

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | | | |
| | | | | | | |

© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2018MY Legacy and Outback
 2018MY Crosstrek
 2017-18MY Impreza
 2018MY BRZ
 2018MY Forester

NUMBER: 15-263-20

DATE: 04/23/20

SUBJECT: Harman Gen. 3.0 Audio and Navigation - Equipped Head Unit Warranty Extension

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty for the above-listed models and model years equipped with a Harman Gen. 3.0 Audio and Navigation head unit (H/U). Coverage will be extended from the original three (3) years or thirty-six thousand (36,000) miles (whichever comes first) to five (5) years / 100,000 miles. All other terms and conditions of the original warranty continue to apply. This change is in response to identified conditions involving the operation of the H/U's Subaru STARLINK system and reflects our commitment to providing Subaru customers with confidence in the function and overall performance of their vehicle. This Warranty Extension DOES NOT cover Harman Kardon amplifier assemblies.

NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair. See sample inquiry result below.

| Extensions | | | | | |
|----------------|-----------------|-------------------------------------|------------|-------------|--------|
| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
| 01/01/2020 | 04/02/2023 | WHK - HK Gen 3.0 Warranty Extension | 64000 | 24 | Active |

IMPORTANT: This Warranty Extension is subject to the same terms and conditions set forth in the New Car Limited Warranty. The Warranty Extension is only applicable to the original equipment Harman Gen. 3.0 H/U assembly or Genuine Subaru exchange H/U assemblies. It has been developed to cover any reprogramming or if necessary, replacement (exchange) of the audio or audio / navigation unit. See the individual vehicle warranty coverages for further details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Claims Policies and Procedures Manual.

| | |
|--|--|
| <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> |
|--|--|

Continued...

SERVICE PROCEDURE:

When a customer presents a vehicle for consideration of repairs to be covered by this Warranty Extension, the standard terms of the New Car Limited Warranty apply. As mentioned above, retailers must always confirm coverage before proceeding by performing a Vehicle Coverage Inquiry on Subarunet.com.

This Warranty Extension covers internal failures or software updates and does not include exchanges for damaged units. As a reminder, physically damaged units (spilled liquid, scratches, cracked screens, CD player damaged due to incorrect disc use or multiple disc insertions, etc.) are not a matter for warranty and cannot utilize the warranty or out of warranty exchange programs. Damaged units returned to the manufacturer reported as a warranty or out of warranty exchange are subject to debit for the full cost of the exchange unit along with the related shipping expenses.

Contact the SOA Claims Team with any additional coverage questions. Once the determination is made regarding coverage, if the customer concerns can be resolved by reprogramming the audio or audio / navigation unit, the retailer should use the appropriate reprogramming labor operation supplied in the applicable TSB pertaining to Harman Gen. 3.0 audio / navigation units (15-211-17R).

NOTE: Anytime software is updated, the NEW installed software version number MUST be recorded in the Miscellaneous Detail field of the claim submission.

An “APPENDIX” is supplied at the end of this bulletin listing the available Harman 3.0-related TSBs and links.

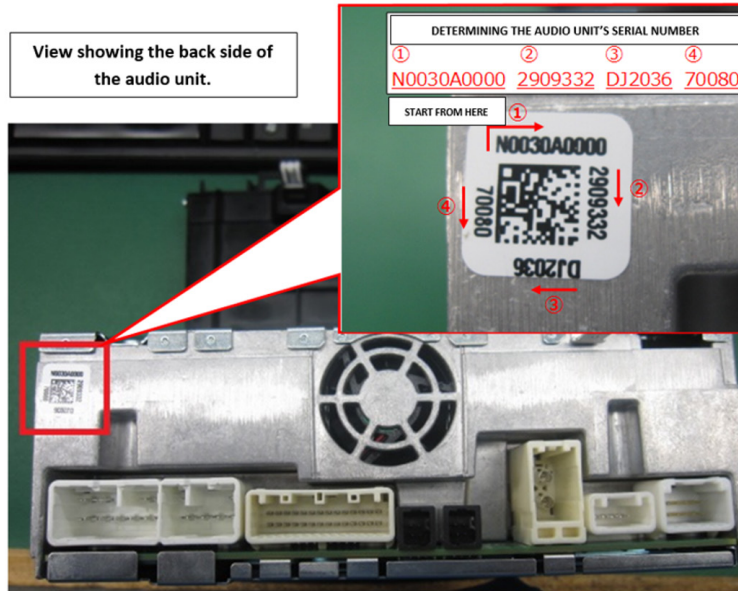
VERY IMPORTANT: In cases where H/U replacement is required:

