

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 Legacy & Outback

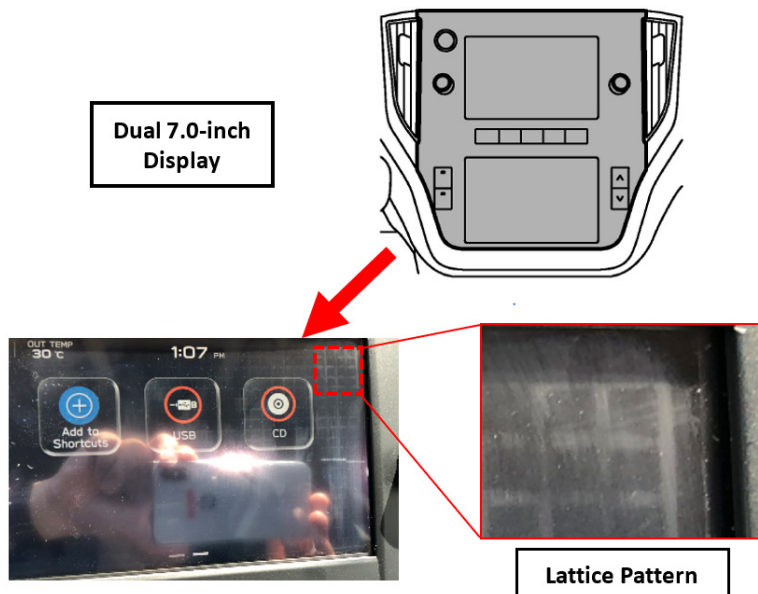
NUMBER: 15-250-19

SUBJECT: Audio Display Screen Has Visible Lattice Pattern

DATE: 09/26/19

INTRODUCTION:

This Service Information Bulletin provides a procedure for removing what appears like a lattice pattern on the display screens of the dual 7.0-inch audio unit. The pattern shown below results from natural oils in the skin adhering to small amounts of glue residue left behind after the touch screen protective films are removed.



SERVICE PROCEDURE / INFORMATION:

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

VERY IMPORTANT:

- To avoid scratching the display screens with imbedded dirt, it is **STRONGLY RECOMMENDED** to use only **NEW** microfiber type cloths for this task.
- **NEVER** use any water, solvent or other liquid cleaning solutions.
- Use only minimum pressure when wiping the screen (e.g. like that used when cleaning a LED / laptop computer screen).

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.

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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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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.