

- 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 INFORMATION BULLETIN

**APPLICABILITY:** 2015-2017MY Legacy and Outback  
 2015-2017MY Crosstrek  
 2015-2016MY Impreza  
 2016-2018MY Forester  
 2016-2018MY WRX and WRX STI  
 Models with FujitsuTEN (F10) Gen 2.0 / 2.1  
 Navigation or Display Audio Head Units

**NUMBER:** 15-215-18

**DATE:** 01/05/18

**SUBJECT:** Loss or Interruption of Audio Output

### INTRODUCTION:

This bulletin provides a repair procedure to address specific, **confirmed** customer concerns of:

- Audio output interruption every 2-3 seconds when listening to AM or FM radio broadcasts
- No audio output at all when attempting to listen to a HD Radio broadcast.

The cause for these conditions is a hardware-related issue within the head unit.

### PRODUCTION CHANGE INFORMATION:

Head units with updated components have been incorporated into production of these models starting with the following VINs:

- Forester: **J\*451617**
- WRX / WRX STI: **J\*807436**

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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.

**PART INFORMATION:**

The tables below provide the affected head unit applicability information:

Model	Model Year	NAVI / DA	Faceplate ID Number
Legacy & Outback	2015	NAVI	FB644US
			FB664US
		DA	FB644UM
			FB664UM
	2016	NAVI	FB685US
			FB695US
		DA	FB685UM
			FB695UM
	2017	NAVI	FB856US
			FB876US
DA		FB856UM	
		FB876UM	

Model	Model Year	NAVI / DA	Faceplate ID Number
Forester	2016	NAVI	FF667US
			FF687US
		DA	FF667UM
			FF687UM
	2017	NAVI	FF868US
			FF878US
		DA	FF678UM
			FF698UM
	2018	NAVI	FF629US
			FF639US
DA		FF679UM	
		FF689UM	

Model	Model Year	NAVI / DA	Faceplate ID Number
Impreza & Crosstrek	2015	NAVI	FM634US
		DA	FM664UM
	2016	NAVI	FM655UH
			FM675UH
		DA	FM685UM
			FM705UM
			FM705UM
	2017 (Crosstrek only)	NAVI	FM666US
			FM686US
		DA	FM685UM

Model	Model Year	NAVI / DA	Faceplate ID Number
WRX WRX STI	2016	NAVI	FV631US
		DA	FV651UM
	2017	NAVI	FV624US
		DA	FV662UM
			FV672UM
	2018	NAVI	FV673US
		DA	FV833UM
			FV843UM

**SERVICE PROCEDURE / INFORMATION:**

After the customer’s concern as described in the Introduction section of this bulletin has been **confirmed**, the proper repair is to order an exchange head unit following the normal F10 audio exchange procedure.

Follow the service procedure in the applicable Service Manual for replacement of the head unit.

**WARRANTY / CLAIM INFORMATION:**

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan (and due to the wide variety of applicable vehicles), consult the Subaru Labor Time Guide for proper claim coding information.

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**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.