

- 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: 2020 Subaru Vehicles **NUMBER:** 15-249-19
SUBJECT: 2020 Audio/Navigation & Power Amplifier **DATE:** 09/18/19
Exchange Component Identification and
Procedures

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.

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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. Retailer Claims 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.

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.

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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 (Clarion only)
 - Subaru Part Number as shown in this bulletin
 - Customer Complaint
 - Customer Last Name

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. Harman exchange units arrive with a pre-paid return shipping label. 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 of the Claims Policies & Procedures on-line manual for the policy on returning the CD(s) to the customers.

NOTE: For the "Audio Out of Warranty Exchange / Repair Program" refer to the Added Security Section 11.2.10 or Policy Adjustment Section 12.6.1 of the Claims Policies & Procedures on-line manual.

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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, under “Service/ Forms/, Exchange Forms.

DENSO/Denso Ten Service Center is open from 7am-5pm Pacific Time at **1-800-237-5413**. The Exchange Fax Form is found on Subarunet/ Service Operations & Technical/ Forms/Downloads/ Denso Ten Online Exchange Instructions. Click on the website address <https://www.f10ncs.com>

Harman: Exchange order requests are to be made via the Web Portal

Harman 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

Caution: If swapping an audio system for diagnostic purposes, be sure the DCM remains with the original vehicle or network communications will be severed.

Caution: SXM ESN is assigned by VIN. Moving audio units between vehicles will disrupt SXM services.

Audio/Navigation/Satellite

DENSO/Denso Ten Service Center is open from 7am-5pm Pacific Time at **1-800-237-5413**. The Exchange Fax Form is found on Subarunet/ Service Operations & Technical/ Forms/Downloads/ Denso Ten Online Exchange Instructions. Click on the website address <https://www.f10ncs.com>

Harman: Exchange order requests are to be made via the Web Portal

Harman 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

Caution: If swapping an audio system for diagnostic purposes, be sure the DCM remains with the original vehicle or network communications will be severed.

Caution: SXM ESN is assigned by VIN. Moving audio units between vehicles will disrupt SXM services.

Continued...

Power Amplifier

Harman Kardon: 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

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 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 is returned.

NOTE: In the event a CD has been damaged, the manufacturer will reimburse the customer through the dealer 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

CLARION & DENSO

If you need to perform a warranty exchange on any radio that is factory equipped with a Clarion or DENSO 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 Retailer 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

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

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HARMAN ONLY

All exchange units equipped with a Harman satellite radio will be reactivated by United Radio prior to being shipped to the Retailer.

Caution: If swapping an audio system for diagnostic purposes, be sure the DCM remains with the original vehicle or network communications will be severed.

Caution: SXM ESN is assigned by VIN. Moving audio units between vehicles will disrupt SXM services.

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

DENSO Exchange Number Example (Claim ID) 9YB000000

Harman (United Radio) Exchange Number Example..Orders placed prior to 7/9/19
R.A. Number 9MW741 (1 digit 2 letters 3 digits)

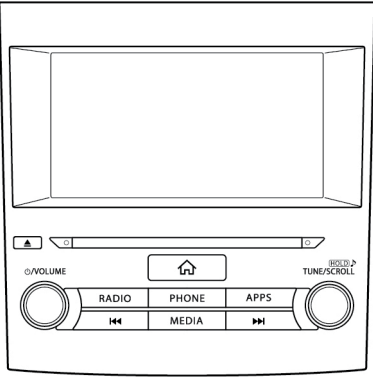
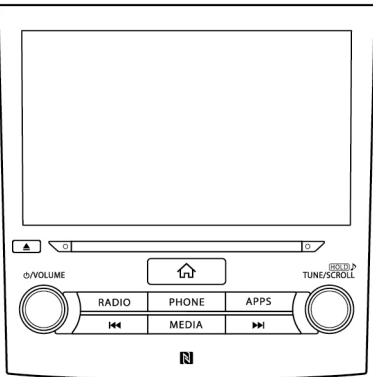
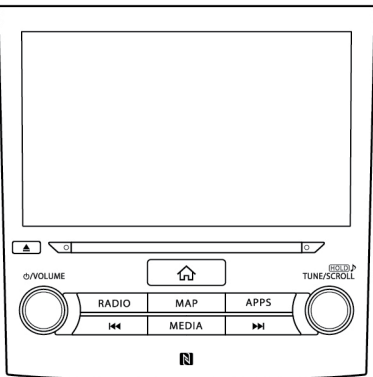
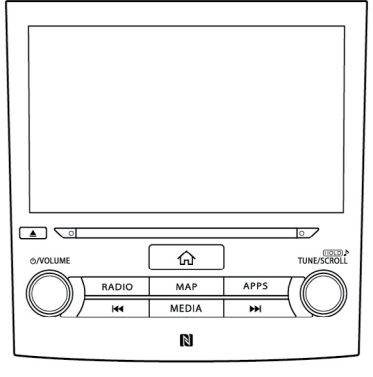
Harman (United Radio) Exchange Number Example...Orders placed after 7/9/19
MCO # 1234567890 (Ten Digits – All Numbers)

