

- 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

**APPLICABILITY:** 2014-18MY Forester with Manual HVAC Systems      **NUMBER:** 10-83-15R  
 2013-16MY Impreza 2.0L with Manual HVAC Systems      **DATE:** 11/25/15  
 2013-17MY Crosstrek with Manual HVAC Systems      **REVISED:** 09/06/17

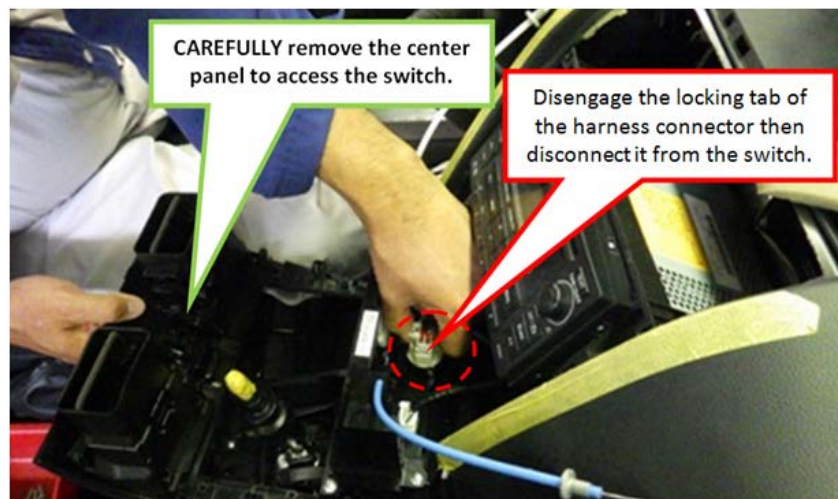
**SUBJECT:** HVAC Control Panel Removal Precautions

### INTRODUCTION

This Service Information bulletin provides precautions to use when removing the HVAC control panel to prevent damaging the blower fan speed switch. When removing the control panel, if the fan speed switch wiring harness is pulled taught or becomes stressed, the switch may be damaged. If the connector (lower) portion of the switch becomes separated from the switch body even slightly (see Fig. 1 on page 2), the HVAC control panel assembly must be replaced. The switch itself is not serviceable. **The related instrument panel (IP) wiring harness must also be inspected and replaced if any damage is confirmed.** **NOTE:** For 2012MY Impreza, see TSB 10-78-12, dated 4/18/2012.

### SERVICE PROCEDURE / INFORMATION

- **CAREFULLY** remove the center panel following the procedure in the applicable Service Manual. **ALWAYS** take proper precautions to protect the face of the panel and the surrounding trim surfaces from scratching / damage as shown in the photo below.
- **DO NOT** allow the blower fan switch harness to become stressed or taught.
- While maintaining slack on the blower switch wiring harness, disengage the lock tab by pressing it in gently and remove the connector from the switch.
- Set the center panel aside in a safe place to protect it while removed from the vehicle.
- Follow the same precautions when reconnecting the blower switch harness. Always avoid placing any stress or tension on the harness during the panel installation process.



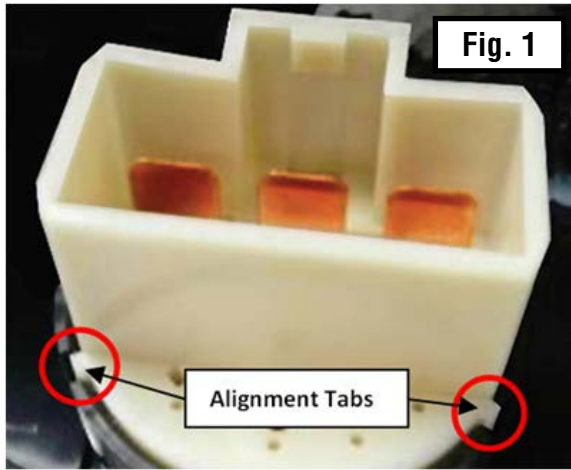
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**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.



**IMPORTANT:** If any of the alignment tabs or the lower portion of the switch become disengaged from the body of the switch, the HVAC control panel assembly must be replaced. **DO NOT** attempt to snap it back together as damage to the internal contacts has most likely already occurred. The resulting high resistance inside the switch may cause it to be damaged and become inoperative.

**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.