

- 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:** 2015MY Legacy and Outback  
**2015MY Impreza and XV Crosstrek**  
 Models with Fujitsu Ten (F10) Navigation or Display Radio Audio Units

**NUMBER:** 15-181-15R  
**DATE:** 04/09/15  
**REVISED:** 07/09/15

**SUBJECT:** “Popping Sound” Heard From Speakers

### INTRODUCTION

This bulletin provides a procedure to follow when addressing customer concerns of a “popping” type sound heard through the audio unit speakers. This condition occurs when listening to “cached radio”. The cached radio feature allows you to hear the radio broadcast which otherwise would have been missed while taking a phone call using the Bluetooth hands-free feature. While on the phone call, the radio broadcast is being stored (recorded) in the unit’s cache memory. This cache memory can store up to about 20 minutes of digital broadcast audio. Once the call terminates, the stored radio broadcast is played back automatically. It is during this playback the “popping” sound may be heard.

### PRODUCTION CHANGE INFORMATION:

Enhancements to the affected units were incorporated into production per the chart below:

UNIT TYPE	PART NUMBER	FACE PLATE ID NUMBER	STARTING VIN / MODEL		DATE
			OUTBACK	LEGACY	
Navigation	86271AL64A	FB644US	F*267812	F*037512	12/1/2014
	86271AL66A	FB664US	F*270317	F*038457	12/5/2014
7" Display Audio	86201AL64A	FB644UM	F*270313	F*038451	12/5/2014
	86201AL66A	FB664UM	F*267801	F*037488	12/1/2014
			<b>IMPREZA</b>	<b>XV CROSSTREK</b>	
Navigation	86271FJ630	FM634US	F*010654	F*244109	2/1/2015
7" Display Audio	86271FJ660	FM664UM			

*Continued...*

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

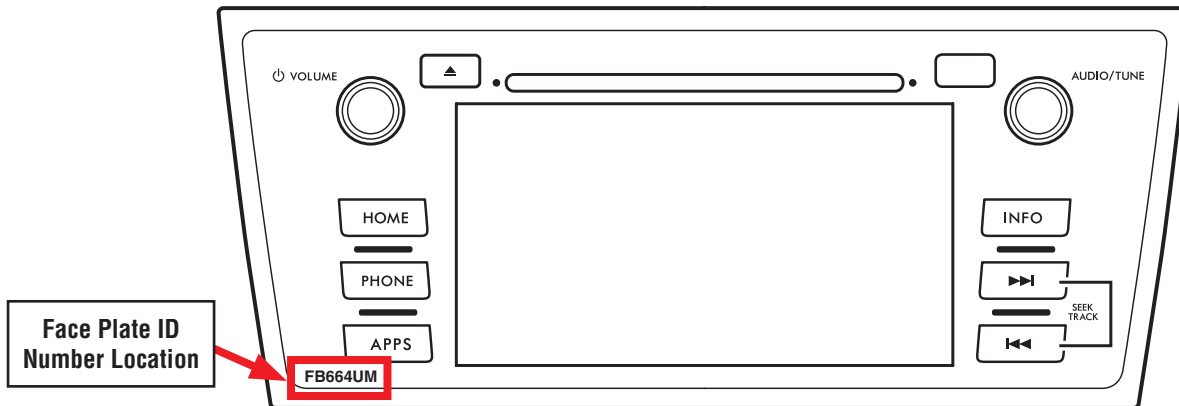
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment,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

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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.

## SERVICE PROCEDURE / INFORMATION

Determine the part number of the unit you are working with by matching it to the Face Plate ID Number on the chart above. Order the applicable exchange unit using the procedure outlined in TSB 15-172-14R.



### IMPORTANT REMINDERS:

- Verify the customer's concern / condition **BEFORE** contacting F10 to arrange for shipment of an exchange unit. Refer to the Subaru Policies and Procedures manual, **Section 8.4.9** for exchange unit instructions and related information.
- Always record the customer's radio station presets (and navigation favorites) before removing the unit to be exchanged.
- Follow the service procedure in the applicable Service Manual for R&R of the audio unit.
- All defective units **MUST** be returned to F10 in the supplied packaging within 30 days.
- Take proper precautions to protect all the dash trim surfaces from damage during the repair.
- Verify the customer's concern has been addressed with the exchange unit.
- Reset the radio station presets (and navigation favorites) before releasing the vehicle.

### WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period or with an active Added Security Classic or Gold Service Agreement, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
AUDIO OR NAVI UNIT REPLACEMENT FOR POPPING SOUND	A031-153	ZPY-43 (Display Radio)	0.4
		ZOS-43 (Navigation)	

**NOTE:** Claim submission procedures require entry of the Exchange Unit Serial Number.

**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.**