

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: 2019-23MY Forester w/ Gen 3.1
 2019-23MY Impreza & Crosstrek w/ Gen 3.1
 2019-21MY WRX/STI w/ Gen 3.1
 2022-23MY WRX/STI w/ CP1
 2019-22MY Ascent w/ Gen 3.1
 2019MY Outback & Legacy w/ Gen 3.1
 2020-22MY Outback & Legacy w/ CP1

NUMBER: 15-322-25
DATE: 01/28/25

SUBJECT: CP1 & Gen 3.1 Head Unit Warranty Extension

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty coverage for the CP1 & Gen 3.1 Head Unit used in the above listed models and model years to (8) eight years / 150,000 miles to cover certain qualifying repairs to the infotainment audio system. Qualifying repairs under the Warranty Extension include a failure in the applicable head unit resulting in a black or blank screen, a loss of audio, repeated rebooting, or/and inability to use one of the following features: CarPlay/Android Auto, Navigation, Bluetooth, or touch screen operation. The extension does **NOT** cover issues caused by physical damage such as water damage or screen impact.

NOTE: In some cases, these issues may occur intermittently.

These vehicles are to be repaired with the following service procedures:

1. Reprogramming is the first option when new software is confirmed to be available.
2. If the head unit has the latest software available and the fault condition(s) is present, the head unit will require replacement.
3. If a qualifying condition is duplicated after head unit replacement, the vehicle is eligible for an additional one-time software reprogramming if new software becomes available within the period covered by the extension.

Parts (for replacing) and labor cost will be covered under this Warranty Extension one time ONLY. The repairs are only to be covered after thorough diagnosis as per the applicable Service Manual has confirmed the head unit to be the fault source. Other audio components such as amplifiers, speakers, and wiring will not be covered by this Warranty Extension.

<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>
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All diagnosis and repairs **MUST** be completed prior to the expiration of this Warranty Extension. Subaru of America will reimburse customers who have previously paid for repairs or replacement related to the Warranty Extension due to conditions normally being covered if the vehicle was affected by the terms of the New Vehicle Limited Warranty.

ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this Warranty Extension before proceeding with any repair. See sample vehicle inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type- Description	Addl Miles	Addl Months	Status
XXXXX	XXXXX	CP1 & Gen 3.1 Head Unit Warranty Extension	150,000	96	Active

All affected vehicles with a qualifying concern, regardless of mileage and Warranty start date will be covered for these repairs for a period of one year.

PART INFORMATION:

Due to the vast variety of head units, it is important to confirm the applicable part based on the specific VIN being repaired. Once the applicable part is confirmed, use the table below to proceed on the part order.

Head Unit Type	Link
CP1	Denso Ten
Harman 3.1	United Radio

SERVICE PROCEDURE / INFORMATION:

STEP 1: Confirm the customer concern is with the applicable head unit resulting in a black or blank screen, a loss of audio, repeated rebooting, or/and inability to use one of the following features: CarPlay/Android Auto, Navigation, Bluetooth, or touch screen operation. The extension does **NOT** cover issues caused by physical damage such as water damage or screen impact.

STEP 2: Check the head unit software status. If new software is available, reprogram the head unit using the latest software available. Refer to TSB **15-305-22R** for details regarding head unit reprogramming. If the head unit has the latest software available and the fault condition(s) is present, proceed to Step 3.

STEP 3: (ONLY required if the current software is the newest available or reprogramming does NOT resolve the customer concern). The service procedures for head unit replacement remain 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, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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ADDITIONAL NOTES:

- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.
- Refer to the applicable Service Manual: Airbag System & Seat Belt System > ENTERTAINMENT & MONITORING > Audio
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTSEMS > Battery Sensor.
- If a qualifying condition is duplicated after head unit replacement, the vehicle is eligible for an additional one-time software reprogramming if new software becomes available within the period covered by the extension.

WARRANTY / CLAIM INFORMATION:

If head unit replacement is required and the vehicle is within the parameters of this Warranty Extension, use the coding below to submit a Warranty Claim:

2020-2022MY Outback/Legacy with CP1 2022-2023MY WRX/STI with CP1			
Labor Description	Labor Operation #	Labor Time	Fail Code
DENSO COCKPIT CONTROL UNIT EXCHANGE R&R	B810-086	.6	ZWE-43
SATELLITE RADIO REACTIVATION	C031-105	.2	
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4	

2020-2022MY Outback/Legacy with CP1 2022-2023MY WRX/STI with CP1			
Labor Description	Labor Operation #	Labor Time	Fail Code
DENSO CENTER INFO DISPLAY EXCHANGE R&R	B811-086	.6	ZWF-43
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4	

Denso CCU replacement claims will require detailed input of the software version PRIOR to replacement. The claim submission for exchange replacements will require the Ten Claim Number from the invoice.

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2019-2022MY Ascent with Harman Gen3.1 2019MY Outback/Legacy with Harman Gen3.1 2019-2023MY Forester with Harman Gen3.1 2019-2023MY Impreza/Crosstrek with Harman Gen3.1 2019-2021MY WRX/STI with Harman Gen3.1			
Labor Description	Labor Operation #	Labor Time	Fail Code
HARMAN AUDIO UNIT EXCHANGE R&R	B850-086	.6	ZVE-43
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4	

The claim submission for exchange replacements will require the MCO number / exchange number.

2020-2022MY Outback/Legacy with CP1 2022-2023MY WRX/STI with CP1			
Labor Description	Labor Operation #	Labor Time	Fail Code
DENSO CP1 SOFTWARE UPDATE (INCLUDES VERSION CHECK)	A832-286	.6	ZWB-48

Claim submission requires **customer complaint description** & new / installed software version.

2019-2022MY Ascent with Harman Gen3.1 2019MY Outback/Legacy with Harman Gen3.1 2019-2023MY Forester with Harman Gen3.1 2019-2023MY Impreza/Crosstrek with Harman Gen3.1 2019-2021MY WRX/STI with Harman Gen3.1			
Labor Description	Labor Operation #	Labor Time	Fail Code
HARMAN AUDIO / NAVI UNIT REPROGRAMMING (INCLUDES VERSION CHECK)	A031-168	.6	ZVG-48

Claim submission requires **customer complaint description** & new / installed software version.

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.