

**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:** 2020-21MY Legacy & Outback

**NUMBER:** 15-295-22

**SUBJECT:** Denso CP1 BASE (Dual 7” Display Screen)  
Unintentional Finger-Touch Operations

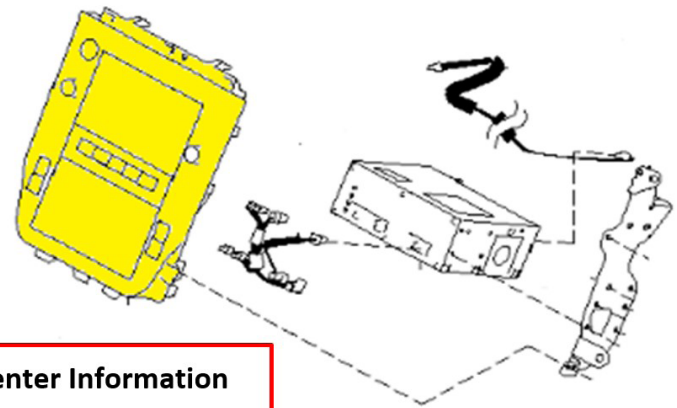
**DATE:** 05/12/22

**INTRODUCTION:**

This Service Information Bulletin addresses the rare cases of “ghost touch” (activation of touch screen buttons as though touched by finger(s)). The Dual 7” CP1 BASE Model Center Information Display (CID) touchscreen may appear to detect input without any actual contact (finger or other) with the touchscreen. If this symptom is experienced, the CID will require replacement. Software reprogramming will not remedy this issue. The NEW CIDs contain advanced logic that provides more precise finger detection operation.



**Dual 7” Center Information Display (CID)**



**PRODUCTION CHANGE INFORMATION:**

The production change information for Legacy & Outback is currently TBD.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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 style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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## PART INFORMATION:

Part Description	Part Number
Display Assembly	86213AN60B
	86213AN61B
	86213AN62B
	86213AN63B

**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 the center information display assembly remain 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, 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.

Refer to STIS: Body & Electrical/Wiring System > ENTERTAINMENT & MONITORING > Cockpit Display

## IMPORTANT NOTES:

- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTSEMS > Battery Sensor.

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
BASE LEVEL CENTER INFO DISPLAY EXCHANGE	B031-034	0.6	ZTF43

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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.