

- 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: 2015-2016MY Legacy and Outback
 2015-2016MY Impreza and XV Crosstrek
 2015-2016MY Forester
 2016MY BRZ
 2016-2017MY WRX and WRX STI

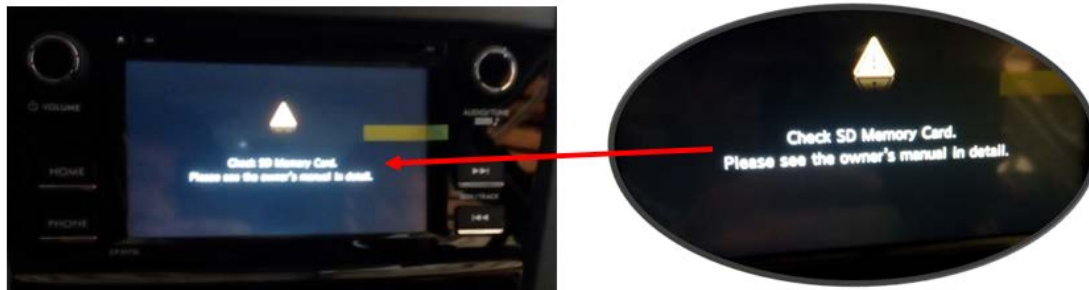
NUMBER: 15-197-16

DATE: 04/25/16

SUBJECT: “Check SD Memory Card” Message on Clarion “Gen 2” Display Audio (Without Navigation) Head Units

INTRODUCTION:

Although Fujitsu TEN (F10) Navigation units utilize an externally (faceplate) accessible MicroSD memory card, the MicroSD card used in Clarion display audio units is internal and **not accessible**. In the event a “Check SD Memory Card” alert message appears on the faceplate display, an exchange display audio unit must be ordered through the applicable Clarion audio exchange procedure.



PART INFORMATION:

Vehicle Models and Head Unit Information:

Model	Model Year	Faceplate ID Number	Head Unit Part Number
Legacy / Outback	2015	CB604UL	86201AL60A
		CB624UL	86201AL62A
	2016	CB705UL	86201AL70A
		CB725UL	86201AL72A
Impreza/ XV Crosstrek	2015	CM644UL	86201FJ640
		CM654UL	86201FJ650
	2016	CM615UL	86201FJ610
		CM695UL	86201FJ690

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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.

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.

Model	Model Year	Faceplate ID Number	Head Unit Part Number
Forester	2015	CF617UL	86201SG610
	2016	CF658UL	86201SG650
BRZ	2015	CA634UL	86201CA630
	2016	CA645UL	86201CA640
WRX / WRX STI	2016	CV641UL	86201VA640
	2017	CV682UL	86201SG680

SERVICE PROCEDURE / INFORMATION:

- Verify the alert message appears on the faceplate display.
- Order the appropriate exchange unit:
 - o In the event the vehicle is “New” and “In-stock”, inform the Clarion Service Center. A new unit will be supplied rather than a remanufactured unit. If the Service Center is unable to provide a new unit, immediately contact a Subaru Retailer Claims Specialist at: **1-866-782-2782** for further instructions.
 - o For all others, use the normal Clarion exchange program for audio unit replacement.
- If possible, record the customer’s radio station presets.
- **CAREFULLY** replace the head unit following the procedure in the applicable Service Manual.

REMINDER: Always take the proper precautions to protect the surrounding trim component surfaces from damage when replacing the audio unit.

- If available, reset the customer’s radio station presets.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Failure Code	Model Applicability	Labor Time
AUDIO UNIT R&R	A031-101	ZGE-43 (Clarion)	2015-16MY Legacy & Outback	0.4
			2015-16MY Impreza, XV Crosstrek & Forester	0.5
			2016MY BRZ	0.3
			2016-17MY WRX & STI	0.3

NOTE: The ERS number (located on the exchange form) must be entered in the Miscellaneous Detail field when submitting for claim reimbursement.

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.