

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.



QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: All Models Equipped with Harman Audio / Navigation Head Units

SUBJECT: Harman Navigation “Route Calculation Unsuccessful” Message

NUMBER: 15-247-19R

DATE: 10/02/19

REVISED: 05/02/23

Issue has been resolved in Past Firmware updates, please see TSB 15-236-18R for Software Update Bulletin for procedure

INTRODUCTION:

This Service Information Bulletin announces availability of a map update which includes new software to address a route searching error. A “Route Calculation Unsuccessful” message may be displayed when the selected route crosses state borders (e.g. Route 53 which crosses between Alabama and Tennessee).

SERVICE PROCEDURE / INFORMATION:

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

If there is a customer complaint received similar to the map/navi issue as described above, Retailers (as a courtesy and / or customers) can update the map data by accessing the web portal on Subaru.com. A copy of the instructions is supplied below for convenience.

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.