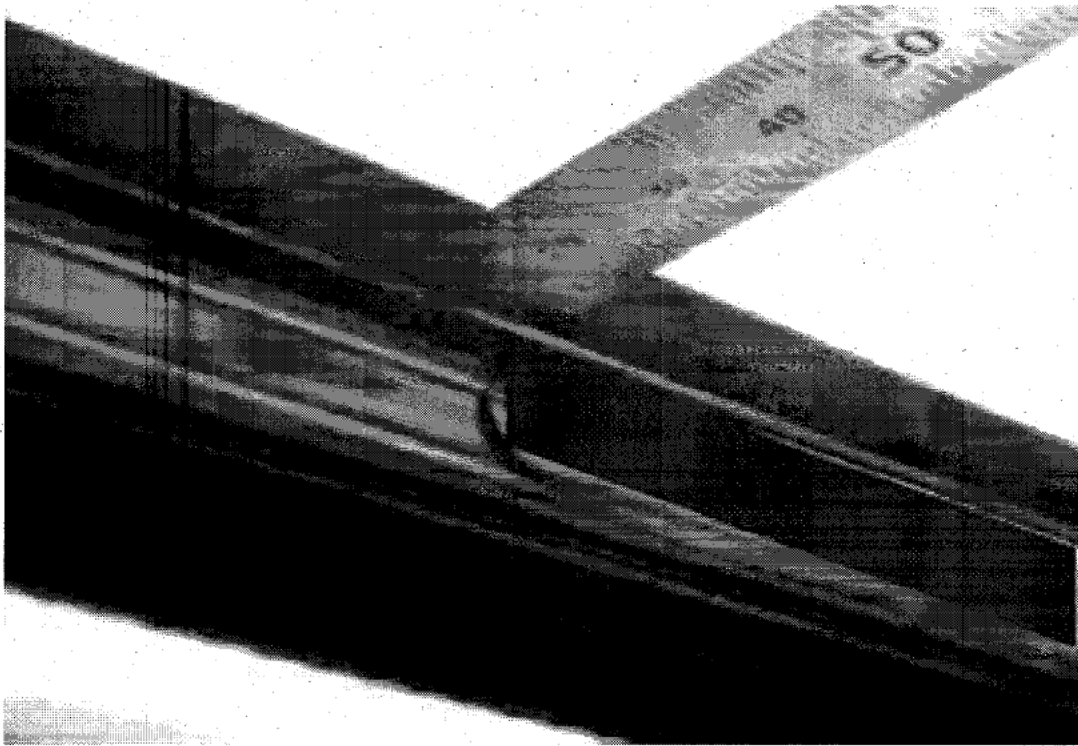
Imagine the moonroof being divided into 6 equal sections (270mm blue arrow). Inside each of the six squares there should be a 40mm or longer bead (red line) of urethane between the glass and frame in each section.

NOTE: Some vehicles may have two long urethane beads which is also acceptable.

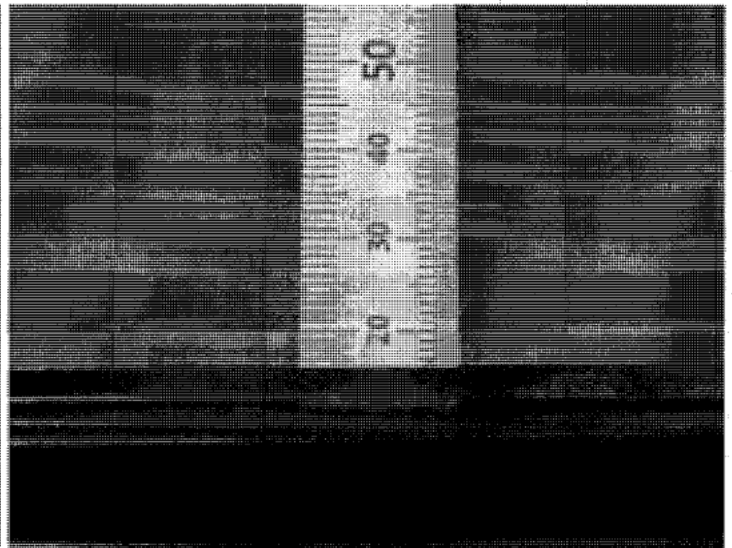


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To locate the urethane beads, a metal ruler is used as a depth gauge which is inserted between the moonroof glass and the moonroof frame.