- If the vehicle is **WITHIN** the 3/36 New Car Basic Warranty parameters, the retailer should contact United Radio to obtain a warranty exchange unit following the normal procedures.
- If the vehicle is **OUTSIDE** the 3/36 New Car Basic Warranty, but falls within the parameters of this Warranty Extension, the retailer will need to contact United Radio and obtain an out of warranty exchange unit. Once the exchange unit is obtained, repair the vehicle and submit a warranty claim. No administrative fee is necessary. This same process exists with SAS and PA replacements. The only difference is, the repair is being done under warranty due to the Warranty Extension. Since the exchange unit was obtained as an out of warranty exchange, the retailer will receive an invoice from United Radio. The retailer should pay the invoice then enter the invoice amount in the sublet field when submitting the warranty claim. Claim coding is provided in the table below.
- **IMPORTANT NOTES:** The exchange unit’s MCO number located at the bottom of the UR form as shown here **AND** the H/U Serial Number shown below must be recorded as they BOTH will be required when submitting the warranty claim. The MCO number is to be recorded on the Repair Order and entered into the **Miscellaneous Detail** field at claim entry.

The image shows a United Radio RETURN AUTHORIZATION form. A red box highlights the 'MCO Number' field at the bottom left. A red arrow points from this box to a barcode at the bottom right of the form, which is also circled in red. The form includes fields for PART ORDERED, DELIVERY #, PART SHIPPED, ACCOUNT NUMBER, TELEPHONE, ORDERED BY, DEALER CODE, PRODUCT DESCRIPTION, COMMENTS, DEFECT, TECHNICAL NOTES, ESN, ODOMETER, DELIVERY DATE, CUSTOMER, WARRANTY, DATE ORDERED, DATE SHIPPED, VEHICLE, R.O. NUMBER, P.O. NUMBER, and URS / WARRANTY NUMBER. It also features a VIN field and a section for contact information.

Continued...

- Before installing the exchange H/U, look for a small sticker with a QR code on the back side, upper left corner of the H/U. This QR code is surrounded by 4 numeric segments, together making up the Serial Number of the H/U. Record the 4-part Serial Number as shown below on the Repair Order. The H/U Serial Number is to be entered into the Claim Comments field at Claim entry.



- In all cases where the audio or audio / navigation head unit is being replaced with an exchange unit, the removed failed (core) H/U **must** be returned to United Radio within the 30-day window from the date of order. Prompt return is strongly recommended to avoid possible charge back for the full cost of the exchange unit and related shipping expenses.
- 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 effective repairs the first time and every time.

WARRANTY / CLAIM INFORMATION:

| Labor Description | Labor Operation # | Fail Code | Model | Labor Time |
|---|-------------------|-------------------------------|---------------------|------------|
| Harman 3.0 Warranty Extension Audio H/U R&R (INCLUDES diagnosis) | A031-527 | ZRM-43 (Base) ZRN-43 (Mid) | Legacy / Outback | 0.6 |
| | | | Impreza / Crosstrek | 0.7 |
| Harman 3.0 Warranty Extension Navigation H/U R&R (INCLUDES diagnosis) | A031-627 | ZRO-43 | Legacy / Outback | 0.8 |
| | | | Impreza / Crosstrek | 0.9 |
| | | | BRZ | 0.7 |

REMINDERS:

Any time software is updated, the NEW installed software version number MUST be recorded in the Miscellaneous Detail field of the claim submission.

Any time a H/U is replaced, BOTH the exchange H/U's MCO Number AND Serial Number MUST be entered at claim submission.

- The MCO number is to be entered into the Miscellaneous Detail field.
- The H/U Serial Number is to be entered into the Claim Comments field.

Continued...

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.

Continued...

APPENDIX

The following is a list of the current Harman Generation 3.0 TSBs on STIS to help Technicians reach an accurate diagnosis of a customer concern. A screenshot of the Forms / Downloads > Links page located on Subarunet is also provided for reference on the next page.

Harman Generation 3.0 TSB List:

- 15-211-17R- *Reprogramming and performing software update – Gen 3.0*
- 15-217-18R- *Amplifier Operational Concerns*
- 15-220-18R- *Apple CarPlay/Android Auto Connectivity Concerns*
- 15-221-18R- *Harman Audio/Infotainment: Harman Generation 3.0 and 3.1 Operating Tips*
- 15-226-18R- *USB Functionality Concerns and Troubleshooting*
- 15-227-18R- *Navigation System functionality concerns and troubleshooting*
- 15-228-18- *Display Screen Freeze-Up or Black (Blank) Concerns*
- 15-229-18R- *Clock related concerns and troubleshooting*
- 15-230-18R- *Bluetooth Functionality concern and troubleshooting*
- 15-231-18R- *Troubleshooting audio related concerns*
- 15-233-18R- *Display / Touch Screen “Soft Keys” - Delayed Response*
- 15-235-18R- *Harman Kardon Gen 3.0 Audio Amplifier Operational Concerns*
- 15-240-19R- *New Harman Audio Amplifiers*
- 15-245-19R- *FOTA (Firmware Over-The-Air) Reprogramming Procedure to Optimize Harman Gen 3 Audio / Navigation Units*
- 15-248-19- *Required Supplemental Procedure when Installing a NEW (NOT Exchange) Harman Gen. 3.0, 3.1 or 3.1 Alpha Head Unit*
- 15-254-19R- *Map Data Update Procedure for Harman Gen 3.0 Navigation Equipped Head Units (H/U)*

