

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: 2017MY Outback w/ Touring Package
 17MY Forester w/ Touring Package

NUMBER: 04-16-17

DATE: 05/31/17

SUBJECT: Performance of Steering Wheel Heater Feature

INTRODUCTION:

This bulletin announces availability of a new steering wheel designed to address a possible customer concern of insufficient performance of the heated steering wheel feature on applicable models.

PRODUCTION CHANGE INFORMATION:

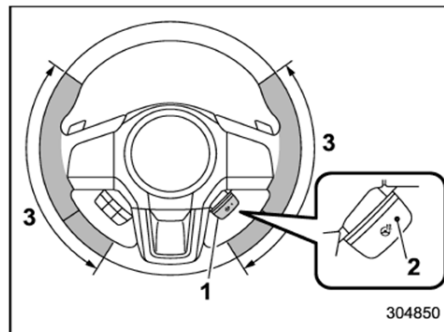
This TSB will be updated with Production change (starting VIN) information when it becomes available.

PART INFORMATION:

Description	Part Number	Applicability
STEERING WHEEL	34312AL051VH	Legacy / Outback
	34312SG071VH	Forester
	34312FL07AVH	Impreza

SERVICE PROCEDURE / INFORMATION:

IMPORTANT: To avoid unnecessary replacement, the information below is provided showing the areas of the steering wheel which are heated. A lack of heat from areas marked “3”, when the Heated Steering Wheel switch is in the “ON” position, is the condition addressed in this bulletin.



- 1) Heated Steering Wheel switch
- 2) Indicator light
- 3) Heated area

After confirming the customer concern and determining steering wheel replacement is necessary, follow the procedure in the applicable Service Manual.

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.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
STEERING WHEEL HEATING ELEMENT R&R	A870-531	0.4	UTF-43

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.