

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2019 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019MY Impreza
2019MY Crosstrek

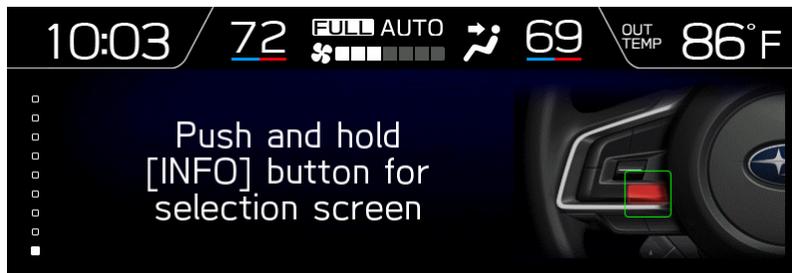
NUMBER: 07-156-19

DATE: 07/23/19

SUBJECT: Multi-Function Display (MFD):
Black (Blank) Screen / Restarting During Start-Up

INTRODUCTION:

This bulletin announces availability of new High-Grade (color) MFD units with optimized software. The new units will address isolated concerns of the MFD screen going black (blank) and restarting during start-up.



PRODUCTION CHANGE INFORMATION:

The new MFD units were incorporated into production as shown below:

Model	Starting VIN
Impreza 4-Door	K3604075
Impreza 5-Door	K3709019
Crosstrek	TBD

PART INFORMATION:

Description	Part Number	Application
MULTI DISPLAY ASSEMBLY	85261FL611	All Except SPORT Models
	85261FL641	SPORT Models

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

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.

Continued...

SERVICE PROCEDURE / INFORMATION:

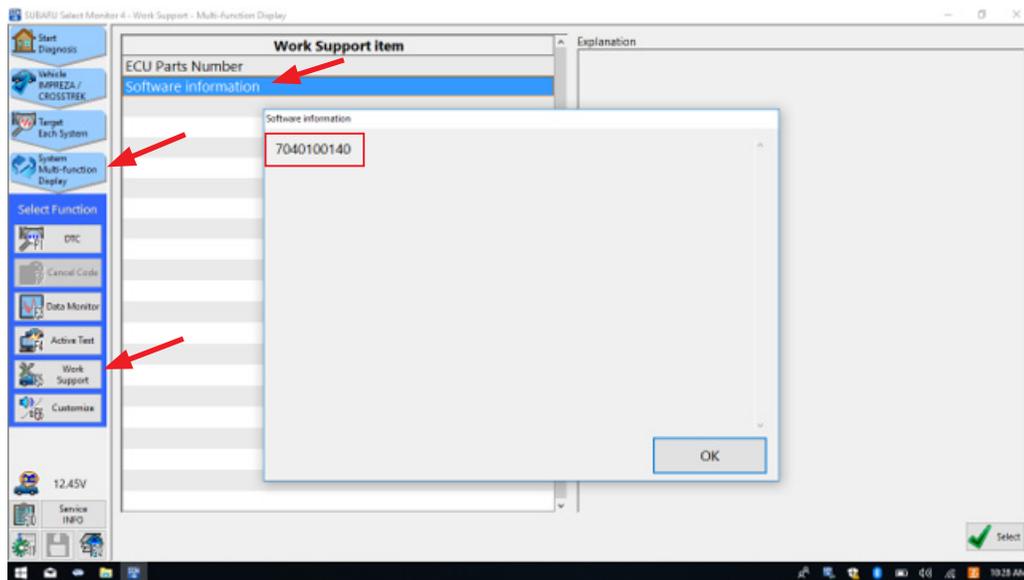
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

Step 1) ALWAYS confirm the customer concern and TSB applicability BEFORE ordering any replacement parts.

Step 2) Use the SSM4 to check the MFD software version following the screen selection sequence below:

Select: Each System > Multi-function Display > Work Support > Software information

- Software version **7040100130**, is the OLD version. Replace the MFD assembly.
- The NEW software version is **7040100140**.



Step 3) When necessary, the MFD replacement procedure remains unchanged. Always refer to the applicable Service Manual to review the full requirements of the repair being performed. The Service Manual procedures contain information critical to perform effective repairs the first time, every time.

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
MULTI FUNCTION DISPLAY R&R	B067-351	0.4	ZLK43
NAVIGATION, MFD, CAMERA TESTING & DIAGNOSIS	C067-300	0.4	

Continued...

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.