

- 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 BULLETIN

APPLICABILITY: 2014-15MY XV Crosstrek Hybrid (HEV) Models with Fujitsu-Ten (F10) SD Navigation / Audio System
SUBJECT: Audio Volume Level Drops While Driving

NUMBER: 15-176-14R
DATE: 10/15/14
REVISED: 03/30/15

INTRODUCTION

This bulletin provides a service procedure to address a customer concern of the audio volume level decreasing when slowing the vehicle from speeds above 25 mph by applying the brake. The condition occurs when listening to an FM radio station that is exhibiting poor to moderate reception. The cause is radio frequency (RF) “noise” coming from one of the HEV components located under the trunk floor intermixing with the weak radio signal and causing the automatic speed volume control function of the audio unit to activate in error.

PARTS NEEDED

A roll of self-adhesive Foil Tape: 1.89” (48mm) or more wide by 0.1mm thick, readily available from most home improvement stores.

SERVICE PROCEDURE / INFORMATION

This service procedure involves application of self-adhesive foil tape to “seal” the gaps between the stamped aluminum battery cover and the vehicle body in the areas shown in the photos below.

IMPORTANT! Always drive the vehicle and confirm the condition **before performing this procedure**. Note which FM radio stations the condition can be confirmed on so the repair can be verified after completion on those same stations.



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

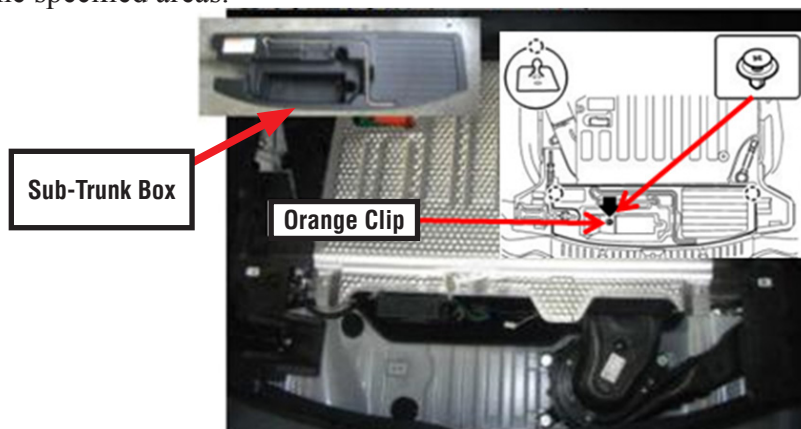
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

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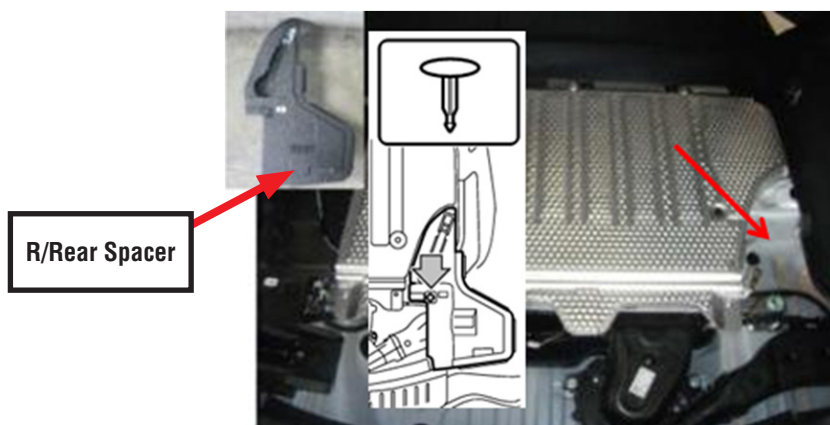
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

IMPORTANT: Before proceeding, press the brake pedal then press the Start button to start the Hybrid System. Once the Hybrid System is started, confirm all warning indicators extinguish normally and none remain illuminated. If any remain illuminated, check for any stored DTCs. If trouble exists, the Hybrid System must be diagnosed to ensure no safety concerns exist which may impact any work being performed in or around the Hybrid System components, wiring, or electrical connections.

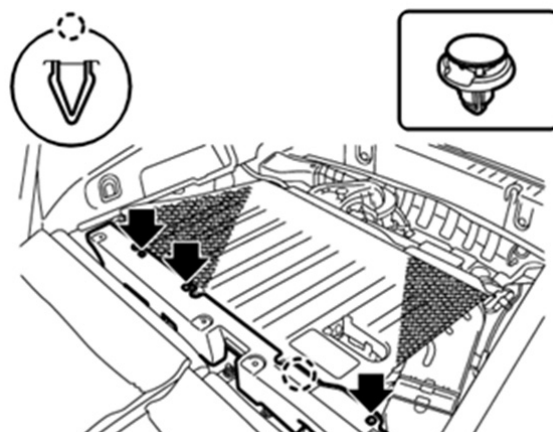
- Pre-cut the Foil Tape into four pieces as follows:
2 pieces 12” long and 2 pieces 38” long. (These are only guideline dimensions as there is no issue with using more than what is specified. The main emphasis is to cover all the gaps in the specified areas.



