

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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015MY Legacy, Outback, Impreza and XV Crosstrek 2016MY Forester, WRX and STI Models with Fujitsu-TEN / FTEN / (F10) Gen2 Navigation System

NUMBER: 15-200-16

DATE: 05/24/16

SUBJECT: Fujitsu-TEN / FTEN / (F10) Navigation: Voice Recognition Concerns with Finding Addresses in Some Metro Areas

Introduction:

This bulletin announces availability of new MicroSD cards which contain a revision to the cities data. The revision will address customer concerns of some addresses in select metropolitan areas not being recognized when inputted using the Navigation system's voice recognition (VR) feature. For example: when using voice recognition and speaking the address "123 Main St. Denver Colorado", the address does not appear in the option list shown on the head unit display.

Production Change Information:

The new MicroSD cards were incorporated into production as follows:

- Legacy, Outback, Impreza and XV Crosstrek Models: Start of 2016MY Production
- Forester: G*464091
- WRX and STI: G*818112

Part Information:

PART NUMBER	DESCRIPTION	APPLICABILITY
86283AL68A	MicroSD Card	Legacy and Outback
86283FJ650		Forester, Impreza, WRX and STI

Service Procedure / Information:

Should a vehicle present with the condition described above, first confirm the address which the customer states does not appear when using voice recognition actually appears in the map database. To confirm this, enter the address manually using the navigation touch screen. Once the address has been confirmed this way, using voice recognition, say the same address (all at once with no pauses) but include the words "metro area" after the city name and before the state name. For example: "123 Main Street Denver Metro Area Colorado". If both these processes result in the navigation system

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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providing direction to the specified address, the MicroSD card must be replaced. Order the applicable replacement MicroSD using the table above through normal parts channels.
To summarize the diagnosis:

- STEP 1:** Confirm the address the customer reports does not work using VR.
STEP 2: Enter the address using the touch screen to confirm it exists in the database.
STEP 3: Enter the same address using VR and including “metro area” to see if it appears on the screen.
STEP 4: If results of 2 and 3 are **YES** and **YES**, the replacement MicroSD card **will** resolve this issue.
STEP 5: If results of 2, or 3 are **NO**, another condition exists and Card replacement **will not** resolve it.

After receiving the replacement MicroSD card, open the small access cover on the face of the unit circled in the photo below. Push the original card in slightly to release it then pull it out of the unit. Use care to press the card straight in to release it. Do not apply any upward or downward pressure on the card while pressing it in otherwise, it may crack or break. **CAREFULLY** install the new card into the slot. Push the card all the way in while using care to avoid any upward or downward pressure to avoid cracking or breaking it. Release the card to lock it in place and close the access cover to complete the procedure.



Warranty / Claim Information:

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

Labor Description	Labor Operation #	Failure Code	Labor Time
F10 GEN2 MicroSD CARD REPLACEMENT FOR VOICE RECOGNITION ISSUE	A031-125	ZRB-43	0.3

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.