

- 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: 2015-16MY Legacy and Outback Models Equipped with Navigation and Harman Kardon Power Amplifier **NUMBER:** 15-194-16R
SUBJECT: Fujitsu 10/ FTEN/ F10 Navigation Voice Guidance Instructions Getting Cut Off **DATE:** 02/29/16
REVISED: 08/22/18

INTRODUCTION

This bulletin announces availability of an enhanced audio system power amplifier which contains software to address customer concerns of voice guidance instructions (words) being cut short or cut off. For example: instead of the instruction saying “Turn right ahead”, it might be “right ahead” or even just “ahead”. This intermittent condition occurs after completing a Bluetooth hands-free phone call while using the navigation system’s voice guidance feature. **The new software also stops the Voice Guidance tone setting (as selected by the customer) from intermittently returning back to the system’s default setting.**

PRODUCTION CHANGE INFORMATION:

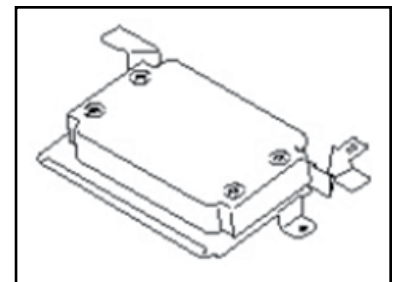
The new amplifier has been incorporated into production starting with the following VINs:

- Legacy: **G*041483**
- Outback: **G*298434**

PART INFORMATION:

The new power amplifier part number is **86221AL71B**.

IMPORTANT: When replacing a power amplifier under warranty or an Added Security Gold plan, an exchange unit must be ordered directly through the Harman Kardon Exchange Program. In the event the vehicle is “New” and “In-Stock”, contact the Harman Kardon Service Center. A new unit will be supplied. 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. **See TSB 15-172-14R or 15-190-15 for more details and exchange unit ordering instructions.** The Harman Kardon Service Center is open from 8am - 8pm Eastern time and can be reached by calling 1-800-448-0944.



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.

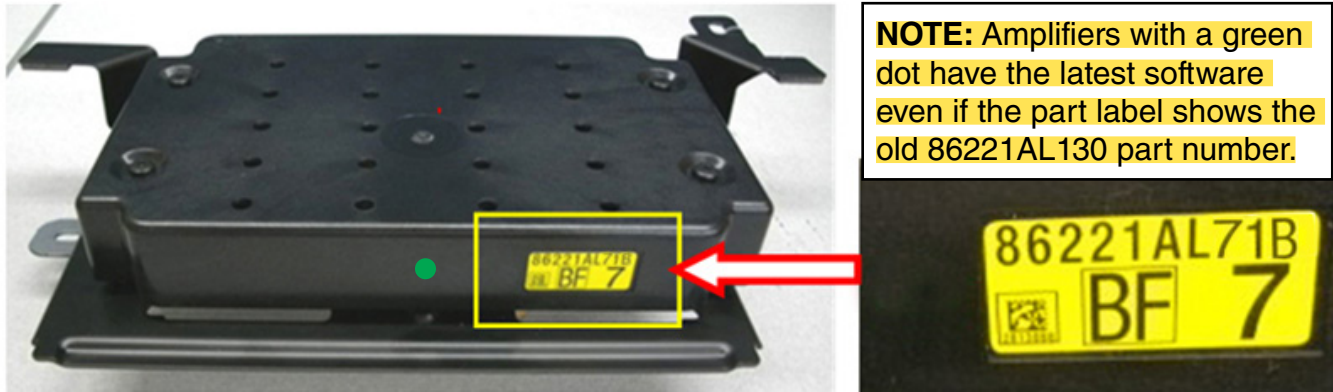
SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

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

After confirming the customer concern, (**NOTE:** This is an intermittent condition) replace the power amplifier assembly following the procedure in the applicable Service Manual.

IMPORTANT: Power amplifiers which have part number 86221AL71B on the identification label as shown in the photo at the top of page 2, already contain this new software.



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 #	LABOR TIME	FAIL CODE
HARMAN KARDON AMPLIFIER REPLACEMENT FOR VOICE GUIDANCE CONCERN (INCLUDES DIAGNOSIS / VERIFICATION)	A850-820	ZRA-43	0.6

NOTE: For claim submission purposes, the exchange unit serial number is required.

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.