

**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:** 2020-24MY Legacy & Outback  
 2024MY Impreza & Crosstrek  
 2022-24 WRX

**NUMBER:** 15-321-24R

**DATE:** 01/16/25

**REVISED:** 01/23/25

**SUBJECT:** Center Information Display Assembly / Design Change

### INTRODUCTION:

This bulletin announces the design change made to the Center Information Display (CID) assemblies developed to address the following symptoms.

1. Illumination malfunction of the adjustment knobs and/or buttons (no illumination or flash/flicker).
2. False response when adjusting the blower speed (touch sensing alignment).

The new CIDs have been produced with an enhanced touch pad and LED material to further protect against wear caused by exposure to UV rays. If either of these symptoms are reported by a customer, refer to application and repair information outlined in this bulletin.

### SYMPTOM APPLICABILITY:

The symptom depends on the vehicle model and screen type. Refer to the application table below.

Applicable Vehicle	Screen Type	Trim	Production	Knob of the CID does not light up or flashes	False response due to touch misalignment
LEGACY OUTBACK	11.6 inch	HIGH/MID	SIA	Not Applicable	Not Applicable
	7.0 inch	BASE	SIA	Not Applicable	Symptom Occurs
IMPREZA CROSSTREK	11.6 inch	HIGH/MID	JAPAN	Symptom Occurs	Not Applicable
	7.0 inch	BASE	JAPAN	Symptom Occurs	Symptom Occurs
WRX	11.6 inch	HIGH/MID	JAPAN	Symptom Occurs	Not Applicable
	7.0 inch	BASE	JAPAN	Symptom Occurs	Symptom Occurs (22-23MY)

**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.

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**PRODUCTION CHANGE INFORMATION:**

The new CIDs have been incorporated into vehicle production as per the table below.

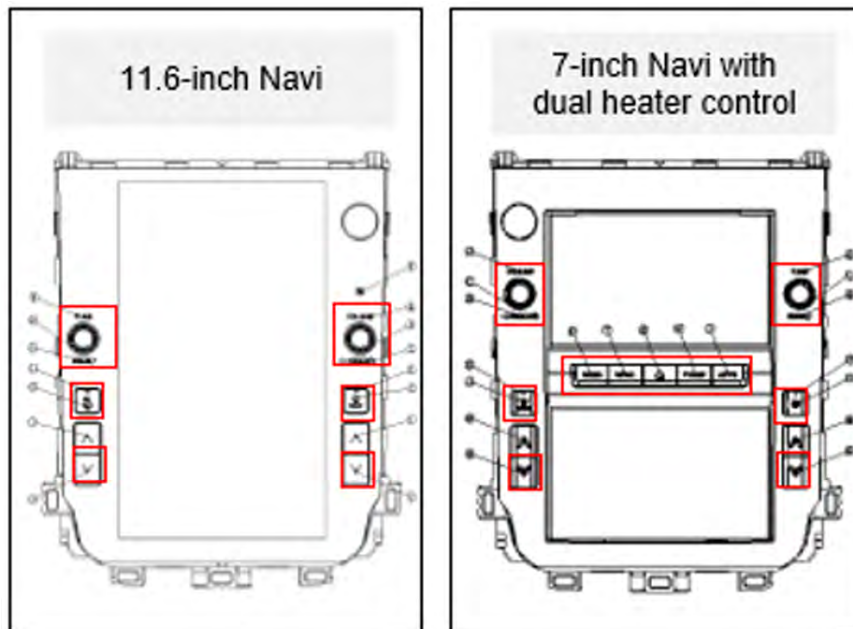
Model	Starting VIN
IMPREZA	RH342694
CROSTREK	RH342694
LEGACY	R3023072
OUTBACK	R3245169
WRX	R8800051

