

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: 2012MY Impreza

NUMBER: 10-78-12R

SUBJECT: HVAC (Manual) Heater Control Assembly/
Center Panel Assembly / Blower Speed Switch

DATE: 04/18/12

REVISED: 02/15/18

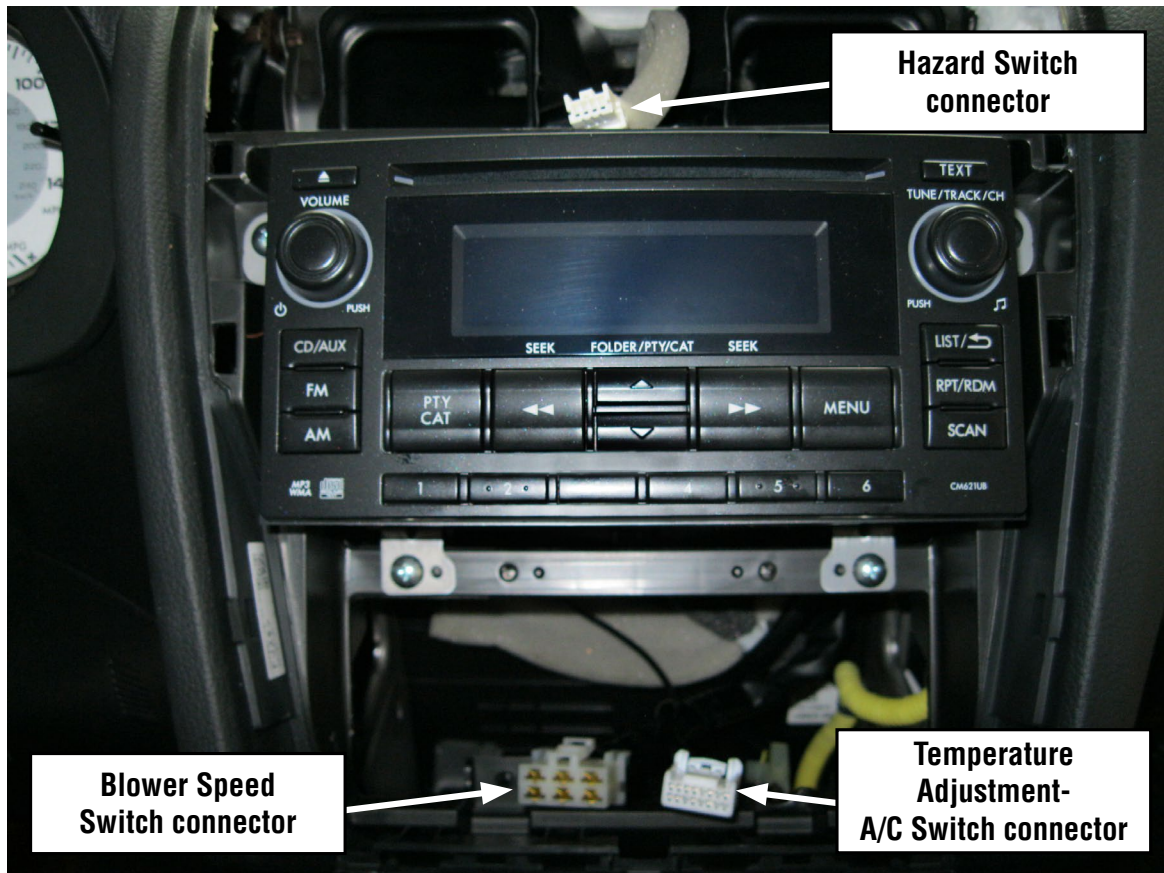
INTRODUCTION

The purpose of this bulletin is to inform you of a precaution when removing the center panel assembly to prevent damage to the blower speed switch.

