

**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-**2022**MY Legacy & Outback

**SUBJECT:** Denso CP1 BASE (Dual 7" Display Screen)  
Erratic Operation

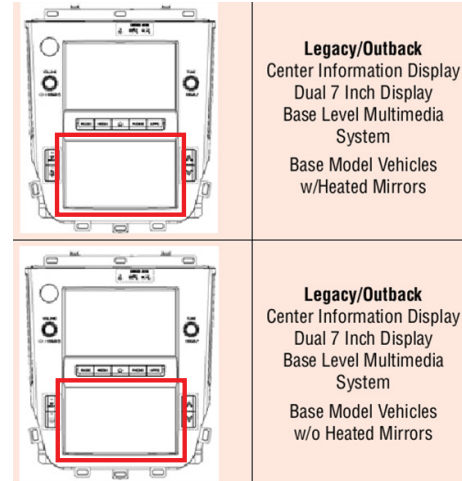
**NUMBER:** 15-273-20

**DATE:** 09/09/20

**REVISED:** 09/08/21

### INTRODUCTION:

This Service Information Bulletin addresses isolated customer concerns regarding the pictured CP1 BASE Model Center Information Display (CID) LOWER 7-inch display screen flashing, not responding to touch inputs and / or shutting off intermittently.



**Legacy/Outback**  
Center Information Display  
Dual 7 Inch Display  
Base Level Multimedia System  
Base Model Vehicles  
w/Heated Mirrors

**Legacy/Outback**  
Center Information Display  
Dual 7 Inch Display  
Base Level Multimedia System  
Base Model Vehicles  
w/o Heated Mirrors

### SERVICE PROCEDURE / INFORMATION:

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

Use the reference table below for the procedure to help isolate the root cause and repair as applicable.

STEP	Check Items:	Yes	No
1	<b>Inspect for any deformation of the lower touch screen surface.</b> Look closely at the lower touch screen from various angles. Are there any wavy surface areas visible as shown in <b>Fig. 1</b> below on the touch screen?	Replace the CID	Go to <b>Step 2</b>
2a / 2b	<b>Inspect for deformation of the touch screen, surrounding trim panel and for any foreign material trapped in between them.</b> Can a folded dollar bill (2 thicknesses) be inserted <b>2mm</b> into the gap between the top and bottom edges and <b>4mm</b> into the gap on both sides of the surrounding trim panel and the lower touch screen? Perform these measurement tests <b>TWICE</b> .	Go to <b>Step 3</b>	Replace the CID
3	<b>After removing the screws from the instrument panel</b> , is the touch screen still switching on its own (without any user input), flashing or shutting off intermittently?	Replace the CID	Test over time
4	<b>Reassemble the IP. After reassembly</b> , is the lower touch screen still switching on its own (without any user input), flashing or shutting off intermittently?	Replace the CID	Test over time

**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**

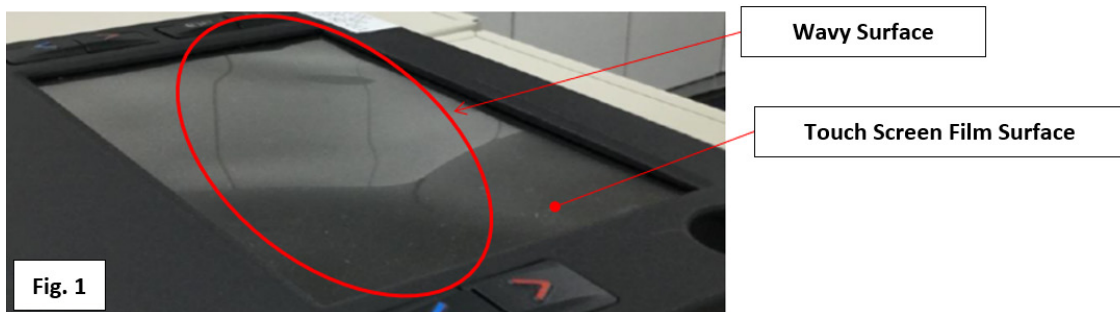
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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## INSPECTION PROCEDURE:

**Step 1:** Check for deformation of the LOWER touch screen surface:

Check for any deformation or waviness of the touch screen surface. Inspect the surface condition diagonally with light reflecting on it at various angles. Is any waviness visible as shown in **Fig. 1** below?



