

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: 15-322-25R

DATE: 01/28/25

REVISED: 05/29/25

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 **bubbled screen (See APPENDIX)**, 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.

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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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	114,000	60	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. For details regarding head unit reprogramming, refer to TSB 15-236-18 for Harman Gen3.1 or TSBs: 15-261-20, 15-297-22, and 15-301-22 for Denso CP1. Proceed to the next step.

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:

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

*Key Steps to Follow:

Software Update Requirement: As part of the diagnosis of the infotainment system, retailers must verify and update the software to the latest available version for the CCU. CCU replacement should be performed only if the customer concern persists after the software update (**STEP 2 and STEP 3 on page 2**).

Recording Software Version: The current software version must be checked and documented on the Repair Order (RO) before any further diagnostic steps are taken. The updated software version also must be recorded on the RO.

Claims Submission: When submitting claims for the exchange of Denso Cockpit Control Units, the recorded **New** (latest available) software version on the RO will be a mandatory requirement. Please enter software version in a required field as the last six digits **XXX-XXX** per an example below.

The screenshot shows a web-based form for submitting a claim. The form includes fields for Job (A), Claim Type (Warranty Claim), Repair Code (ZWE43), and Technician Name (EMMA SARK). Below these fields are checkboxes for 'Employee Not Found', 'Add On', and 'Mileage Check Override'. The form has tabs for 'Operations & Parts', 'Claim Specific Data', 'Notes', and 'Attachments'. Under the 'Claim Specific Data' tab, there is a 'Detail' section with a table. The table has two columns: 'Type' and 'Value'. The 'Exchange Number' is 5131820. The 'Software Version' is 163-180, which is circled in red. A blue arrow points to the '163-180' value with the text 'This is an example' below it.

Type	Value
Exchange Number	5131820
Software Version	163-180

Claims without this information will not be processed.

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Note: If the software version is not available due to the infotainment system being inoperable, “Undeterminable” along with notes of the customer complaint within the claim details will be accepted. Retailers also must submit a QMR with fail code “ZWE” with the following details to support such claims. Failure to submit the QMR to support the CCU replacement will result in the claim being debited.

Details to be submitted in the QMR:

1. Clear explanation why the software version cannot be added to the CCU exchange claim.
2. Video/Images showing software cannot be retrieved or updated.
3. Clear explanation of customer complaint.

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 CP1 SOFTWARE UPDATE (INCLUDES VERSION CHECK)	A832-286	.6	ZWB-48
DENSO COCKPIT CONTROL UNIT EXCHANGE R&R (* Please Review Key Steps to Follow)	B810-086	.6	ZWE-43
SATELLITE RADIO REACTIVATION	C031-105	.2	
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4	
DENSO CENTER INFO DISPLAY EXCHANGE R&R	B811-086	.6	ZWF-43
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4	

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
HARMAN AUDIO UNIT EXCHANGE R&R	B850-086	.6	ZVE-43
ELECTRICAL TESTING & DIAGNOSIS	C860-001	.4	

IMPORTANT REMINDERS:

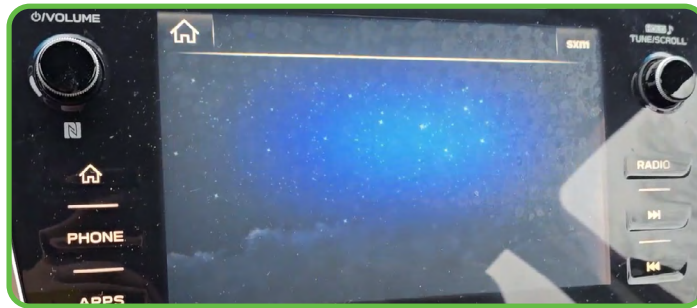
- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs

APPENDIX

EXAMPLE REFERENCE IMAGES FOR WARRANTY ELIGIBILITY

BUBBLED SCREEN SCENARIO (COVERED)

Display ON



Display OFF



PHYSICAL DAMAGE (NOT COVERED)

