

- 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: 2017-2018MY Forester
2016-2017MY WRX and WRX STI Models

SUBJECT: Heater Control Assembly Change

NUMBER: 10-88-18
DATE: 05/10/18

INTRODUCTION:

This bulletin announces a change made to the Automatic Climate Control Head Assembly. The change will address concerns where the temperature selected for cooling “feels” warmer to the customer than the temperature displayed. The new programming will adjust the threshold for when cooling occurs to improve the air conditioning system’s cooling effect making it more closely match the customer’s selected temperature.

PRODUCTION CHANGE INFORMATION:

The new Heater Control Assemblies were incorporated into production as follows:

- Forester: **J*400007**
- WRX / WRX STI: **J*800399**

PART INFORMATION:

Description	Part Number	Applicability
HEATER CONTROL ASSEMBLY	72311SG441	Forester with Multi-Function Display (MFD)
	72311SG521	Forester with High-Grade MFD
	72311SG651	Forester without MFD
	72311VA201	WRX / WRX STI
	72311VA211	WRX / WRX STI with High-Grade MFD

Continued...

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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SERVICE PROCEDURE / INFORMATION:

IMPORTANT NOTE: To avoid unnecessary component replacements, always allow adequate time for the vehicle interior temperatures to “stabilize” before beginning any diagnostics for this condition. For example, If the interior temperature is extremely high from the vehicle sitting outside with the windows closed in the hot sun, it is going to take some extra time for the interior temperatures to stabilize before an accurate diagnosis can be performed.

After verifying the customer’s concern, if diagnostics determine replacement of the Heater Control Assembly is necessary, follow the procedure in the applicable Service Manual. The existing procedure is unchanged.

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
AUTOMATIC CLIMATE SYSTEM TESTING & DIAGNOSIS	B014-701	0.6	YFV-42
AUTOMATIC CLIMATE CONTROL PANEL R&R	C014-803	0.3	

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.