

ATTENTION:
GENERAL MANAGER
PARTS MANAGER
CLAIMS PERSONNEL
SERVICE MANAGER

IMPORTANT - All
Service Personnel
Should Read and
Initial in the boxes
provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2013MY BRZ
SUBJECT: 2013 Exchange Component Identification
and Procedures for the 2013 Subaru BRZ

NUMBER: 15-154-12
DATE: 05/08/12

INTRODUCTION

This bulletin contains the illustration of the exchange component and the manufacturer as well as a description of the proper exchange procedure for the Audio/Navigation replacement and the Mobile Internet Wi-Fi Router (Autonet) for the 2013 Subaru BRZ model. The exchange program policy can also be found in Section 8.4.9 of your Subaru Claims Policies and Procedures Manual found in subarunet.

8.4.9.1 AUDIO/FACE PLATE EXCHANGE PROGRAM

Within the terms of the Basic New Car Warranty and one year Replacement Part Warranty, the Exchange Program provides for replacement of a defective audio chassis and/or faceplate with an exchange unit from the manufacturer. The manufacturer will supply an exchange unit, or a new unit in the case of a “New” and “In-stock” vehicle.

Note: DO NOT disassemble an In-Dash CD Changer to retrieve any lodged CD(s) prior to returning to the manufacturer. See Section 8.4.9.4 of the Subaru Service Policy and Procedures manual for the terms on returning the CD(s) to the customer.

The Subaru audio and navigation unit is manufactured by Fujitsu Ten (Tom-Tom). In the event this audio and navigation unit requires an exchange, it is not necessary to remove the unit from the vehicle. The procedures listed below should be followed:

- (1) The defective chassis should remain in the vehicle until the exchange unit is installed.
- (2) The Fujitsu Ten Service Center should be contacted.

The Fujitsu Ten Service Center may be contacted by phone, fax or e-mail. The Subaru Advance Exchange Fax Form is found in Subarunet, under Service, then Forms. The Service Center is open from 7AM – 5PM Pacific Time. An Exchange Unit will be shipped to the dealer via Federal Express 2nd-day service.

continued...

**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”**

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.

FUJITSU TEN		
E-MAIL ADDRESS	FAX TELEPHONE	SERVICE CENTER TELEPHONE
ftenservice@lao.ten.fujitsu.com	1-800-438-5410	1-800-237-5413

NOTE: In the event the vehicle is “New” and “In-stock”, inform the Service Center. A new unit will be supplied rather than an exchange unit. If the Service Center is unable to provide a new unit, immediately contact a Subaru of America, Inc. Dealer Claims Specialist at 1-866-SUBARU2 for further instructions.

Vehicles that have been placed in demo service should use exchange units only.

Replacement of an audio chassis/faceplate with a new unit, other than units supplied through the exchange program, requires authorization from Subaru of America, Inc. Dealer Claims Specialist. An authorization code will be provided and must be included upon claim submission.

(3) Provide the Service Center with the following information:

Dealer Code

Dealer Name and Address

VIN - All 17 Characters

Date of Vehicle Sale

Vehicle Mileage

Caller’s Name and Telephone Number

Claim Number

Chassis Model Number, ID Code and/or the Subaru Part Number (Clarion requires the front faceplate ID number)

Customer Complaint

Customer Last Name

At this time, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

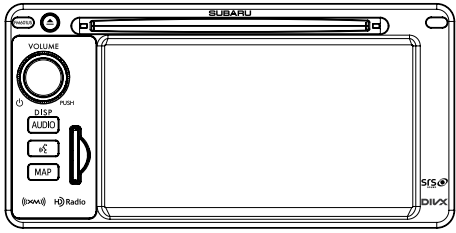
Fujitsu Ten Exchange/Identification Number Example ... 2YB000000

An exchange chassis along with an exchange form will be shipped within 72 hours. If the exchange chassis is not received within 5 days, call the Service Center. Provide the operator with the exchange number when making inquiries.

(4) Install the exchange unit as soon as possible upon receipt. Return the defective chassis to the manufacturer within 30 days. Return freight charges may be claimed as sublet, provided the repair was performed under the terms of the Basic New Car Warranty or one year Replacement Part Warranty. Copies of the freight invoice should be attached to the repair order.

continued...

If the exchange unit has not been installed or the failed chassis returned within 30 days, contact the Service Center. Reference the exchange number and explain the circumstances causing the delay. An extension will be granted or the dealer will be instructed to return the exchange unit. Failure to comply will result in a “charge back” to the dealer for the cost of the exchange unit.

ILLUSTRATION	DESCRIPTION	MANUFACTURER	PART NUMBER
	BRZ Audio & Navigation Unit Assembly w/ XM built-in	Fujitsu Ten	86271FJ600 Audio with SD Card Exchange

Note: The SD Card must be returned with the defective unit.

8.4.9.3 NAVIGATION SYSTEM EXCHANGE PROGRAM

Within the terms of the Basic New Car Warranty and the one year Replacement Part Warranty, the Navigation System Exchange Program provides for replacement of a defective navigation assembly and/or display screen with an exchange unit from the manufacturer. The manufacturer will supply an exchange unit, or a new unit in the case of a “New” and “In-stock” vehicle. Vehicles that have been placed in demo service should use exchange units only.

