

**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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**SUBARU**

QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2019-20MY Forester

**NUMBER:** 12-258-20

**SUBJECT:** Rattling Sound from Sunroof Deflector

**DATE:** 03/25/20

### INTRODUCTION:

This bulletin provides a procedure for addressing a rattling sound caused by the sunroof deflector contacting the sunroof rail assembly. The sound may be heard while closing an outside door when all the windows are closed. Although a new sunroof rail assembly is now available incorporating a cushion to prevent the sound, a cushion (section of non-woven tape material) can be retrofitted to existing parts to alleviate the condition using the procedure supplied in this bulletin.

### PRODUCTION CHANGE INFORMATION:

Sunroof rail assemblies equipped with the additional deflector cushion material were incorporated into production starting with VIN **LH434047**.

### PART INFORMATION:

Description	Part Number	Note
RAIL ASSEMBLY- SUNROOF	65420SJ001	Includes Cushion
CUSHION	65408SJ000	Service Part

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

### SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

**NOTE:** The majority of vehicles confirmed as having the rattling sound condition described above can be repaired by installation of the non-woven tape / cushion as described in the following procedure.

**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.

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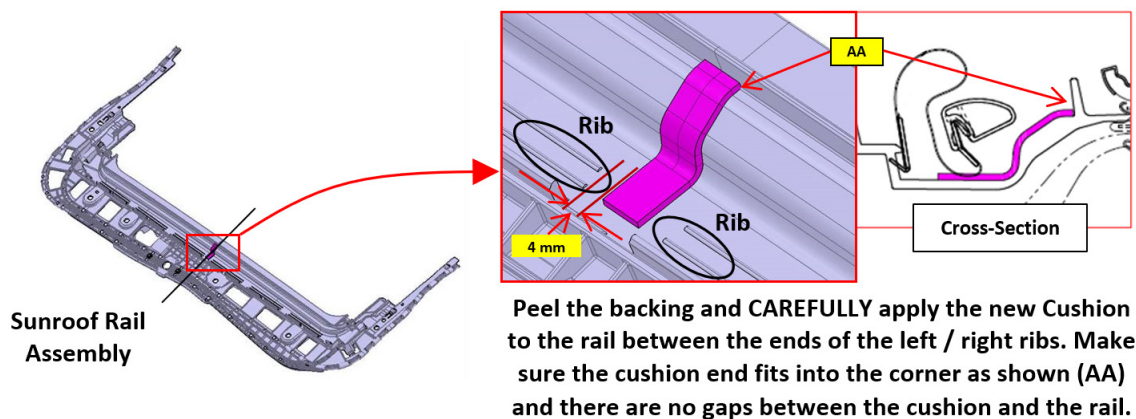
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In a **RARE** case where the rail assembly requires replacement, the service procedure for doing so remains unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

### Cushion Installation Procedure:

- Open the sunroof for access to the frame assembly where the cushion will be installed.
- Identify the location for where the cushion will be installed using the illustrations below and thoroughly clean the area of the frame using isopropyl alcohol on a clean shop cloth. Allow to dry completely before proceeding.



### WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
SUNROOF DEFLECTOR CUSHION INSTALLATION	A914-904	0.3	XKJ-25
SUNROOF ASSEMBLY R&R	B914-906	1.8	
SUNROOF FRAME ASSEMBLY- REPLACE	C914-913	0.5	

### IMPORTANT REMINDERS:

- 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.