REPAIR PROCEDURE/INFORMATION

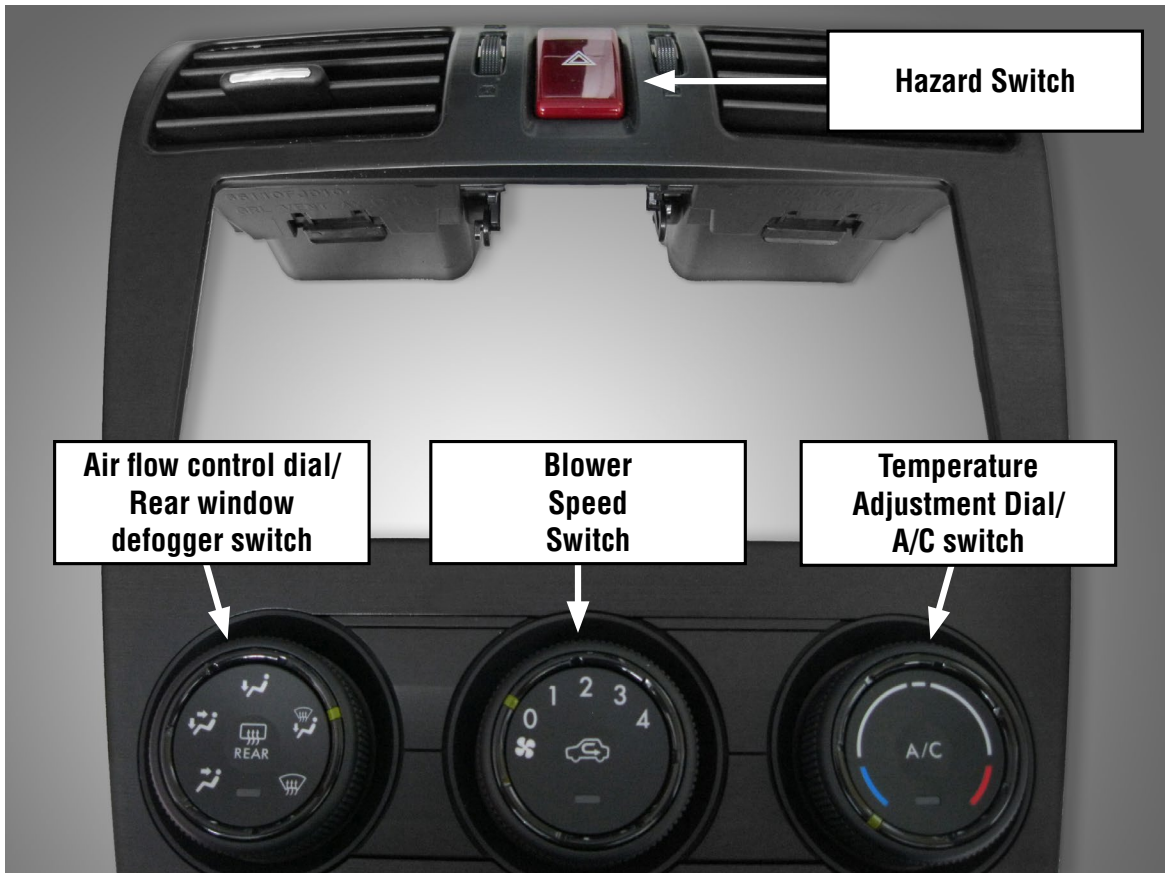
The following information will provide an overview of the connections behind the center panel assembly combined with important cautions for the removal of this panel. These precautions are in addition to the information listed in the Subaru Service Manual for removing the center panel / heater control assembly. **See TSB 10-83-15R for more related information about this procedure.**

OVERVIEW OF CONNECTIONS BEHIND PANEL.

