

- 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:** 2015-2019MY Legacy and Outback

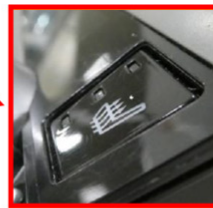
**NUMBER:** 10-90-19

**SUBJECT:** Seat Heater Switches Sticking, Design Change to HVAC Control Panel

**DATE:** 02/28/19

### INTRODUCTION:

This bulletin announces a design change made to the HVAC control panels for the models listed above. The change will address customer concerns of the seat heater switches sticking in the “pressed” position but not returning to “flush” with the face of the control panel when released as shown in the photos below. A series of small air outlets (vents) has been added to the assembly to keep dust and dirt from accumulating and causing the switches to bind.



Seat Heater Switch is sticking; button does not return to normal “flush” position after operating.



Switch in normal “flush” position

### PRODUCTION CHANGE INFORMATION:

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

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**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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## PART INFORMATION:

Description	Part Number	Model Year	Application
HEATER CONTROL ASSEMBLY	72311AL11B	2016-17	Auto A/C, w/ seat heater & heated mirror
	72311AL21A	2015-17	Manual A/C, w/ seat heater & heated mirror
	72311AL31B	2018-19	Manual A/C, w/ seat heater & heated mirror

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

## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. The service procedures for diagnosis and replacement of the HVAC control panel remains 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 and 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 #	Labor Time	Fail Code
SEAT HEATER SWITCH R&R ONE / BOTH	B870-411	0.3	UAQ-21
SEAT HEATER SYSTEM DIAGNOSIS	C870-000	0.4	

## 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.