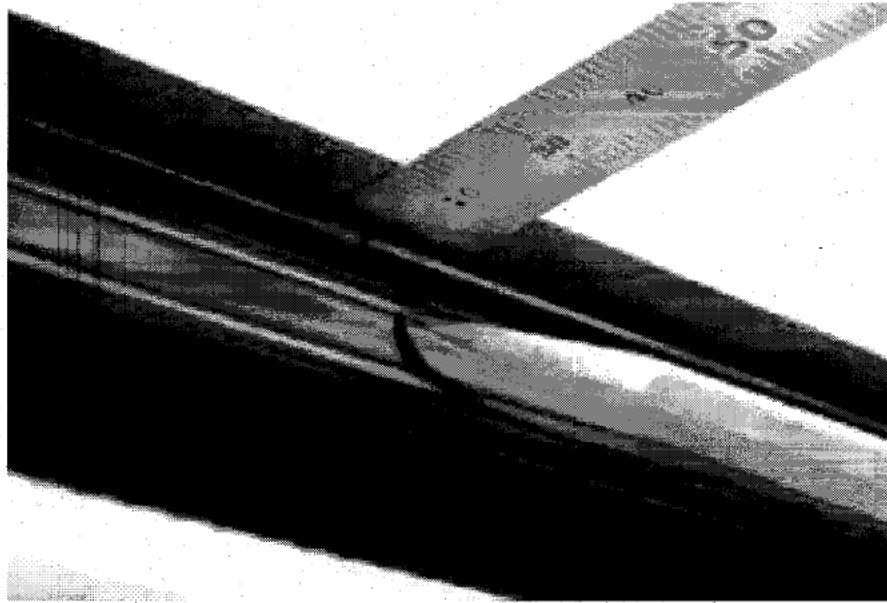
Urethane Not Present (approximately 38mm)



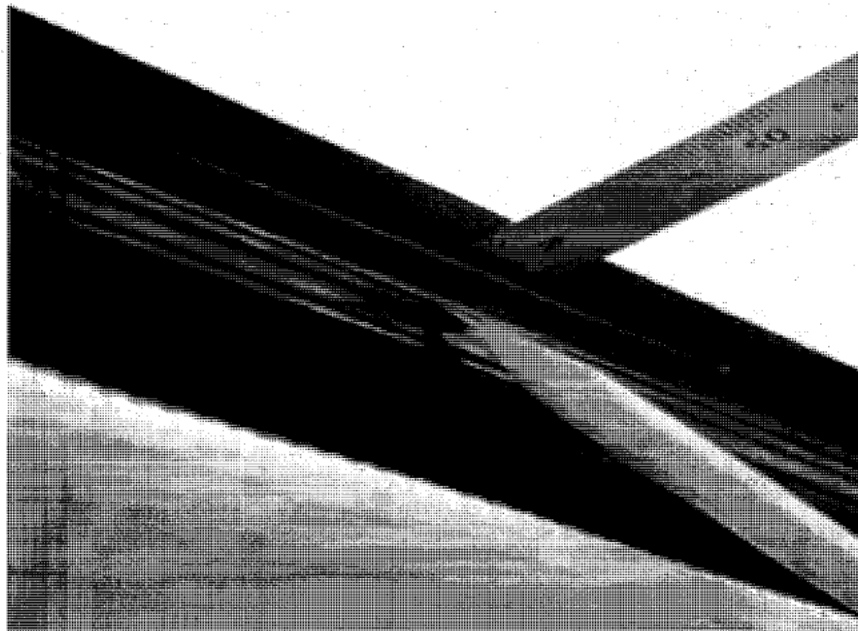
Urethane Present (approximately 16mm)

Continued...

