

**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:** 2014 Forester Models with EyeSight System      **NUMBER:** 12-154-13

**SUBJECT:** Acceptable Windshield Repair Areas      **DATE:** 08/07/13

**INTRODUCTION**

The purpose of this bulletin is to provide information concerning acceptable windshield repair areas on 2014MY Forester vehicles equipped with the EyeSight system. Refer to the EyeSight Owner Manual and the applicable Service Manual for more detailed information.

**SERVICE PROCEDURE / INFORMATION**

**IMPORTANT:**

- Any damage in the glass repair prohibited (gray, “A” areas) shown in the Dimensional Overview (Fig 1) will require windshield replacement with ONLY a Genuine Subaru EyeSight windshield glass.
- Only Genuine Subaru EyeSight replacement windshields are manufactured with a uniquely-shaped ceramic area and a specified low-distortion glass designed to work in conjunction with the EyeSight system, eliminating possible interference with the system’s operation.
- Replacement of the windshield using anything other than the specified EyeSight glass can create a situation where the system may not operate as designed or as expected.

In the event you receive an EyeSight-equipped vehicle with repairable windshield damage, e.g., a stone chip, small crack or nick, etc. it is critical to understand NO repairs may be made to the glass if the damage is in the glass repair prohibited (gray, “A” areas) as shown in Figure 1. Damage and/or repairs in these areas shown on the Dimensional Overview are strictly prohibited as they can interfere with EyeSight’s stereo camera, compromising proper operation of the system.

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

Examples of often-repaired windshield damage are:



**Bullseye or Halfmoon  
(partial Bullseye)**



**Combination break**



**Star Break**

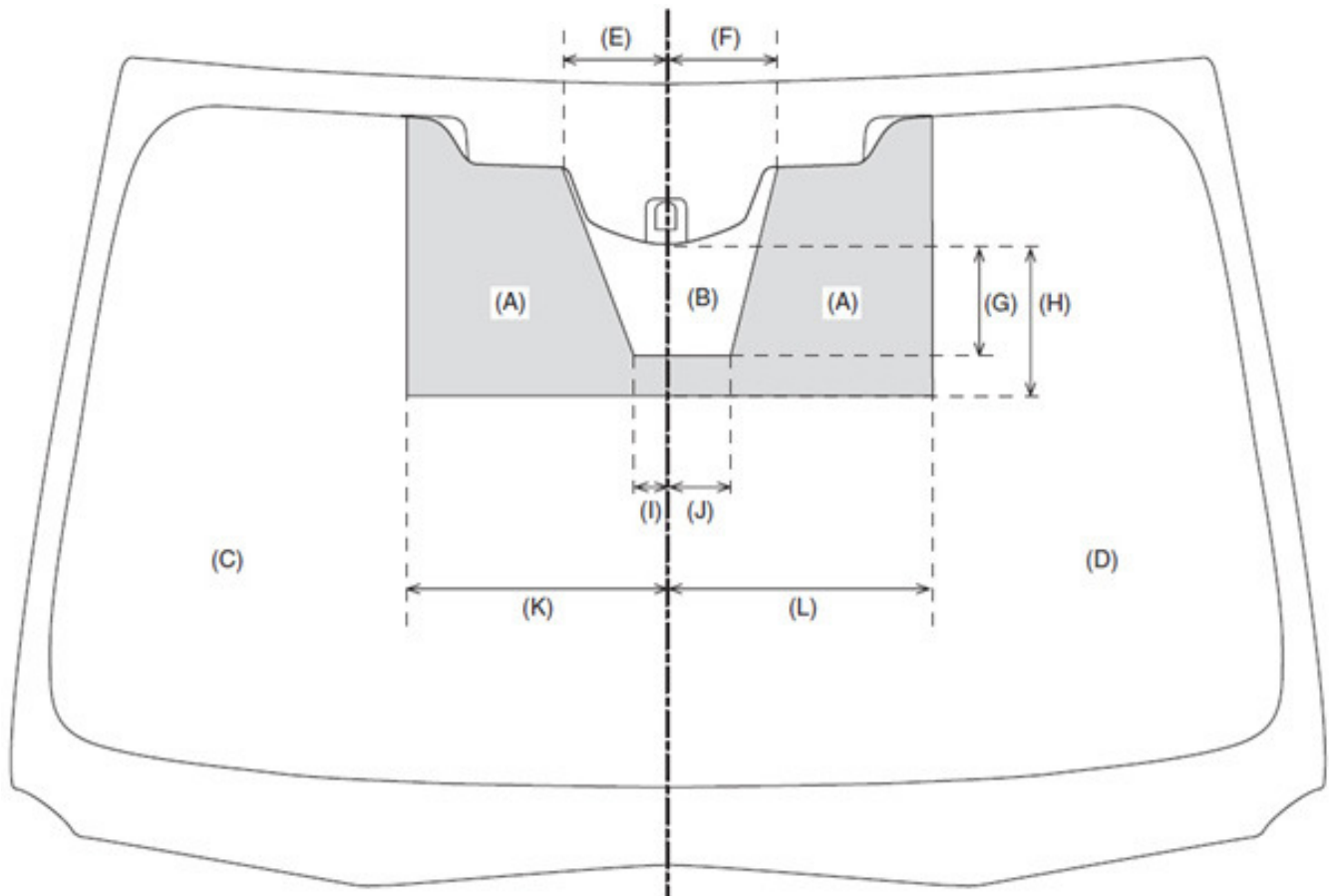
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**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.



**Figure1, Dimensional Overview**

(A) Glass repair prohibited area	(E) 115 mm (4 1/2 in)	(I) 36 mm (1 1/4 in)
(B) Glass repairable area	(F) 125 mm (4 3/4 in)	(J) 72 mm (2 3/4 in)
(C) Glass repairable area (Driver's side)	(G) 127 mm (5 in)	(K) 290 mm (11 1/2 in)
(D) Glass repairable area (Passenger's side)	(H) 170 mm (6 3/4 in)	(L) 300 mm (11 3/4 in)

**IMPORTANT:** Should windshield replacement be required, the EyeSight stereo camera must be protected and a post-replacement system calibration performed to complete the repair. See the applicable Service Manual for details on how to perform this critical procedure.

Customers with questions regarding the information supplied in this bulletin should be referred to the following information from the EyeSight Owners Manual:

- If there are scratches or cracks on the front windshield, contact a SUBARU dealer.
- To have the front windshield replaced or repaired, contact a SUBARU dealer. Do not install a front windshield other than a genuine SUBARU front windshield otherwise, the stereo camera may not be able to detect objects accurately and the EyeSight system may not operate properly.

## SUPPLEMENTAL INFORMATION

As part of the performance of any inspection or repair such as those outlined in this Bulletin, it may be necessary to clean the inside of the windshield of any residue or stray marks. Whenever using any cleaning or detailing products, the following precautions must be observed to prevent damage to the EyeSight stereo camera.

Always protect the openings of the EyeSight stereo camera with removable tape or plastic wrap prior to application of any glass cleaners or polishes to the inside of the windshield and/or surrounding areas. Overspray or residue from these materials reaching the lenses of the Eyesight stereo camera will cause damage requiring them to be replaced. **NEVER** attempt to clean the camera's lenses as doing so will damage them, also requiring replacement which would not be a warrantable repair.