- **If YES:** Replace the CID display component because the surface of the touch screen is deformed.
- **If NO:** Proceed to **Step 2**.

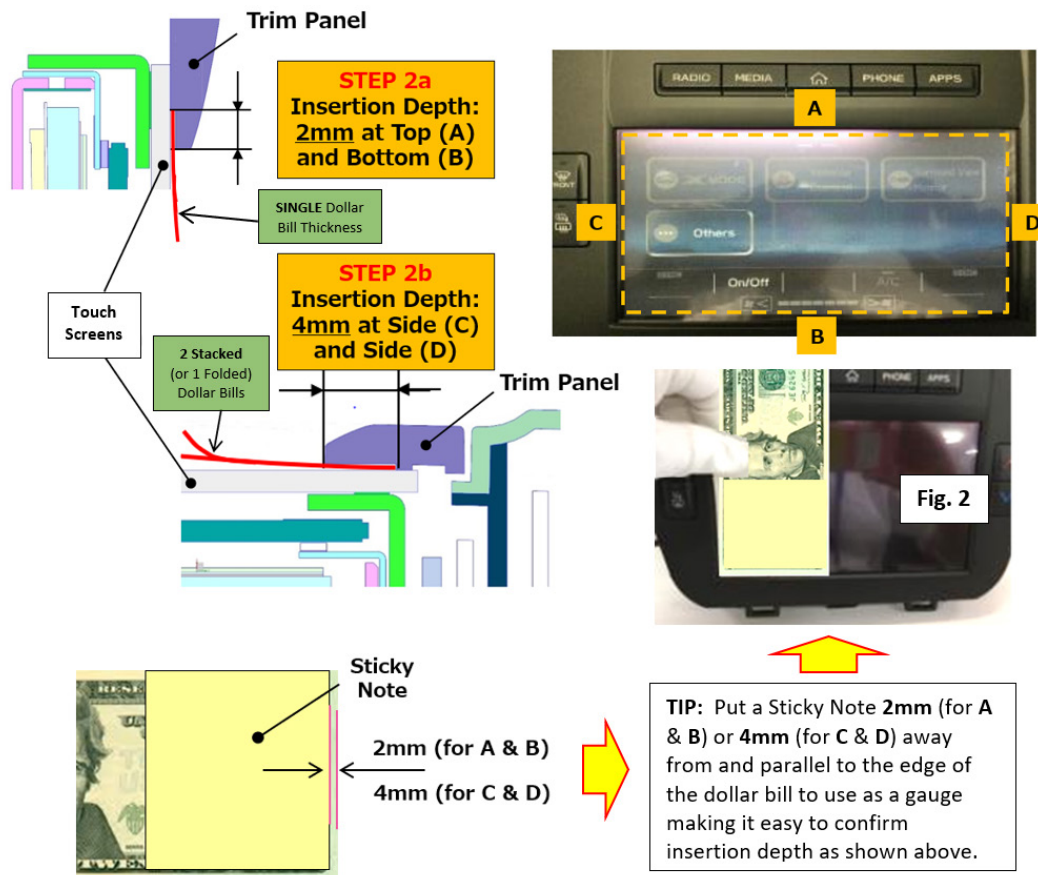
**NOTE:** In the event the CID requires replacement, the new unit **INCLUDES** a new surrounding trim panel and new control buttons as a ready to install assembly.

**Steps 2a & 2b: Inspect for deformation of the lower touch screen, the surrounding trim panel and for any foreign material trapped in between them. Use the illustrations below as a guide.**

- **2a:** Insert a (preferably a crisp, new) dollar bill into the gaps between the touch screen and the surrounding trim panel along the top (**A**) and bottom (**B**) as shown in the **Fig. 2** example below. The dollar bill should be able to be inserted **2mm** into the full width of both the top and bottom gaps.
- **2b:** Insert a dollar bill folded in half (to provide 2 thicknesses) into the gaps between the touch screen and the surrounding trim panel along the sides (**C**) & (**D**). The folded dollar bill should be able to be inserted **4mm** into the side gaps from top to bottom.

