

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 INFORMATION BULLETIN

APPLICABILITY: 2020MY Impreza
 2021MY Crosstrek
 2020MY Crosstrek Hybrid (PHEV)
 2020-21MY Forester
 2020-21MY Ascent

NUMBER: 07-190-21
DATE: 02/17/21

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.

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| <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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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 | 2021MY 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.