

- 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 Forester Models
2015MY WRX and STI Models

NUMBER: 15-184-15
DATE: 08/03/15

SUBJECT: “Please Check Audio System” Message Displayed on MFD (Multi-Function Display)

INTRODUCTION

This bulletin reviews two possible causes for a “Please Check Audio System” message to appear in the MFD on the above listed vehicles. It is very important to interview the customer carefully to determine which repair is required. Please read the Service Procedure portion of this bulletin thoroughly in order to determine which scenario applies and how to repair the condition properly.



PRODUCTION CHANGE INFORMATION:

The new MFD unit was incorporated into production starting with the following VINs:

- Forester: **F*820316**
- WRX / STI: **G*800043**

PART INFORMATION

DESCRIPTION	PART NUMBER	APPLICABILITY
MULTI DISPLAY AY	85261SG114	Forester
	85261SG303	
	85261VA012	WRX / STI

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

When receiving a report of this condition, it is important to interview the customer and establish when the “Please Check Audio System” message was displayed. Depending on the scenario, there are two different procedures to repair the vehicle:

Scenario #1: The message appeared on the display following engine start after the vehicle had been sitting in the sun for an extended period of time (heat soak) with cabin temperatures exceeding 100° F.

In this scenario, replace the MFD unit with the applicable new part from the parts table above following the procedure in the applicable Service Manual.

Scenario #2: The message appeared on the display while using the Bluetooth feature of the audio system or after Bluetooth connection was terminated (this is applicable to Clarion audio units only).

In this scenario, order the applicable Clarion exchange unit following the procedures outlined in **Section 8.4.9.1** of the Policies and Procedures Manual. Once the exchange is received, replace the audio unit following the procedure in the applicable Service Manual.

VERY IMPORTANT: When ordering an exchange unit for this scenario, always make sure to clearly indicate “BT Issue” on the Exchange Form as shown in the illustration below.

The illustration shows a portion of an exchange form. At the top, there are three fields: 'Vehicle Model', 'Year', and 'Purchase Date'. Below these is a 'Vehicle Identification Number' field with eight numbered boxes (1-8). Underneath is the 'Customer Complaint' field, which contains the text 'BT issue:' in red. A callout box with a pointer to the 'Customer Complaint' field contains the text: 'Please write Customer Complaint as "BT issue" on the exchange form.'

WARRANTY / CLAIM INFORMATION

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

LABOR DESCRIPTION	VEHICLE MODEL	LABOR OPERATION #	FAIL CODE	LABOR TIME
MULTI-FUNCTION DISPLAY R&R	FORESTER & IMPREZA	A067-351	ZLK-43	0.3
	IMPREZA w/ AUTO A/C			0.4
AUDIO UNIT R&R	ALL	B031-101	ZGE-43	0.3

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.