Note: DO NOT disassemble a Navigation Assembly to retrieve a lodged DVD prior to returning to the manufacturer. See Section 8.4.9.4 for the policy on returning the DVD to the customer.

The Genuine Subaru navigation system is by Fujitsu Ten Corporation. In the event a navigation unit or display screen requires an exchange, it is not necessary to remove the unit from the vehicle. The procedures listed below must be followed:

- 1) The defective unit should remain in the vehicle until the exchange unit is installed.
- 2) The Fujitsu Ten Service Center should be contacted.

The Fujitsu Ten Service Center may be contacted by phone, fax or e-mail. The Subaru Advance Exchange Fax Form is found in Subarunet, under Service, then Forms. The Service Center is open from 7AM – 5PM Pacific Time. Exchange Units will be shipped to the dealer via Federal Express 2nd-day service.

FUJITSU TEN		
ON-LINE EXCHANGE FORM	FAX TELEPHONE	SERVICE CENTER TELEPHONE
ftenservice@lao.ten.fujitsu.com	1-800-438-5410	1-800-237-5413

Note: In the event the vehicle is “New” and “In-stock”, indicate this on the exchange form. A new unit will be supplied rather than an exchange unit.

continued...

3) Fujitsu Ten will either ship an exchange unit or reject the request by the next business day. Upon acceptance of the Exchange Request, Fujitsu Ten will ship the exchange unit directly to the dealer via second day air. Documentation shipped with the unit will include an Exchange Number. It is required that this number is provided upon claim submission.

FUJITSU TEN EXCHANGE NUMBER EXAMPLE... 2YB000000

If the exchange is rejected, Fujitsu Ten will promptly notify the dealer of reason for rejection. Fujitsu Ten may reject the request if the Exchange Request Form has not been properly and legibly completed.

4) The dealer must return the failed component to Fujitsu Ten in the same approved packaging that the exchange unit arrived in. A hard copy of the printout from the on-line order or the Exchange Request Form must be included in the core return package. Return freight charges may be claimed as sublet, provided the repair was performed under the terms of the Basic New Car Warranty. Copies of the freight invoice should be attached to the repair order.

If replacement DVD(s) are supplied with the exchange, the original navigation DVD(s) must accompany the returned unit or a charge will be incurred.

Failure to use proper packaging could result in a “charge back” for the cost of the exchange unit and shipping.

If the exchange component has not been installed or returned to Fujitsu Ten within 30 days from the receipt of the exchange unit, the dealer will receive a “charge back” for the cost of the exchange unit and shipping.

8.4.9.4. RETURN OF LODGED CD/DVD(S)

In the event a DVD/ CD(s) becomes lodged in the In-Dash CD Changer, Rear Seat Entertainment Unit or Navigation Assembly, do not disassemble the unit to retrieve the DVD/ CD(s). Please use the following procedure:

1) Follow the normal exchange procedures for requesting a replacement unit. In the case of Navigation DVDs, notify the manufacturer at the time the exchange unit is requested that the DVD is lodged in the unit. A new DVD will be supplied with the exchange unit.

2) For all DVD/CD(s) other than Navigation DVDs, record a daytime telephone number where the customer can be reached and retain in customer’s file.

3) Remove the defective unit from the vehicle and return it to the manufacturer. DVD/CD(s) that have been successfully removed by the manufacturer will be returned directly to the dealer within 10 calendar days. It is the dealer’s responsibility to notify the customer when the DVD/CD(s) are returned.

In the event a DVD/ CD(s) has been damaged (except Navigation DVDs), the manufacturer will reimburse the customer through the dealer at \$15.00 per damaged CD or \$20.00 per damaged DVD. The dealer must in turn reimburse the customer. Only commercially produced DVD/ CD(s) can be included in the reimbursement program.

continued...

8.4.9.7. MOBILE INTERNET WI-FI ROUTER

Within the terms of the Basic new Car Warranty and the one year Replacement Parts Warranty, the Mobile Internet Wi-Fi Router provides for repair of a defective unit. Genuine Subaru Mobile Internet is provided by Autonet Mobile. In the event, the mobile internet unit requires servicing, it is not necessary to remove the unit from the vehicle. The procedures listed below should be followed.

Customers or dealers must contact Autonet Mobile directly through www.autonetmobile.com/support/ to access a technical knowledgebase. This knowledgebase is used to answer the vast majority of questions regarding functionality and performance.

In cases where the knowledgebase is unable to correct a condition, the Autonet Service Center should be contacted. The Service Center is open from 8AM – 5PM Pacific Time, Monday thru Friday.

AUTONET CUSTOMER SERVICE CENTER
1-800-977-2107

You may be required to provide standard information regarding the condition of the failure to support@autonetmobile.com as well as the following.

- Customer Name (if customer is contacting)
- Dealer Code (if dealer is contacting)
- Serial Number
- Callers Name and Telephone Number

Once it is determined that a unit needs repair, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

Autonet Exchange Number Example RMA24676

The Service Center will make arrangements to have the internet mobile unit returned for repair. The unit will be repaired and returned to the customer or dealer within 3 business days from the receipt date of the unit to Autonet.