Subaru Service Bulletin
are written to inform th
or to provide information

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.

ATTENTION: **IMPORTANT - All** GENERAL MANAGER Service Personnel Should Read and PARTS MANAGER Initial in the boxes CLAIMS PERSONNEL provided, right. SERVICE MANAGER

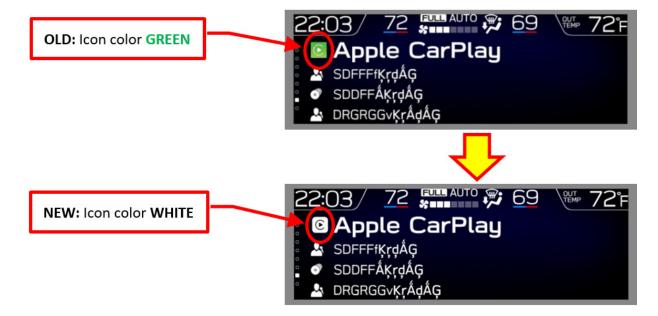
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QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

- **APPLICABILITY:** 2020MY Impreza 2021MY Crosstrek 2020MY Crosstrek Hybrid (PHEV) 2020-21MY Forester 2020-21MY Ascent
 - SUBJECT: Part Change Information for the Multi-Function Display (MFD)
- **INTRODUCTION:**

This Service Information Bulletin announces a change made to the MFD software to keep the affected units listed below compliant with Apple® CarPlay® certification. The CarPlay icon color in the new MFD units has been changed from green to white as shown below.



PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with the starting VIN information when it becomes available.

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

is are intended for use by professional technicians ONLY. They ose technicians of conditions that may occur in some vehicles, n 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. NUMBER: 07-190-21 DATE: 02/17/21



PART INFORMATION:

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

Description	Part Number	Application	
multi display Assembly	85261FL711	2020MY Impreza	
	85261FL741		
	85261FL901	2020MY Crosstrek PHEV	
	85263FL110	2021MY Crosstrek	
	85263FL140		
	85261SJ311	2020-21MY Forester	
	85261XC211	2020MY Ascent	
	85261XC311	2021 MY Ascent	

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for MFD replacement remain unchanged. Always refer to STIS and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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 #	Model	Labor Time	Fail Code
Multi-Function Display R&R	B067-351	Impreza	0.3	ZLK-99
		Crosstrek	0.4	
		Crosstrek PHEV		
		Forester	0.3	
		Ascent	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.