ATTENTION:

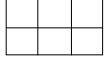
GENERAL MANAGER

PARTS MANAGER

CLAIMS PERSONNEL

SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



© 2019 Subaru of America, Inc. All rights reserved.



SERVICE BULLETIN

APPLICABILITY: 2018-19MY Legacy and Outback

2018-19MY Crosstrek 2017-19MY Impreza

SUBJECT: New Harman Audio Amplifiers

NUMBER: 15-240-19R

DATE: 04/18/19

REVISED: 05/08/19

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:

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

Symptom 4: Loss of audio output after turning the head unit off and back on again in a short amount of time

Symptom 5: Audio volume is temporarily louder than expected after ending a Bluetooth call while using navigation guidance

Symptom **6**: No response from the volume control knob.

PRODUCTION CHANGE INFORMATION:

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

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

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.

Continued...

Bulletin Number: 15-240-19R; Revised: 05/08/19 Page 1 of 3

SERVICE PROCEDURE / INFORMATION:

The causes of Symptoms 1, 2, 4, 5 and 6 are software concerns 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.

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.

PART INFORMATION:

Description	Exchange Part Number	Application	
Power Amplifier Assembly	86221AL01CEX	Legacy / Outback	
	86221FL00CEX	- Impreza	
	86221FL01CEX		
	86221FL012EX	Crosstrek	

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

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

Note: HK Exchange Units require Exchange Number for claim submission.

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.