Bulletin Number: 15-235-18;	Date 11/08/18

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.

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.

8. Open the hood and remove the PDI (backup power) fuse.

ordering an exchange amplifier.

1. Enter the vehicle and turn the ignition ON.

SERVICE PROCEDURE / INFORMATION:

- 2. Turn the audio unit on and listen for any unusual sounds from any of the speakers.
- 3. Pull the hood release lever.

knob

- 4. Open the Driver's window fully to retain access to the inside of the vehicle.

- 5. Turn the ignition OFF.

- 7. Wait at least 2 minutes before proceeding further.

- 6. Exit the vehicle and close all the doors.

Follow the procedure below to confirm any of the three symptom(s) described above **BEFORE**

ATTENTION:

GENERAL MANAGER

CLAIMS PERSONNEL

SERVICE MANAGER

APPLICABILITY:

SUBJECT:

PARTS MANAGER

IMPORTANT - AII

Service Personnel Should Read and

Initial in the boxes

provided, right.

operating concerns with the Harman Kardon Gen 3 infotainment system:

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

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

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

- This bulletin announces availability of new audio system amplifiers to address the following
- **INTRODUCTION:**

Harman Kardon Gen 3 Audio Amplifier Operational Concerns

2019MY Forester 2018-2019MY BRZ 2019MY Ascent

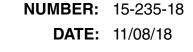
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2018-2019MY Crosstrek

2017 and 2019MY Impreza 2019MY WRX and WRX STI

2018-2019MY Legacy and Outback

SERVICE BULLETIN





QUALITY DRIVEN® SERVICE

Continued... Subaru of America, Inc. is ISO 14001 Compliant

- 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	235-42

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.