Slide the ruler between the moonroof glass and moonroof frame. Slide the ruler in a sideways motion until you locate one of the ends of the urethane bead. Using a pencil, place a small mark on the frame to mark the position.



Slide the ruler along the bead until you can locate the other end of the urethane bead. Place a small mark on the frame to mark that position.



Continued...

Measure the length of the urethane bead between the marks. The length of each bead must be at least 40mm. Repeat the step for the other five urethane beads.

If any of the six urethane beads measure less than 40mm in length the Adhesive Repair Procedure will need to be preformed. **NOTE:** Until Special Adhesive is available, it will be necessary to replace the moonroof glass and frame.

Erase the pencil marks.

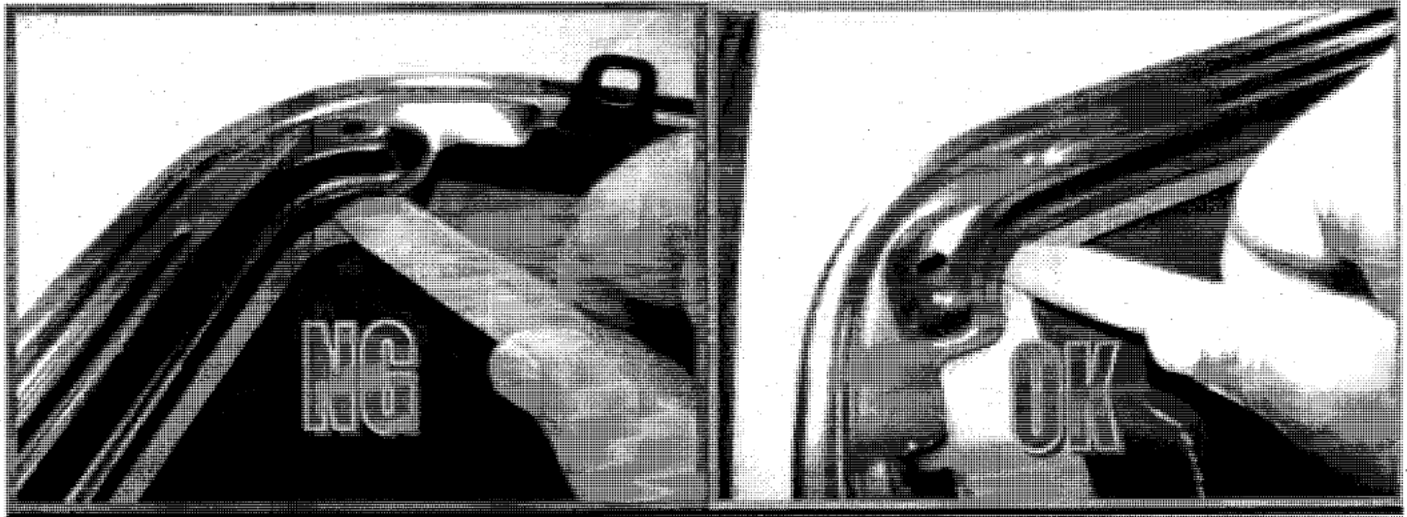
If all six beads are 40mm or longer the next step is to inspect the 4 corners of the moonroof glass for separation.

Using a plastic trim tool, check all four corners of the moonroof glass.



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Insert the plastic trim tool between the frame and glass starting at the front left corner. Using a reasonable amount of force, attempt to rotate the plastic trim tool up to 90 degrees from the surface of the glass. While rotating the plastic trim tool, listen, look and feel for any separation of the glass from the frame. If adhesion is inadequate the frame will move easily. If adhesion is adequate there will be little to no movement. Check the remaining three corners. If any separation occurs at any of the four corners, the moonroof glass and frame will need to be replaced. Refer to the applicable Subaru Service Manual for the replacement procedure.



No Good, unacceptable

Okay, acceptable

NOTE: If the moonroof passes both the adhesive bead test and the trim tool twist test, then no further action or repair is required.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service program will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.com.

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WWV-33	B185-098 0.2 hrs.	Moonroof Glass Inspection
		C185-091 0.3 hrs.	Moonroof Glass Replace