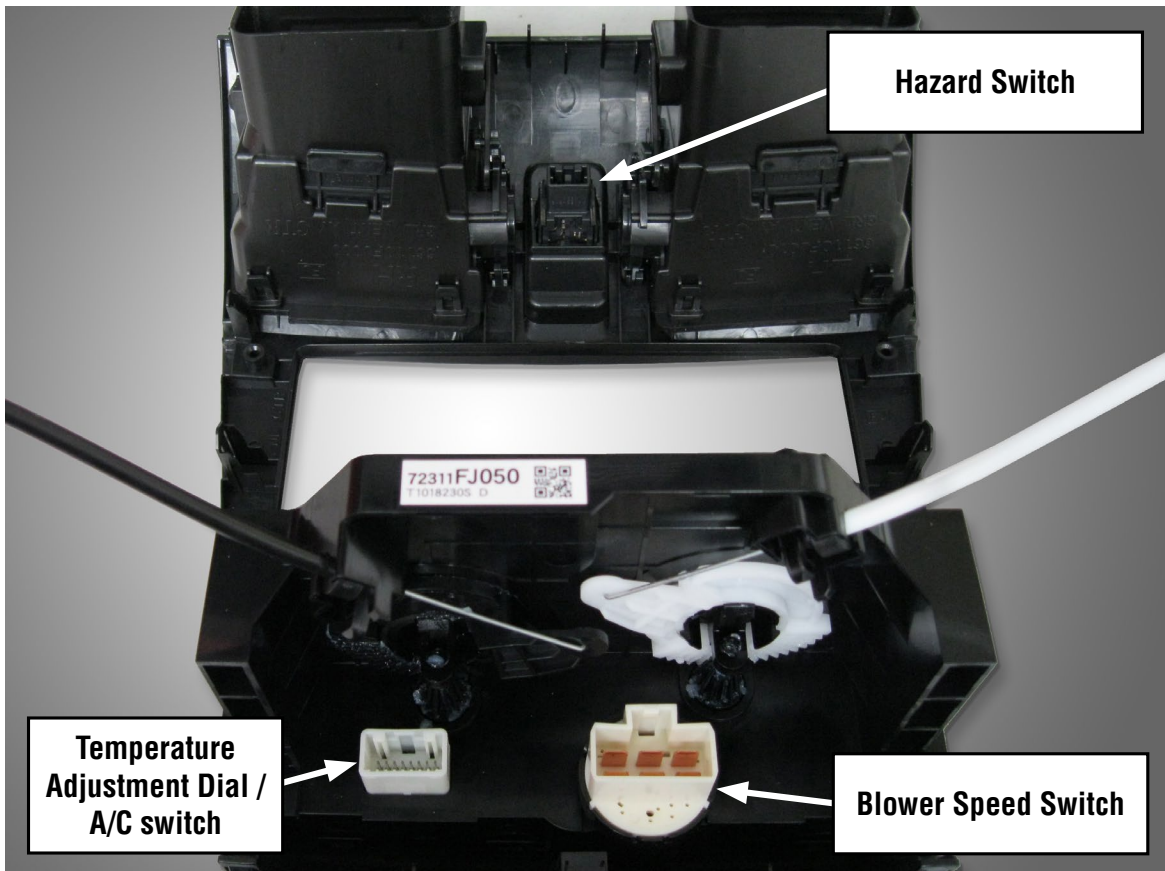


Control panel removed to show orientation of wiring harness connectors

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Control Panel (Front View)



Control Panel (Rear View)

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SUPPLEMENTAL CENTER PANEL REMOVAL INFORMATION

Note: Be extremely careful when handling the control panel to prevent damage to the instrument panel.