AUDIO SERVICE CENTER PHONE NUMBERS AND HOURS OF OPERATION.

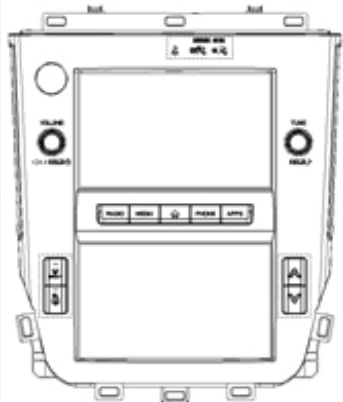

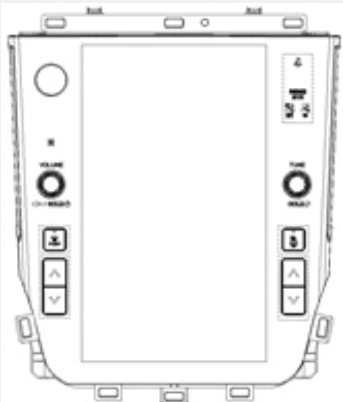
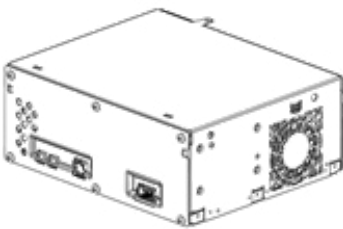
Clarion	1-800-347-8933	8am-5:30pm Eastern Time
DENSO	1-800-237-5413	7am-5pm Pacific Time
Harman (United Radio)	1-800-448-0944	8am-8pm Eastern Time

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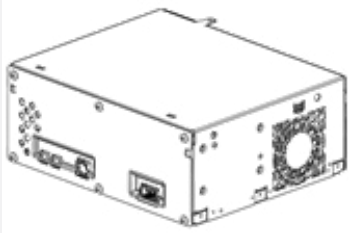
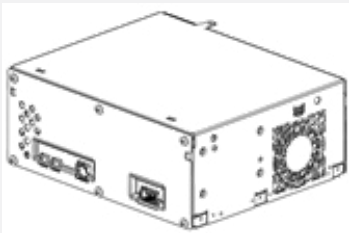
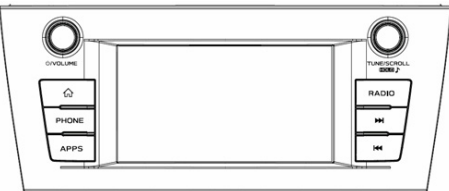
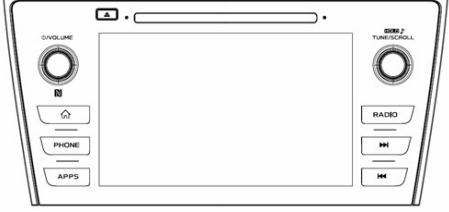

