

- 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:** 2016MY Subaru Vehicles **NUMBER:** 15-190-15R  
**SUBJECT:** 2016 Audio/Navigation Exchange **DATE:** 11/11/15  
 Component Identification and Procedures **REVISED:** 08/23/19

### INTRODUCTION

This bulletin contains illustrations of exchange components and their manufacturer as well as a description of the proper exchange procedure. The exchange program policy can also be found in Sections 8.4.9 and 11.2.10 of your Claims Policies and Procedures Manual found in subarunet.

### CONTENTS

Within the terms of the Basic New Car Warranty and the one year Replacement Parts Warranty the Exchange Program provides for replacement of a defective unit from the manufacturer.

In the event the vehicle is “New” and “In-stock”, inform the Service Center. A new unit will be supplied rather than a remanufactured unit. If the Service Center is unable to provide a new unit, immediately contact a Subaru Retailer Claims Specialist at 1-866-782-2782 prior to placing an order for further instructions.

The replacement of a new unit, other than new units supplied through the exchange program, requires authorization from a Subaru of America, Inc. Dealer Retailer Specialist at 1-866-782-2782. An authorization code will be provided and must be included upon claim submission.

Vehicles that have been placed in demo service should use exchange units only

### EXCHANGE PROCEDURE FOR ALL EXCHANGE COMPONENTS

1. The defective chassis should remain in the vehicle until the exchange unit is installed.
2. Contact the applicable Service Center with the following information:
  - Retailer Code
  - Retailer Name and Address
  - VIN - All 17 Characters
  - Date of Vehicle Sale
  - Vehicle Mileage
  - Caller’s Name and Telephone Number
  - Claim Number
  - Face Plate ID Number and the Subaru Part Number as shown in this bulletin.  
All Suppliers require the front faceplate ID number.
  - Customer Complaint
  - Customer Last Name

*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.

At this time, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

An exchange chassis along with an exchange form will be shipped within 72 hours. If the exchange chassis is not received within 5 days, call the Service Center. Provide the operator with the exchange number when making inquiries.

3. Install the exchange unit as soon as possible upon receipt. Return the defective chassis to the manufacturer within 30 days. Return freight charges may be claimed as sublet, provided the repair was performed under the terms of the Basic New Car Warranty. Copies of the freight invoice should be attached to the repair order.

If the exchange unit has not been installed or the failed chassis has not been returned within 30 days, contact the Service Center. Reference the exchange number and explain the circumstances causing the delay. An extension will be granted or the retailer will be instructed to return the exchange unit. Failure to comply will result in a “charge back” to the retailer for the cost of the exchange unit.

The retailer must return the failed component in the same approved packaging that the exchange unit arrived in. A hard copy of the printout from the on-line order or the Exchange Request Form must be included in the core return package. Failure to use proper packaging could result in a “charge back” for the cost of the exchange unit and shipping.

**NOTE:** Activation of all subscription based services is the responsibility of the vehicle owner.

**NOTE:** Do not disassemble any unit to retrieve a lodged CD prior to returning to the manufacturer. See Section 8.4.9.4 for the policy on returning the CD(s) to the customers.

**NOTE:** For the “Audio Out of Warranty Exchange / Repair Program” refer to Added Security Section 11.2.10

## **MANUFACTURERS BY COMPONENT**

### **Audio/Satellite**

**Clarion Service Center** is open from: 8am-5:30pm Eastern Time at 1-800-347-8933. An Exchange fax form is also available. This form is found on Subarunet/Service/Forms/Exchange Forms.

**Fujitsu Ten Service Center** is open from 7am-5pm Pacific Time at 1-800-237-5413. The Exchange Fax Form is found on Subarunet/Service, Forms/Exchange Forms. You can also place your order on the web at <http://www.f10ncs.com>

**NOTE:** Some Fujitsu audio units will not include navigation; therefore, no SD card will be applicable. These units are noted as a Display Audio only.

### **Audio/Navigation/Satellite**

**Fujitsu Ten Service Center** is open from 7am-5pm Pacific Time at 1-800-237-5413. The Exchange Fax Form is found on Subarunet/Service/Forms.

