

- 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:** 2017-2019MY Impreza  
 2017-2019MY Crosstrek  
 2019MY Ascent  
 2019MY Forester  
 All above models with Harman 8” Touch Screen Display Audio or Navigation Equipped Audio Units

**NUMBER:** 15-233-18

**DATE:** 08/29/18

**SUBJECT:** Display / Touch Screen “Soft Keys” -Delayed Response

**INTRODUCTION:**

This Service Information bulletin provides a procedure to use for addressing a customer concern of a delayed or slow response when using the soft keys on the touch screen of the audio / navigation head unit.

**MATERIALS REQUIRED:**

- A CLEAN (preferably new), soft micro-fiber cloth or towel
- Aerosol can of “Sprayway” -brand, Ammonia-free glass cleaner, available at most major retailers and home improvement stores



**SERVICE PROCEDURE / INFORMATION:**

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

**IMPORTANT CAUTIONS:**

- DO NOT spray the glass cleaner directly onto the display screen.
- Do NOT use a cotton towel or shop cloth which can easily scratch the display screen.
- Always confirm the protective film has been removed from the display screen.
- Apply the glass cleaner to the CLEAN micro-fiber cloth.
- LIGHTLY wipe the display screen to remove any dust or dirt until clean.

*Continued...*

<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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**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.