- Remove the rear floor and after releasing the orange retaining clip, remove the sub-trunk box.



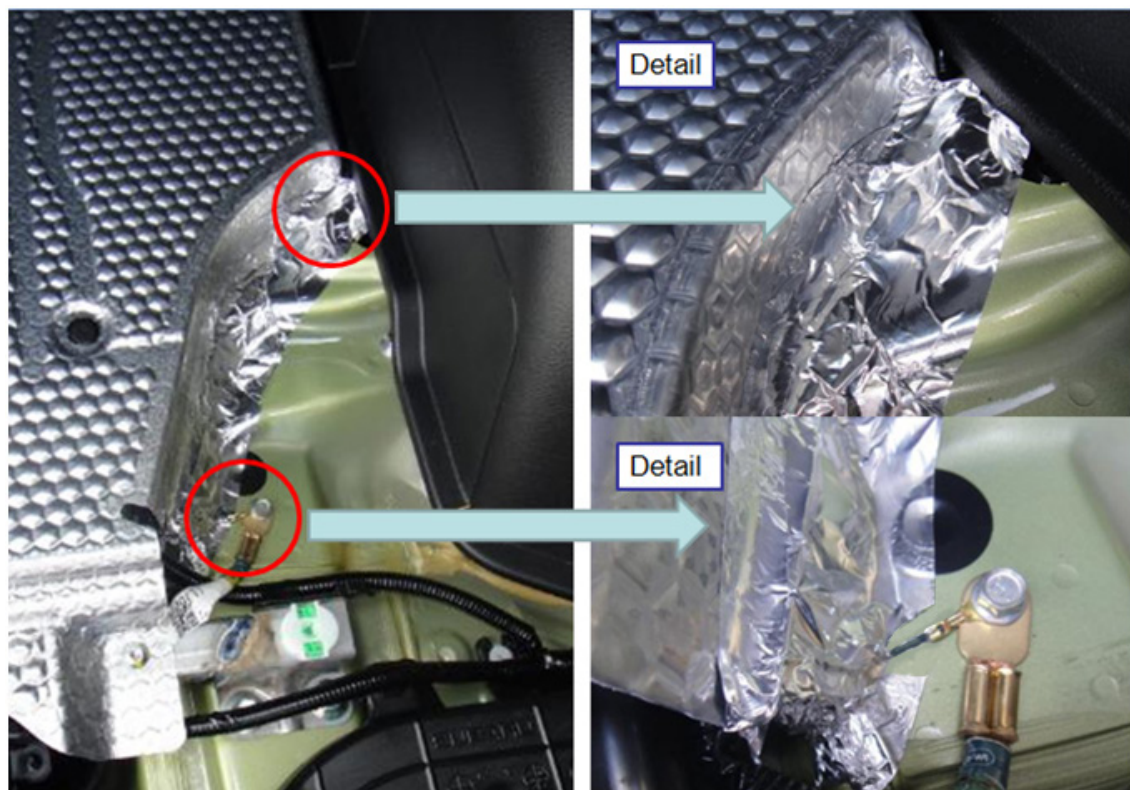
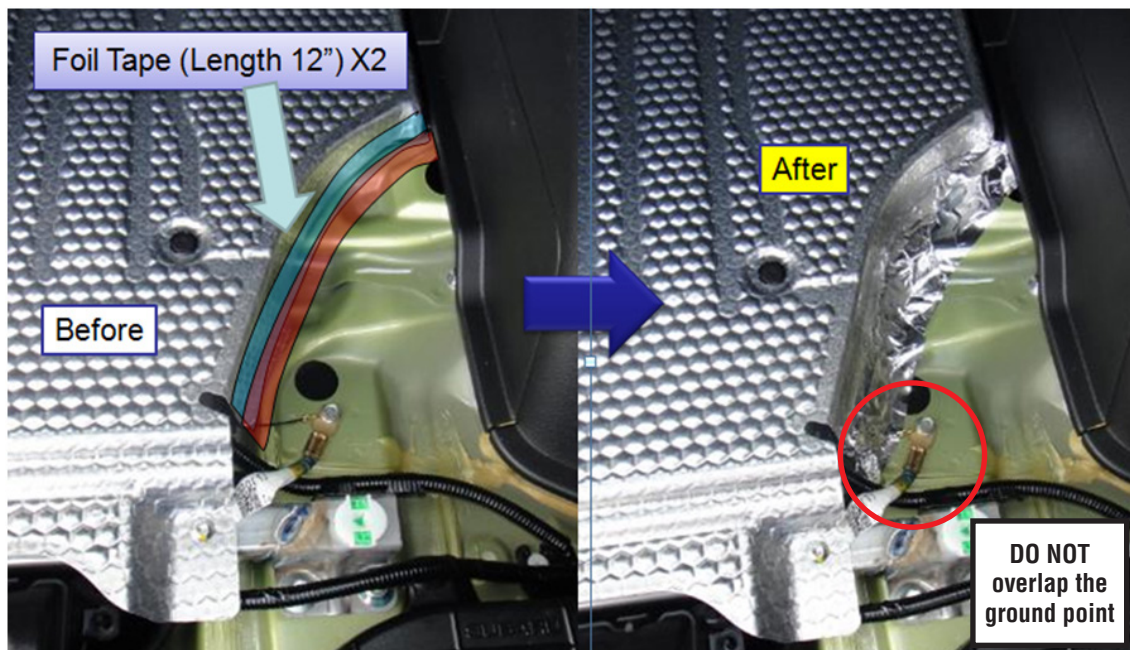
- **CAREFULLY** remove the right rear styrofoam floor spacer using a trim clip removal tool.