**ADJUSTMENT KNOB/BUTTON SYMPTOM DESCRIPTION:**

**NOTE:** Impreza, Crosstrek, and WRX models **ONLY**



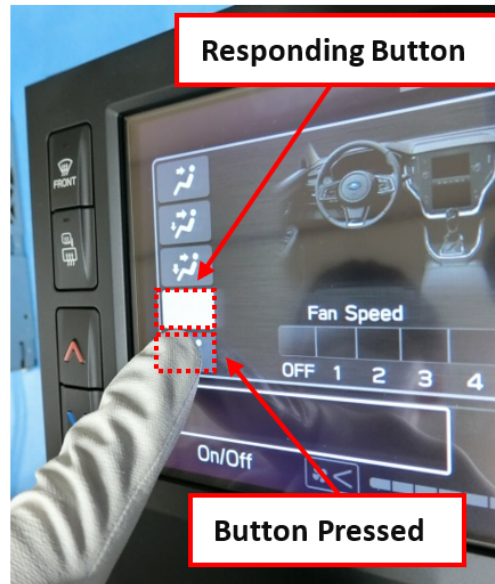
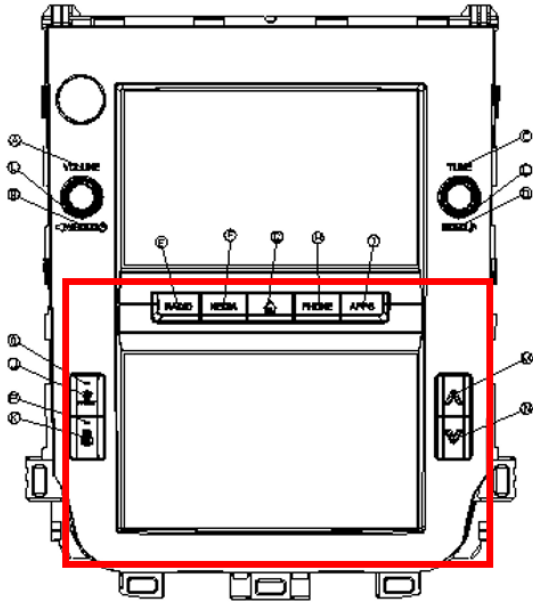
These symptoms may be experienced in the areas indicated in **RED** outline below.



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**BLOWER SPEED ADJUSTMENT MALFUNCTION SYMPTOM DESCRIPTION:**

**NOTE:** This symptom **ONLY** occurs in vehicles with 7-inch touch screens.



**PART INFORMATION:**

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired. Exchange part can be ordered from [DENSO TEN](#).

Model	MY	Specification	Symptoms	Part Number	Part Description
Impreza & Crosstrek	24	High/Mid 11.6inch	1	86412FN451	PANEL ASSY
	22-23	Base 7+7inch	1 and 2	86412FN411	
WRX	22-23	High/Mid 11.6inch	1	86213VC452	
	22-23	Base 7+7inch w/ heated mirrors	1 and 2	86213VC411	
	22-23	Base 7+7inch w/o heated mirror	1 and 2	86213VC431	
	24	High/Mid 11.6inch	1	86412FN451	
Outback & Legacy	20	Base 7+7inch w/ heated mirrors	2	86213AN60C	
	20	Base 7+7inch w/o heated mirrors	2	86213AN61C	
	21-22	Base 7+7inch w/ heated mirrors	2	86213AN62C	
	21-22	Base 7+7inch w/o heated mirrors	2	86213AN63C	
	23-24	Base 7+7inch	2	86213AN64B	

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## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for center information display replacement remain unchanged. Always refer to the applicable Service Manual 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.

Refer to STIS: Body & Electrical > Cockpit Display

## 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:

11.6 Inch Screen			
Labor Description	Labor Operation #	Labor Time	Fail Code
MID OR HIGH-LEVEL CENTER INFO DISPLAY EXCHANGE	B732-086	.6h	ZTR-43
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4h	

7+7inch Screen			
Labor Description	Labor Operation #	Labor Time	Fail Code
BASE LEVEL CENTER INFO DISPLAY EXCHANGE	B731-086	.6h	ZTF-43
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4h	

## 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.

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