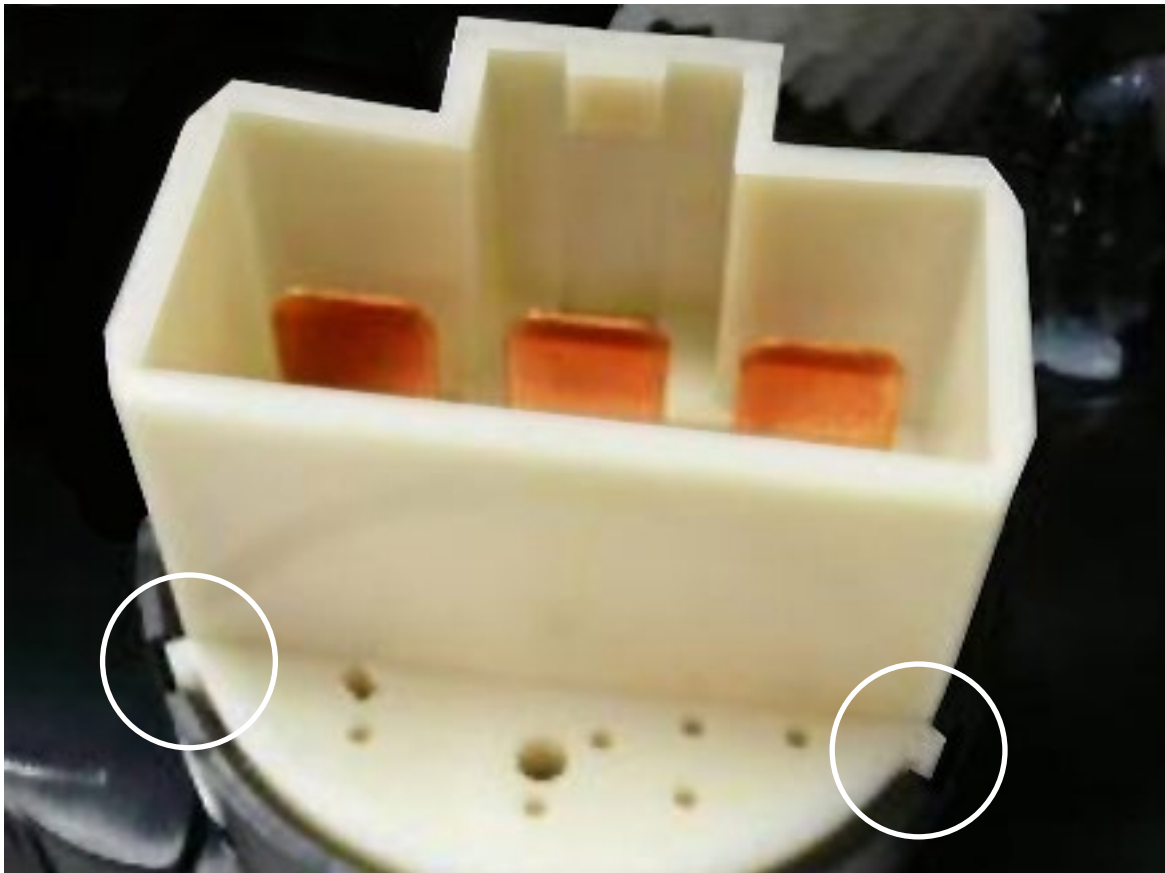
These steps must be followed after the control cables are disconnected from both sides of the heater and cooling unit assembly and the control panel claws disengaged from the instrument panel as outlined in the Subaru Service Manual.

- Carefully lift up the panel (no more than 1 inch) and unlock (disconnect) the wiring harness connector from the blower speed switch. Be sure to support the back of the switch with one hand while disconnecting the connector with the other. Do not pull on the connector without supporting the back of the switch or damage may result.
- **CAUTION:** Do not wiggle the connector from side-to-side. Pull straight back on the connector.



Once the blower switch connector is disconnected:

- Disconnect the hazard switch connector.
- Disconnect the A/C switch connector.
- Remove control panel.
- **The related instrument panel (IP) wiring harness must also be inspected and replace if any damage is confirmed.**



Blower Speed Switch (Rear View)

If these tabs are in any way disengaged or damaged then the entire heater control assembly must be replaced as this switch is not serviceable. The switch should not be snapped back together as internal damage may have already resulted.

**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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