Remove the 3 retaining clips and release the claw securing the rear floor spacer then fold it over towards the front of the vehicle to expose the front edge of the stamped aluminum battery cover.

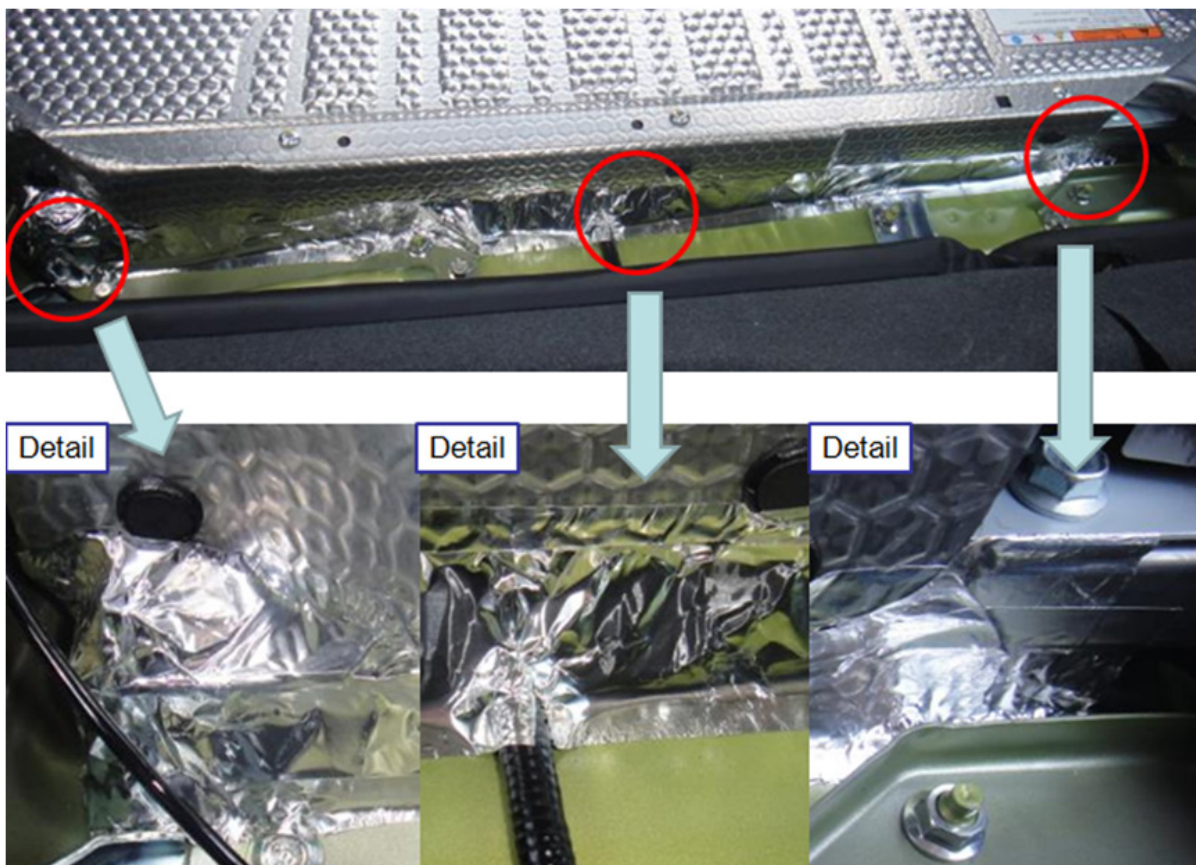
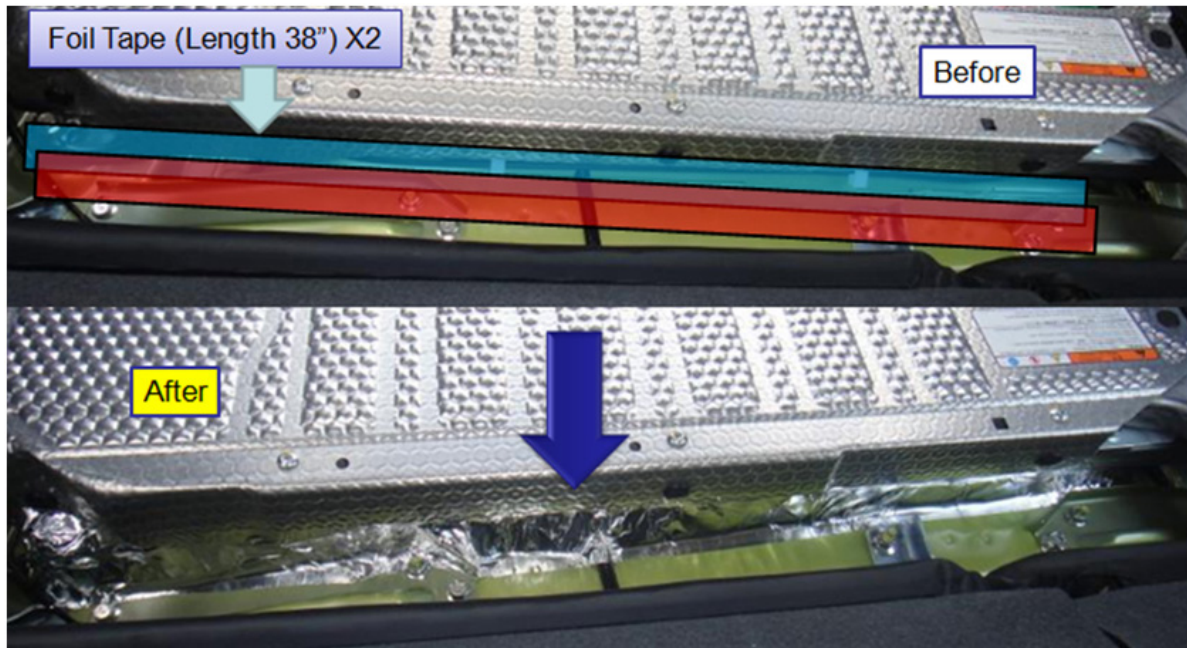
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- Using a mild solvent or degreasing agent applied to a clean shop cloth, wipe down the areas where the foil tape will be applied to be sure they are free of any dirt or contamination. The area cleaned must be completely dry before proceeding. Apply the first 12" piece of foil tape (shown in blue in the "before" photo below) about 1/4" down from the top edge of the battery cover, working from the wheel trim panel toward the rear of the vehicle. Apply the second 12" piece (orange) working in the opposite direction, primarily onto the body then overlap it up onto the first piece of foil tape. Use care to avoid overlapping the ground point. Once both pieces are in place, smooth out the wrinkles best as possible as shown in the "Detail" photos. The objective is to cover all the gaps. Do not hesitate to use a third piece of foil tape if necessary.



Continued...

- When installing the tape along the front edge of the battery cover (blue piece first), peel the adhesive backing from the starting end of one of the 38” pieces of tape back about 6” from one end then begin to apply. Pull the backing off as you work your way across to keep the exposed adhesive of the foil tape manageable. Once the first piece is in place, apply the second 38” (orange) piece primarily onto the body then overlap it up onto the first (blue) piece using the same method. Once both pieces of foil tape are in place, smooth out the wrinkles best as possible as shown in the “Detail” photos. Again, the objective is to cover all the gaps. Do not hesitate to use a third piece of foil tape if necessary.



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- After completing the procedure, road test the vehicle to confirm the repair has been effective. If the volume level dropping can still be verified as before the repair procedure, make sure there are no obvious gaps in the foil tape. Once a tape gap issue has been ruled out, compare the audio unit's operation with another like model vehicle. The condition may not be related to "RF noise", it may just be poor reception or a weak (low output) FM radio station.
- Reassemble the trunk area trim in reverse order of disassembly to complete the procedure.

WARRANTY / CLAIM INFORMATION

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

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
FM Radio Volume Drop Countermeasure Repair	A804-110	FCL-48	0.6

NOTE: Up to \$3.00 can be claimed in Sublet to cover the cost of the aluminum foil tape.

REMINDER: 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 refer to STIS for the latest service information before performing any repairs.**