

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: 2018-19MY Legacy and Outback
 2018-19MY Crosstrek
 2017-19MY Impreza

NUMBER: 15-240-19

DATE: 04/18/19

SUBJECT: New Harman Audio Amplifiers

INTRODUCTION:

This bulletin announces availability of new Harman audio unit amplifier units with revised internal logic designed to optimize efficiency while addressing the following customer concerns:

- Loss of audio output after turning the head unit off and back on again in a short amount of time
- Audio volume is temporarily louder than expected after ending a Bluetooth call while using navigation guidance
- No response from the volume control knob.

PRODUCTION CHANGE INFORMATION:

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

Model	Starting VIN
Legacy	J3038144
Outback	J3345456
Impreza 4-Door	J3623775
Impreza 5-Door	J3748957
Crosstrek	K*220847

PART INFORMATION:

Description	Part Number	Application
POWER AMPLIFIER ASSEMBLY	86221AL01C	Legacy / Outback
	86221FL00C	Impreza
	86221FL01C	
	86221FL012	Crosstrek

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

<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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SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

After the customer concern has been confirmed, the service procedure for replacing the power amplifier assembly remains unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time.

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 #	Fail Code	Labor Time
HK POWER AMPLIFIER EXCHANGE	B850-815	ZSE-43	0.3
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.