

- 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: 2019-2020 Crosstrek Hybrid PHEV **NUMBER:** 10-101-21
SUBJECT: Heater Control Assembly- Design Change **DATE:** 06/09/21
 Insufficient Heat Output

INTRODUCTION:

This Service Information Bulletin announces a design change made to the heater control assembly in response to a small number of customer concerns of the climate control not producing enough heat when driving in EV mode (engine not running.) The new part utilizes advanced logic to enhance performance of the heater when the vehicle is operated in EV mode.

PRODUCTION CHANGE INFORMATION:

The new heater control assembly was incorporated into vehicle production starting with VIN **LH283271**.

PART INFORMATION:

Part Description	Part Number
Heater Control Assembly	72311FL911

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

SERVICE PROCEDURE:

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

There have been no changes made to the current Service Manual service procedure for heater control assembly replacement:

Heater & Air Conditioner / Ventilator > AIR CONDITIONER(HEV) > Control Panel

<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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NOTE: No changes have been made to the current Warranty Labor Time Guide for this procedure.

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.