**NOTE:** All 2016 models equipped with a Fujitsu Ten Audio/Navigation unit use a micro SD Card. The SD Card is not to be returned to Fujitsu Ten with the defective unit. The existing SD Card will function properly with the exchange unit provided.

*continued...*

## Power Amplifier

### Exchange order requests are to be made via the Web Portal

**Harman Kardon** exchange requests are processed by United Radio. The United Radio Service Center is open from 8am – 8pm Eastern Time at **1-800-448-0944**.

Exchange units are ordered online using the link found in Subarunet/ Service Operations & Technical/ Forms/Downloads / Harman Kardon Registration Instructions (urdealerservices.com) Ordering Instructions

## RETURN OF LODGED CD'S

In the event a CD becomes lodged in the CD Player, do not disassemble the unit to retrieve the CD. Please use the following procedure:

1. Follow the normal exchange procedures for requesting a replacement unit.
2. For the lodged CD, record a daytime telephone number where the customer can be reached and retain in the customer's file.
3. Remove the defective unit from the vehicle and return it to the manufacturer. The CD that has been successfully removed by the manufacturer will be returned directly to the retailer within 10 calendar days. It is the retailer's responsibility to notify the customer when the CD(s) are returned.

**NOTE:** In the event a CD has been damaged, the manufacturer will reimburse the customer through the retailer at \$15.00 per damaged CD. The retailer must in turn reimburse the customer. Only commercially produced CD(s) can be included in the reimbursement program.

## SATELLITE ACTIVATION INSTRUCTIONS

If you need to perform a warranty exchange on any radio that is factory equipped with satellite radio, please follow the instructions below. Going through the process will ensure that any fee for the new radio is waived and will ensure your customer continues to receive their satellite radio programming without any interruption of service.

**Step 1.** Call Sirius XM Dealer Support at 1-800-852-9696 and let the agent know you are doing a warranty exchange on a Subaru vehicle.

**Step 2.** Provide the agent with the old Radio ID and ask them to transfer the service on this radio to the new Radio ID. Confirm with the agent that the old Radio ID has been deactivated.

*(To find the Radio ID, go into satellite radio mode and tune to channel "0", the Radio ID will display for you, it will be 8 alpha-numeric characters long).*

**Step 3.** Confirm which services you are transferring e.g. Audio only or Audio and Traffic.

**Step 4.** Ask the SXM Dealer support agent to send an activation signal to the new radio and confirm the radio is working. Retailers can also perform a signal refresh if necessary by entering in the Radio ID into the following URL, [www.siriusxm.com/oemrefresh](http://www.siriusxm.com/oemrefresh)

**NOTE:** If the unit is inoperative, call Sirius XM for assistance in identifying the existing radio ID number.

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## EXCHANGE NUMBER EXAMPLES AND SERVICE CENTER PHONE NUMBERS FOR AUDIO / NAVIGATION

The Audio Exchange Program provides for replacement of a defective Audio/Navigation unit with an exchange unit from the manufacturer.

The applicable Service Center for each manufacturer should be contacted, and at that time, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

Below are examples of the audio exchange numbers and the telephone number for the Service Center for each manufacturer.

### AUDIO EXCHANGE NUMBER EXAMPLES

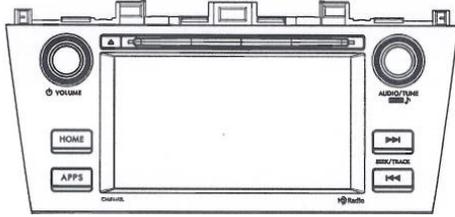
Clarion Exchange Number Example (ERS#)..... 0000000001