VEHICLE APPLICATIONS – AUDIO/NAVIGATION

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p>Ascent 6.5 Inch Display Audio System Base Level Base Model Vehicle Six (6) Speakers</p>	Harman	86201XC63A
	<p>Ascent 8 Inch Display Audio System Mid Level Premium & Limited Model Vehicles Six (6) Speakers</p>	Harman	86201XC64A
	<p>Ascent 8 Inch Display Audio/Navigation System High Level Premium Model Vehicle Six (6) Speakers</p>	Harman	86271XC62A
	<p>Ascent 8 Inch Display Audio/Navigation System High Level Limited & Touring Model Vehicles w/Harmon Kardon Amplifier</p>	Harman	86271XC63A

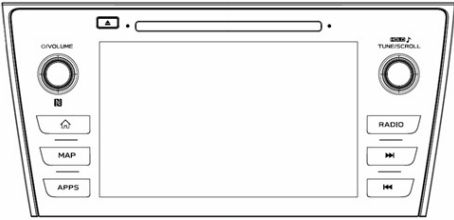
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ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p>Legacy/Outback Center Information Display Dual 7 Inch Display Base Level Multimedia System Base Model Vehicles w/Heated Mirrors</p>	DENSO	86213AN60A
	<p>Legacy/Outback Center Information Display Dual 7 Inch Display Base Level Multimedia System Base Model Vehicles w/o Heated Mirrors</p>	DENSO	86213AN61A
	<p>Legacy/Outback Center Information Display 11.6 Inch Display Mid Level Multimedia Plus System & High Level Multimedia Navigation System Premium, Sport, Limited, Touring & O/B Onyx Ed. Model Vehicles</p>	DENSO	86213AN65A
	<p>Legacy/Outback Cockpit Control Unit Base Level Multimedia System Base Model Vehicles</p>	DENSO	86201AN60A

Continued...

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p>Legacy/Outback Cockpit Control Unit Mid Level Multimedia System Only Premium, Limited, Sport & O/B Onyx Ed. Vehicles</p>	DENSO	86201AN65A
	<p>Legacy/Outback Cockpit Control Unit High Level Multimedia w/ Navigation System Standard for: Limited XT & Touring Vehicles Option for: Premium, Sport, Limited & O/B Onyx Ed. Vehicles</p>	DENSO	86271AN60A
	<p>WRX 6.5 Inch Display Audio System Base Level Base Model Vehicle Six (6) Speakers</p>	Harman	86431VA640
	<p>WRX/STi 7 Inch Display Audio System Mid Level Premium & Limited WRX Models / Base STi Model Six (6) Speakers</p>	Harman	86431VA660
	<p>WRX 7 Inch Display Audio System Mid Level Limited Model Vehicle Nine (9) Speakers</p>	Harman	86431VA670

Continued...

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p>WRX/STI 7 Inch Display Audio/Navigation System High Level Limited Model Vehicles w/Harman Kardon Amp. Nine (9) Speakers</p>	Harman	86431VA740

POWER AMPLIFIER EXCHANGE NUMBER EXAMPLE:

Harman Kardon (United Radio) Exchange Number Example..Orders placed prior to 7/9/19
 R.A. Number 9MW741 (1 digit 2 letters 3 digits)

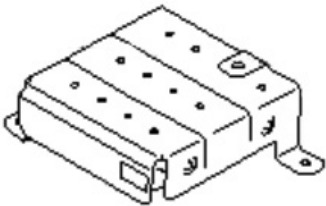
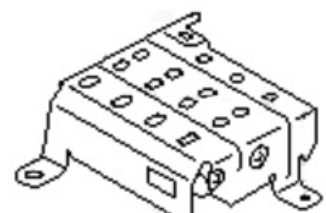
Harman Kardon (United Radio) Exchange Number Example...Orders placed after 7/9/19
 MCO # 1234567890 (Ten Digits – All Numbers)

