

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: 2019MY Legacy/Outback
 2019MY Impreza
 2019MY Crosstrek
 2019 MY Forester
 2019MY Ascent
 2019MY WRX
 2019MY BRZ

NUMBER: 15-314-23

DATE: 10/02/23

Revised: 06/26/25

SUBJECT: Apple CarPlay & Android Auto application performance & possible no USB power with Gen 3.1 Harman Head Unit -Auxiliary USB Terminal / Design Change

INTRODUCTION:

This Service Bulletin is to inform you of the availability of the new auxiliary USB terminal and adapter cord designed to address cases of intermittent communication loss when using Apple CarPlay and/or Android Auto application connected via the auxiliary USB terminal port (2-port type) to Gen 3.1 Harman Head Unit. When using a USB cable to connect a smart phone to the auxiliary USB terminal, the data between the external device and the Head Unit can possibly be disturbed resulting in connection loss and/or USB power loss. If this occurs, the Head Unit software cannot reestablish the connection automatically. If this symptom is reported, follow the service procedure outlined below.

PART INFORMATION:

Model	Description	Part Number
Legacy, Outback, Impreza, Crosstrek, Forester, & WRX	(Auxiliary USB Terminal) UNIT-AUX TERMINAL	86257VA130
	(Adapter Cord) SPARE PARTS CORD AUX*	86259FL000
Ascent	(Auxiliary USB Terminal) UNIT-AUX TERMINAL	86257VA030
	(Adapter Cord) SPARE PARTS CORD AUX*	86259FL000

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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***NOTE:** The “SPARE PARTS CORD AUX” is not required on BRZ models.

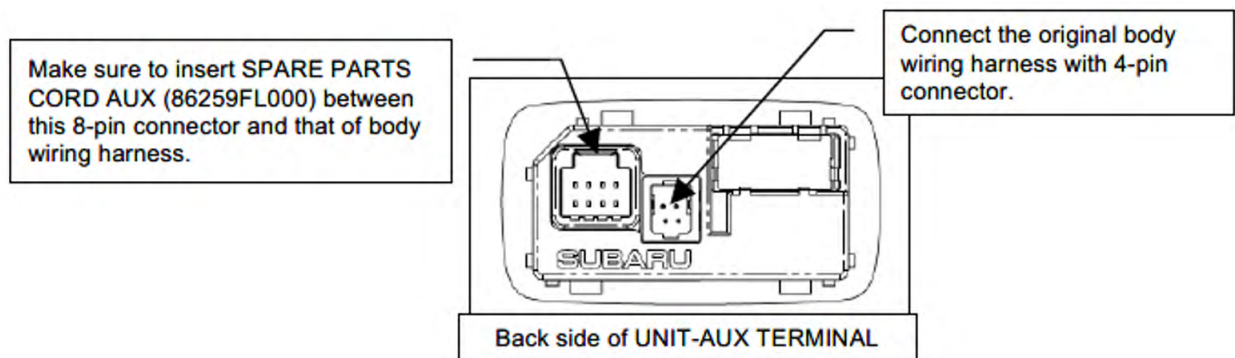
SERVICE PROCEDURE:

The auxiliary USB terminal and adapter cord have been modified to secure stable connection for the USB port. The Head Unit software is optimized to reestablish the connection, even if it has been interrupted for any reason. If Apple CarPlay or Android Auto connection problem is reported, update the Head Unit with the latest software version per **TSB 15-236-18R** and replace the auxiliary USB terminal with new part in conjunction with the adapter cord. The adapter cord **MUST** be replaced when a new auxiliary USB terminal is installed (Except for BRZ models).

IMPORTANT: BRZ models will **ONLY** require the reprogramming procedures outlined in **TSB 15-236-18R**.

STEP 1: Remove the auxiliary USB terminal as per the applicable Service Manual. Refer to STIS: Body & Electrical/WIRING SYSTEM > External Connection Terminal

STEP 2: Insert adapter cord (86259FL000) between the original body wiring harness (with 8-pin connector) and the new auxiliary USB terminal as the pin location on the new terminal is different from the original one. The original body wiring harness with 4-pin connector can be used without adapter cord.



STEP 3: Install the new auxiliary USB terminal and adapter per the applicable Service Manual. Refer to STIS: Body & Electrical/WIRING SYSTEM > External Connection Terminal

STEP 4: Reprogram the Head Unit with the latest software version per **TSB 15-236-18R**.

NOTE: The software update will enable automatic reconnection in case of accidental disconnection however the AUX connection is stabilized by the hardware replacement (for robustness improvement.)

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
AUX UNIT TERMINAL R&R WITH CORD INSTALL	B850-829	0.5H	ZLI-41
ELECTRICAL TESTING & DIAGNOSIS	C860-001	0.4H	

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.