Fujitsu Ten Exchange Number Example (Claim ID) ..... 6YB000000

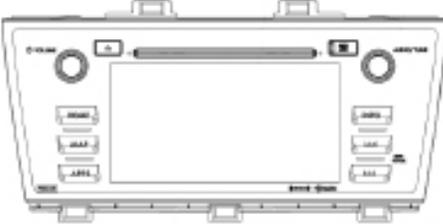
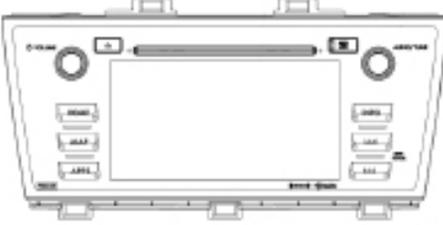
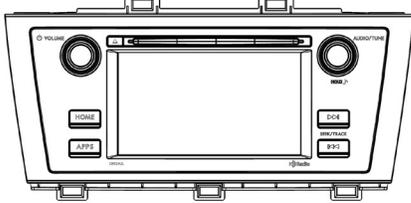
### AUDIO SERVICE CENTER CONTACT INFORMATION AND HOURS OF OPERATION.

Clarion	1-800-347-8933	8am-5:30pm Eastern Time
Fujitsu Ten	1-800-237-5413 <a href="http://www.f10ncs.com">http://www.f10ncs.com</a>	7am-5pm Pacific Time

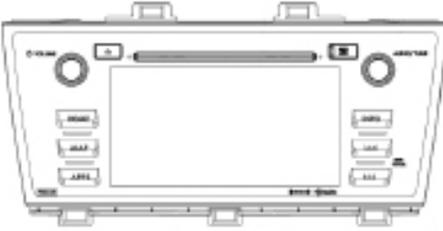
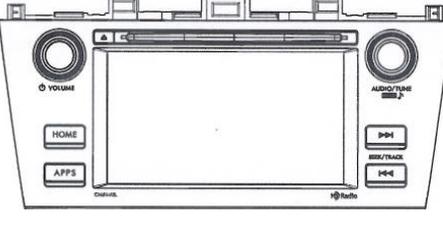
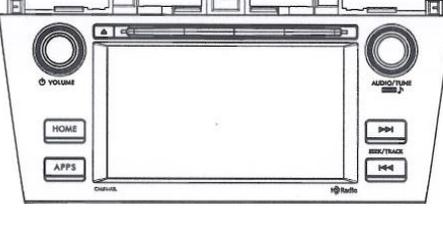
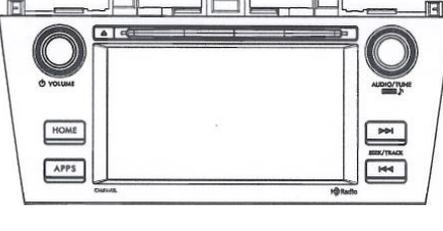
### VEHICLE APPLICATIONS - AUDIO / NAVIGATION

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	Forester Audio Assy. Face Plate ID Number CF658UL	Clarion	86201SG650
	Forester Audio / Navigation Assy. Face Plate ID Number FF667US	Fujitsu Ten	86271SG660

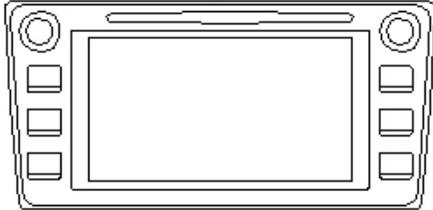
*continued...*

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p>Forester Audio / Navigation Assy.</p> <p>Face Plate ID Number FF687US</p>	Fujitsu Ten	86271SG680
	<p>Forester Audio Assy.</p> <p>Face Plate ID Number FF667UM</p>	Fujitsu Ten	86201SG660 Display Audio Only
	<p>Forester Audio Assy.</p> <p>Face Plate ID Number FF687UM</p>	Fujitsu Ten	86201SG680 Display Audio Only
	<p>Legacy / Outback Audio Unit (4SP)</p> <p>Face Plate ID Number CB725UL</p>	Clarion	86201AL72A
	<p>Legacy / Outback Audio/Navigation Assy.</p> <p>Face Plate ID Number FB685US</p>	Fujitsu Ten	86271AL68A
	<p>Legacy / Outback Audio/Navigation Assy.</p> <p>Face Plate ID Number FB695US</p>	Fujitsu Ten	86271AL69A

