

**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:** 2023-25MY Legacy & Outback  
 2024-25MY Impreza & Crosstrek  
 2025-26MY Forester  
 2024-25MY WRX

**NUMBER:** 15-328-26  
**DATE:** 01/12/26

**SUBJECT:** Apple CarPlay & Android Auto application performance & possible no USB power with Base CP 1.5 Head Unit -Auxiliary USB-A Terminal / Design Change

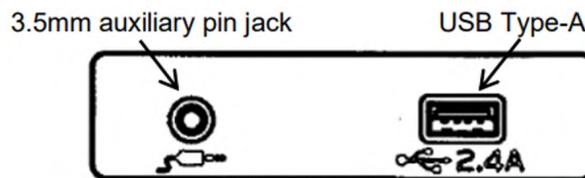
### INTRODUCTION:

This Service Bulletin provides information on the availability of a new auxiliary USB terminal designed to resolve intermittent connectivity issues when connected via the USB port. When a smartphone is connected using a USB cable, data transmission between the device and the Head Unit may be disrupted, potentially resulting in connection loss and/or loss of USB power.

Reported symptoms may include:

- Intermittent loss of Apple CarPlay and/or Android Auto connection
- Inability to charge a device through the USB port
- Device not recognized when connected to the USB port

If any of the symptoms are reported, follow the service procedure outlined below.



**Affected Model: BASE Grade  
 (with one USB type A port and 3.5mm auxiliary pin jack)**

**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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## PRODUCTION CHANGE INFORMATION:

The new USB Hub has been incorporated into vehicle production as per the table below.

| Model               | VIN      |
|---------------------|----------|
| Impreza & Crosstrek | SH288633 |
| Forester            | SH585370 |

## PART INFORMATION:

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

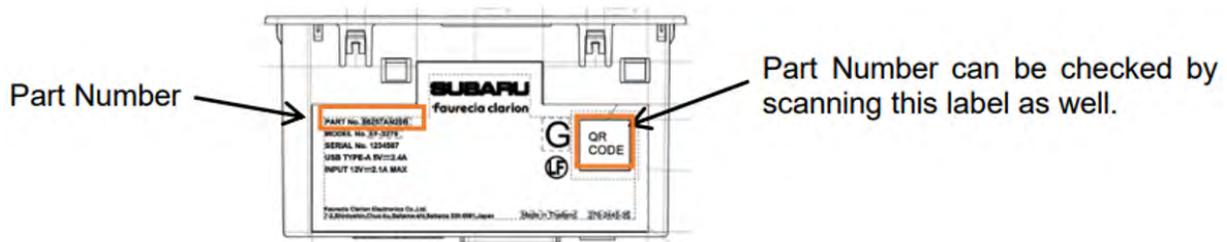
| Model               | Description       | Part Number |
|---------------------|-------------------|-------------|
| Legacy & Outback    | Unit-AUX Terminal | 86257AN20B  |
| Impreza & Crosstrek |                   | 86257FN211  |
| Forester            |                   |             |
| WRX                 |                   | 86257VC201  |

## SERVICE PROCEDURE / INFORMATION:

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

Inspect the part number of the currently installed USB hub. This requires removing the port to access the hub. The part number is printed directly on the hub and is accompanied by a QR code that can be scanned for identification.

If the part is identified as a pre-countermeasure version, replace the USB hub with the updated component.



The service procedures for External Connection Terminal 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.

Body & Electrical/WIRING SYSTEM > ENTERTAINMENT & MONITORING > External Connection Terminal

*Continued...*

**WARRANTY / CLAIM INFORMATION:**

For vehicles within the Federal Emissions Extended Defect 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 |
|--------------------------------|-------------------|------------|-----------|
| Front Seat USB Port R&R        | B850-186          | .5         | ZSL-41    |
| 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.