

- 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: 2018MY Legacy and Outback
 2018MY Crosstrek
 2017 and 2018MY Impreza

NUMBER: 15-217-18

DATE: 02/19/18

SUBJECT: Harman Kardon Gen 3 Audio Amplifier
 Operational Concerns

INTRODUCTION:

This bulletin announces availability of new audio system amplifiers to address the following operating concerns with the Harman Kardon Gen 3 infotainment system:

Symptom 1: No audio output is heard but, the volume level displayed changes when turning the knob

Symptom 2: Audio volume increases to maximum intermittently without turning the knob

Symptom 3: A buzzing, screeching or crackling-type sound is heard coming through the speakers.

PRODUCTION CHANGE INFORMATION:

The new amplifiers were incorporated into production as per the table supplied below:

Vehicle / Model	Starting VIN
Legacy	J*015897
Outback	J*240886
Impreza 4-Door	J*604929
Impreza 5-Door	J*712474
Crosstrek	J*278467

SERVICE PROCEDURE / INFORMATION:

The cause of Symptoms 1 and 2 is a software concern where in some cases, the amplifier status is not judged properly by the head unit. As a result, volume output is either muted (no output) or at the maximum.

Continued...

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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The cause of Symptom 3 is a hardware concern within the amplifier circuitry which also requires the unit be replaced with an exchange unit. Follow the procedure below to confirm this condition **BEFORE** ordering an exchange amplifier.

1. Enter the vehicle and turn the ignition ON.
2. Turn the audio unit on and listen for any unusual sounds from any of the speakers.
3. Pull the hood release lever.
4. Open the Driver’s window fully to retain access to the inside of the vehicle.
5. Turn the ignition OFF.
6. Exit the vehicle and close all the doors.
7. Wait at least 2 minutes before proceeding further.
8. Open the hood and remove the PDI (backup power) fuse.
9. Turn the ignition back on and listen again for any unusual sound from any of the speakers.
10. If the unusual sounds heard originally can no longer be verified, replace the amplifier with an exchange unit. If unusual sounds persist while the fuse is removed, there is another cause which will require further diagnosis.

After confirming the symptom(s) as outlined in the Introduction above exists, order the applicable replacement amplifier following the Audio Exchange Program instructions. Install the exchange unit following the current Service Manual procedure.

NOTE: All exchange amplifiers have the new software and circuitry installed.

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
HARMAN KARDON AUDIO POWER AMPLIFIER R&R	B850-815	0.3	ZSE-42
AUDIO SYSTEM TESTING AND DIAGNOSIS	C031-001	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.