*continued...*

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p>Legacy / Outback Audio Assy.</p> <p>Face Plate ID Number FB685UM</p>	Fujitsu Ten	86201AL68A Display Audio Only
	<p>Legacy / Outback Audio Assy.</p> <p>Face Plate ID Number FB695UM</p>	Fujitsu Ten	86201AL69A Display Audio Only
	<p>Impreza / Crosstrek Audio Unit</p> <p>Face Plate ID Number CM615UL</p>	Clarion	86201FJ610
	<p>Impreza / Crosstrek Audio Unit</p> <p>Face Plate ID Number CM695UL</p>	Clarion	86201FJ690
	<p>Crosstrek Special Edition Model Audio Assembly</p> <p>Face Plate ID Number CM785CL</p>	Clarion	86201FJ780
	<p>WRX / WRX STi Audio / Navigation Assy.</p> <p>Face Plate ID Number FV631US</p>	Fujitsu Ten	86271VA630

*continued...*

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	WRX / WRX STi Audio Assy.  Face Plate ID Number FV651UM	Fujitsu Ten	86271VA650 Display Audio Only
	BRZ Audio Unit  Face Plate ID Number CA634UL	Clarion	86201CA630

### POWER AMPLIFIER EXCHANGE NUMBER EXAMPLE:

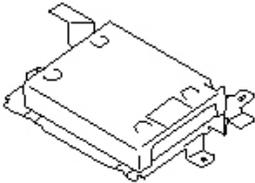
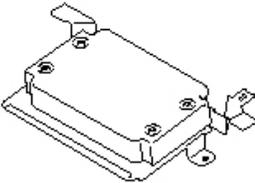
**Harman Kardon Exchange Number Example – Orders placed prior to 7/9/19  
R.A. Number 9MW741**

**Harman Kardon Exchange Number Example – Orders placed after 7/9/19...  
MCO # 1234567890 (Ten Digits – All Numbers)**

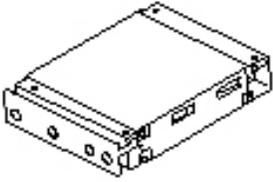
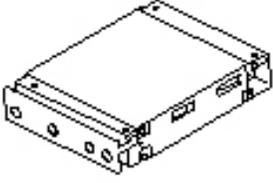
### POWER AMPLIFIER SERVICE CENTER CONTACT INFORMATION AND HOURS OF OPERATION

**Harman Kardon Service Center is open from 8am-8pm Eastern Time at  
1-800-448-0944**

### VEHICLE APPLICATIONS - POWER AMPLIFIER

ILLUSTRATION	DESCRIPTION	MANUFACTURER	PART NUMBER
	Forester Power Amplifier Assy.	Harman Kardon	86221SG110
	Legacy/Outback Power Amplifier Assy.	Harman Kardon	86221AL71A

*continued...*

ILLUSTRATION	DESCRIPTION	MANUFACTURER	PART NUMBER
	WRX Power Amplifier Assy.	Harman Kardon	86221VA020
	WRX/Sti Power Amplifier Assy.	Harman Kardon	86221VA030

## **AUDIO COMPONENT OUT-OF-WARRANTY EXCHANGE/REPAIR PROGRAM**

Vehicles outside the terms of the New Car Basic or Parts Warranties may utilize the Audio Exchange/Repair Program which is to be referenced as an “Out-of Warranty Exchange Program”. Subaru Added Security Gold Plus customers are entitled to this “out-of-warranty” exchange program when the failure meets the terms of the Agreement.

The out-of-warranty exchange program is intended to enhance customer satisfaction by providing a prompt exchange with a quality factory serviced audio unit which has been refurbished to the highest standards.

All out-of-warranty orders will be subject to availability. In case of low stock, “in-warranty” orders will take priority over “out-of-warranty” orders. In general, this program is for internal failures and does not include exchanges for damage (spilled liquid, scratches, etc.) Speak with the manufacturer to determine exchange eligibility.

Out of Warranty Exchange Program procedures are outlined below. Please have the following information available when contacting the Service Center.