Additional Harman Kardon Reference Materials:

Although this Warranty Extension does NOT cover Harman Kardon amplifier assemblies, the TSBs listed below provide useful reference material along with good practices to follow when diagnosing audio system concerns.

- 15-217-18- *Amplifier Operational Concerns*
- 15-235-18- *Harman Kardon Gen. 3.0 Audio Amplifier Operational Concerns*
- 15-240-19R- *New Harman Audio Amplifiers*

Continued...

Screenshot of the SubaruNet Forms / Downloads Links Page:

Forms/Downloads

You are here » Service Operations & Technical » Forms/Downloads

Forms and Downloads

Forms **Gen 1** Gen 2/Clarion Gen 2/Fujitsu 10/Dease 10 Gen 3/Harman

Gen 1/Dease **FOA** Map Updates

Gen 3: Harman

Questionnaire

TSBs

- [15-217-18 – Amplifier Operational Concerns](#)
- [15-220-18 – Apple CarPlay/Android Auto Connectivity Concerns](#)
- [15-221-18 – Harman Audio/Infotainment: Harman Generation 3.0 and 3.1 Operating Tips](#)
- [15-226-18 – USB Functionality Concerns and Troubleshooting](#)
- [15-227-18 – Navigation System functionality concerns and troubleshooting](#)
- [15-228-18 – Display Screen Freeze-Up or Black \(Blank\) Concerns](#)
- [15-229-18 – Clock related concerns and troubleshooting](#)
- [15-230-18 – Bluetooth Functionality concern and troubleshooting](#)
- [15-231-18 – Troubleshooting audio related concerns](#)
- [15-233-18 – Display / Touch Screen "Soft Keys" – Delayed Response](#)
- [15-235-18 – Harman Kardon Gen 3 Audio Amplifier Operational Concerns](#)
- [15-240-19 – New Harman Audio Amplifiers](#)
- [15-243-19 – Multi-Function Display \(MFD\) Customization Procedure](#)
- [15-247-19 – Harman Navigation "Route Calculation Unsuccessful" Message](#)
- [15-248-19 – Required Supplemental Procedure when Installing a NEW \(NOT Exchange\) Harman Gen. 3.0, 3.1 or 3.1 Alpha Head Unit](#)

Software Download

- [15-211-17R – Reprogramming and performing software update – Gen 3.0](#)
- [15-236-18R – Reprogramming File Availability for Optimization of Harman Gen 3.1 Audio and Navigation Head Units](#)

Updates for Gen 3.0 Harman Audio and Navigation Head Units – 2018MY Legacy / Outback, 2017-18MY Impreza, 2018MY Crosstrek and 2018MY BRZ (Recalls: WTN-74R, WTZ-85 and Service Program: WUA-86):

- [BASE-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-HARMAN AUDIO UPDATE-JUNE 2019](#)
- [MID-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-HARMAN AUDIO UPDATE-JUNE 2019](#)
- [HIGH-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-18-BRZ-HARMAN AUDIO UPDATE-JUNE 2019](#)

Updates for Gen 3.1 Harman Audio and Navigation Head Units - 2019-20MY Impreza, 2019-20MY Crosstrek and Crosstrek (Hybrid), 2019MY Legacy/Outback, 2019-20MY BRZ, 2019-20MY Forester, 2019-20MY Ascent, 2019-20MY WRX:

- [BASE-2019-20 Impreza-19 Crosstrek-19 Crosstrek-Hybrid-19 Legacy-Outback-19 Forester-19 Ascent-19 WRX-19 HARMAN AUDIO UPDATE- DECEMBER 2019](#)
- [BASE PLUS or MID - 2019-20 Impreza-19 Crosstrek-19 Crosstrek-Hybrid-19 Legacy-Outback-19 Forester-19 Ascent-19 WRX-19 HARMAN AUDIO UPDATE- DECEMBER 2019](#)
- [HIGH-2019-20 Impreza-19 Crosstrek-19 Crosstrek-Hybrid-19 Legacy-Outback-19 BRZ-19 Forester-19 Ascent-19 WRX-19 HARMAN AUDIO UPDATE- DECEMBER 2019](#)