

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: 2018-19MY Legacy and Outback

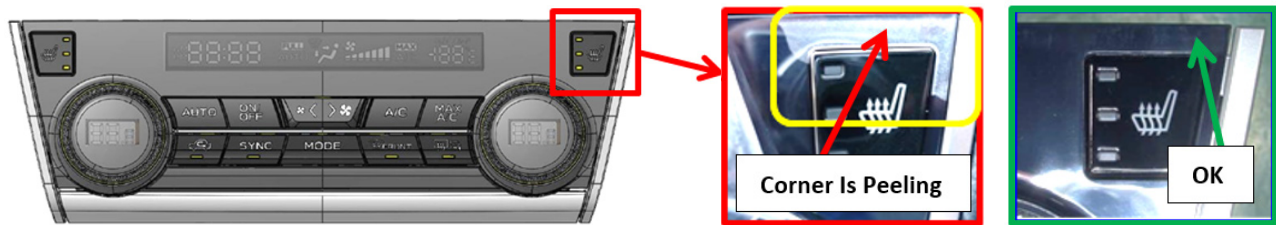
NUMBER: 10-91-19

SUBJECT: Heater (HVAC) Control Assembly Surface Peeling

DATE: 06/25/19

INTRODUCTION:

This bulletin announces availability of a new heater control assembly to address a small number of customer concerns about peeling of the surface finish / coating. Insufficient clearance between the heater control and the audio unit face above may cause a whitish or cloudy appearance and peeling to develop as shown below.



PRODUCTION CHANGE INFORMATION:

The new heater control assembly was incorporated into production starting with the following VINs:

- **Legacy:** K3037593
- **Outback:** K3360581

PART INFORMATION:

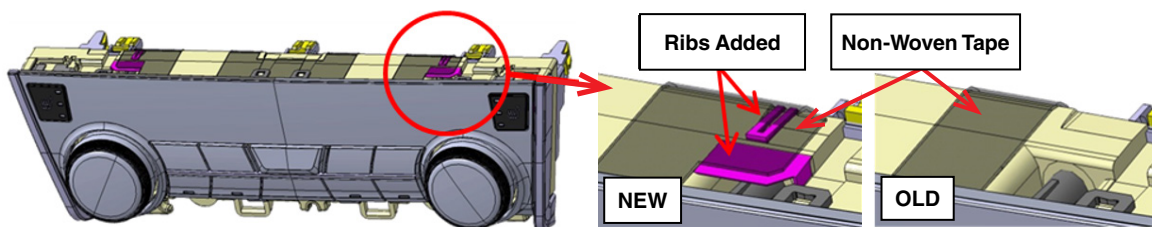
The part number for the new heater control assembly is: **72311AL32A**.

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

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p>	<p>Subaru of America, Inc. is ISO 14001 Compliant</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>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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The new part has a rib added along with additional non-woven tape to provide the necessary clearance as shown in the new / old comparison illustrations provided below.



SERVICE PROCEDURE / INFORMATION:

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

The service procedure for removing and installing the heater control assembly 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.

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
HEATER CONTROL PANEL REPLACEMENT FOR PEELING CONDITION	A014-873	0.4	YFV-20

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.