- Retailer Code
- Retailer Name and Address
- VIN – All 17 Characters
- Date of Vehicle Sale
- Vehicle Mileage
- Caller’s Name and Telephone Number
- Claim Number
- Face Plate ID Number and the Subaru part number. All Suppliers require the front face plate ID number.
- Customer Complaint
- Customer Last Name

*continued...*

**Clarion: 1-800-347-8933**

- The program includes 2002 and later model years based on availability.
- Exchange cores will be shipped UPS Ground within 72 hours.
- Clarion offers a 1 year manufacturer's warranty on these exchange units.
- Clarion will invoice the dealer for the cost of the exchange unit.
- Shipping charges for return of the core is the responsibility of the retailer. Cores must be returned to Clarion within 30 days.
- Delinquent cores will be invoiced to SOA who in turn will issue a debit to the retailer.
- There will be a restocking fee of 20% for all unused returned cores. Retailer will be invoiced by Clarion and are to make payment directly to Clarion for this fee.

**Panasonic: 1-800-423-8150**

- The program includes 2002 and later model years based on availability.
- Exchange cores will be shipped UPS Ground within 72 hours.
- Panasonic offers a 1 year manufacturer's warranty on these exchange units.
- Retailers will be invoiced by Panasonic for the cost of the exchange unit.
- Payments are to be made directly to Panasonic.
- Shipping charges for return of the core is the responsibility of the retailer.
- Cores must be returned to Panasonic within 30 days.

**Kenwood: 1-626-333-2435**

**NOTE:** Kenwood does offer an "Out of Warranty" repair/replacement program for some of their units. Please refer to the Kenwood Exchange Request Diagnostic Checklist under the category of Dealer Cost found in subarunet..... Service.....Forms.

- The Kenwood Service Center should be contacted preferably through the Kenwood Exchange Request Diagnostic Checklist ([https://www.fthgroupinc.com/service/request\\_oem\\_subaru\\_us\\_dealerconfirm.php](https://www.fthgroupinc.com/service/request_oem_subaru_us_dealerconfirm.php)) for the applicable unit.
- Core returns are not required. Parts must be scrapped according to the parts retention policy.

Those units which are not available as a replacement may be repaired by Kenwood. The instructions to proceed with the repair process are noted below.

- The retailer places the repair request with the Kenwood Service Center and pays a minimum analysis and shipping fee.
- The retailer removes the unit from the vehicle and sends it to the Kenwood Service Center for repair.
- The Kenwood Service Center analyzes the unit and informs the dealer of additional repair costs. Repair costs will vary depending on the condition of the unit.
- If the customer does not agree to additional costs, the unit is returned to the retailer "as is" with no additional charges.
- If the customer agrees to the repair, Kenwood invoices the dealer and payments are to be made by the retailer directly to Kenwood.
- The Kenwood Service Center repairs the unit and returns it to the retailer.

*continued...*

**Fujitsu Ten 1-800-237-5413**

- The program includes 2010 and later model years based on availability.
- Exchange cores will be shipped UPS Ground or 2nd Day Air within 72 hrs.
- Fujitsu Ten offers a 1 yr. manufacturer's warranty on these exchange units.
- Fujitsu Ten will invoice the dealer for the cost of the exchange unit.
- Shipping charges for return of the core is the responsibility of the retailer.
- Cores must be returned to Fujitsu Ten within 30 days.
- Delinquent cores will be invoiced to SOA who in turn will debit the retailer.
- There will be a restocking fee of 20% for all unused returned cores. Retailers will be invoiced by Fujitsu Ten and are to make payment directly to Fujitsu Ten for this fee.

**Myron and Davis 1-866-435-6789**

- The program includes all model years based on availability.
- Exchange cores will be shipped via UPS Ground, 2nd Day or Next Day as per the request of the Retailer.
- Myron & Davis offers a 1 yr. manufacturer's warranty on the exchange unit.
- Myron & Davis will invoice the dealer for the cost of the exchange unit.
- Core returns are not required. Parts must be scrapped according to the parts retention policy.
- Unused cores may be returned within 60 days for which there will be no restock fee. Unused cores returned after 60 days will be charged a 25% restock fee.
- Dealers will be invoiced by Myron & Davis and are to make payment directly to Myron & Davis for this fee.