

ATTENTION:
 GENERAL MANAGER ☐
 PARTS MANAGER ☐
 CLAIMS PERSONNEL ☐
 SERVICE MANAGER ☐

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

© 2016 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2016MY Impreza, WRX and Crosstrek Models
 2016MY Forester Models

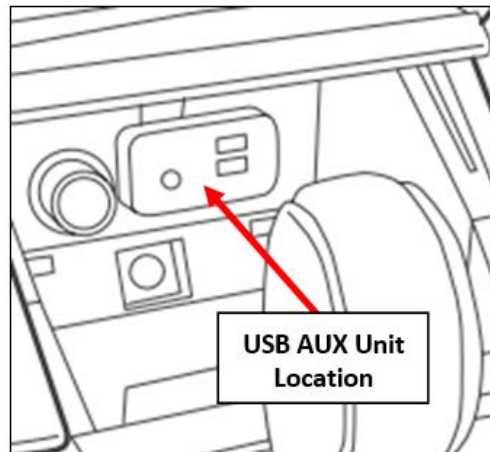
NUMBER: 15-206-16

DATE: 11/29/16

SUBJECT: USB Device Not Recognized on Fujitsu-Ten (F10)
 7" Display Navigation and Display Audio Units

INTRODUCTION:

This bulletin announces availability of a new auxiliary USB unit to address customer concerns where the 7" Display Audio or Audio Navigation head unit will not recognize USB devices connected via the auxiliary unit.



PRODUCTION CHANGE INFORMATION:

The new USB AUX Unit Assembly was incorporated into production as per the table below:

Vehicle / Model	Starting VIN
Impreza 4-Door	G*009795
Impreza 5-Door and Crosstrek	G*246245
WRX 2.0L DIT	G*826899
Forester	G*516144

PART INFORMATION:

The part number for the new USB AUX Unit assembly is **86257AL200**.

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

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:

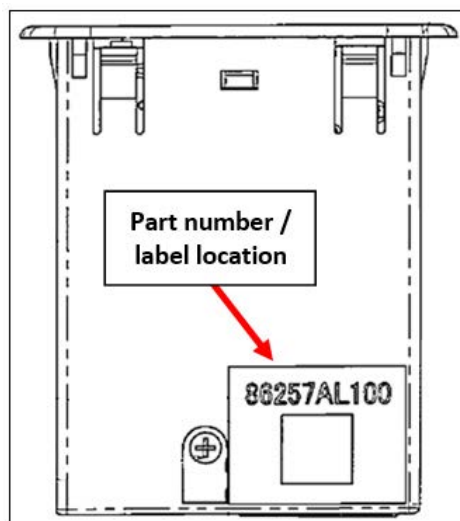
When a known-good USB device (device operates normally in another vehicle) is not recognized, it is likely due to damage of the USB connector portion of the USB auxiliary unit.

NOTE: When this condition occurs, all other audio unit functions will continue to operate normally.

The damaged USB connector causes electrical “noise” to be generated and transferred into the audio unit resulting in internal damage. For this reason, whenever this condition has been diagnosed and confirmed, the USB AUX Unit must be replaced along with an exchange audio unit as a set following the applicable Service Manual and Audio Exchange Program procedures.

Remove the USB AUX Unit and verify the part number on the underside of the case as shown in the illustration below. If the part number is 86257AL100, replace it with a new **86257AL200** unit along with the applicable exchange audio unit.

REMINDER: The USB AUX Unit and the exchange audio unit must be replaced as a set.



NOTE: Always take proper precautions to protect the surrounding trim panel surfaces from damage whenever performing these types of repairs.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
USB DEVICE NOT RECOGNIZED, F10 AUDIO UNITS	A850-872	0.6	ZLI-42

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.