POWER AMPLIFIER SERVICE CENTER CONTACT INFORMATION AND HOURS OF OPERATION

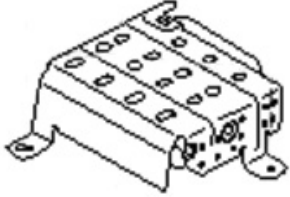
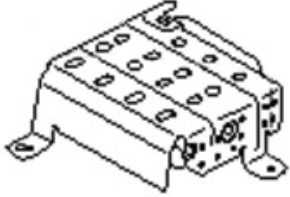
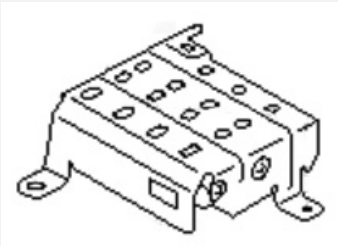
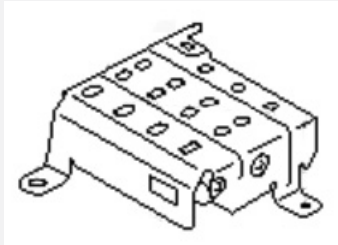
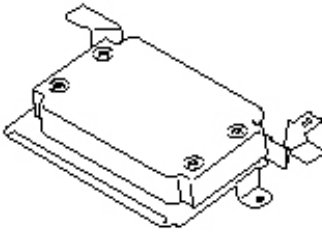
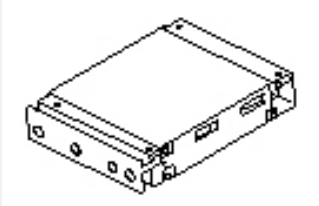
Harman Kardon (United Radio) **1-800-448-0944** 8am-8pm Eastern Time

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

VEHICLE APPLICATIONS – POWER AMPLIFIER

ILLUSTRATION	DESCRIPTION	MANUFACTURER	PART NUMBER
	<p>Ascent Power Amplifier Assy.</p>	Harman Kardon	86221XC01C
	<p>Crosstrek Power Amplifier Assy.</p>	Harman Kardon	86221FL012

Continued...

ILLUSTRATION	DESCRIPTION	MANUFACTURER	PART NUMBER
	<p>Forester Power Amplifier Assy. Sport Model Vehicle</p>	Harman Kardon	86221SJ001
	<p>Forester Power Amplifier Assy. Limited & Touring Model Vehicles</p>	Harman Kardon	86221SJ011
	<p>Impreza Power Amplifier Assy. Sport Model Vehicle</p>	Harman Kardon	86221FL00C
	<p>Impreza Power Amplifier Assy. Limited Model Vehicle</p>	Harman Kardon	86221FL01C
	<p>Legacy/Outback Power Amplifier Assy.</p>	Harman Kardon	86221AN01A
	<p>WRX Power Amplifier Assy.</p>	Harman Kardon	86221VA050

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AUDIO/NAVIGATION & POWER AMPLIFIER 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 Supplier 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 Audio/Navi. Supplier 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 (Clarion and Fujitsu Ten only)
- Subaru Part Number
- Customer Complaint
- Customer Last Name

Clarion 1-800-347-8933

- 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 retailer 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. Retailers will be invoiced by Clarion and are to make payment directly to Clarion for this fee.

Panasonic 1-800-228-0473

- Exchange cores will be shipped UPS Ground within 72 hours
- Panasonic offers a 1year 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

Continued...

Kenwood 1-626-333-2435

NOTE: Kenwood does offer an “Out of Warranty” 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 for the available unit.
Those units which are not available as an exchange 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 retailer 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.

DENSO/Denso Ten 1-800-237-5413

- Exchange cores will be shipped UPS Ground or 2nd Day Air within 72 hrs.
- DENSO/Denso Ten offers a 1 yr. manufacturer’s warranty on these exchange units
- DENSO/Denso Ten will invoice the retailer 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 DENSO/Denso 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 DENSO/Denso Ten and are to make payment directly to DENSO/Denso Ten for this fee.

Myron and Davis 1-866-435-6789

- 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 these exchange units
- 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.
- Retailers will be invoiced by Myron & Davis and are to make payment directly to Myron & Davis for this fee.

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Harman Kardon (United Radio) 1-800-448-0944

- Harman Kardon exchange requests are processed by United Radio.
- Exchange cores will be shipped UPS Ground or 2nd Day Air within 72 hrs.
- Harman Kardon offers a 1 yr. manufacturer's warranty on these exchange units
- Harman Kardon will invoice the retailer 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 Harman Kardon (United Radio) 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 Harman Kardon (United Radio) and are to make payment directly to Harman Kardon (United Radio) for this fee.