**IMPORTANT:** All 4 of these measurement checks must be done **TWICE**.

*Continued...*



- If the dollar bill can be inserted into the gap **2mm** on the **Top** and **Bottom** and **4mm** on **BOTH** sides, there is no deformation of the touch screen or surrounding trim panel. Proceed to **Step 4**.
- If the dollar bill cannot be inserted, replace the CID because the surrounding trim panel and / or touch screen are likely deformed.

**Step 3: Can any of the conditions “Display flashes, does not respond to touch inputs, or shuts off intermittently” be duplicated:**

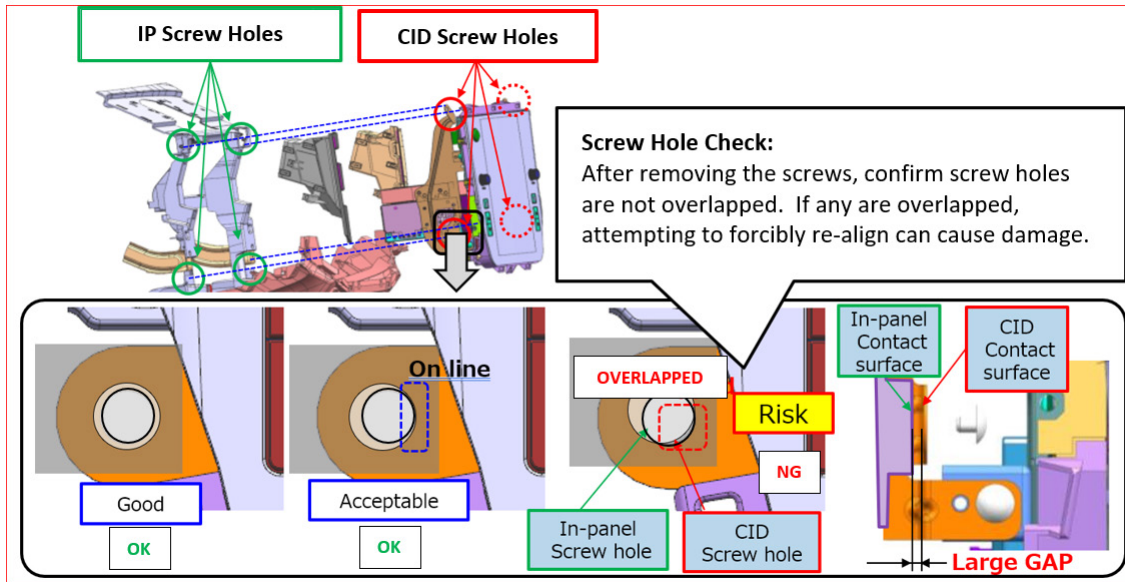
- **If YES:** The condition persists, proceed to **Step 4**.
- **If NO:** The condition no longer persists. Operate the unit for an extended period to confirm a successful repair.

**Step 4: Check condition of the retaining screw holes and contact surfaces between the instrument panel (IP) and CID after removing the screws.**

- Inspect the screw holes of the IP and the bracket following the illustrations below. If the screw hole(s) are overlapped, **CAREFULLY** re-align to Acceptable or “**OK**” as shown below.
- Inspect the gap between contact surfaces of the IP and the bracket following the illustration below. If a gap exists between the two contact surfaces, **CAREFULLY** adjust the seating / alignment by changing the tightening order of the retaining screws.

*Continued...*

**TIP:** If there is too much mis-alignment, **CAREFULLY** loosen the other three screws, let things settle, then try tightening them again in a different order to see if the alignment improves before installing the final screw or, loosen them all, let things settle then tighten again but in stages so any one hole is not too far offset (beyond **OK**).



Can the conditions “Display flashes, does not respond to touch inputs or shut off intermittently” still be duplicated?

- **If YES:** The condition persists, replace the CID.
- **If NO:** The condition no longer persists. Operate the unit for an extended period to confirm a successful repair.

**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.