

- 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: 2023-26MY Ascent
 2022-26MY BRZ
 2024-26MY Crosstrek & Impreza
 2025MY Forester
 2020-25MY Legacy
 2020-26MY Outback
 2022-26MY WRX

NUMBER: 18-240-26
DATE: 06/01/26

SUBJECT: Sound Does Not Come Out From The Speaker / Service Manual Correction

INTRODUCTION:

This service information bulletin provides a new diagnostic procedure for vehicles equipped with a Denso CP 1, 1.5 and 2.5 head units. This procedure is an enhanced version of the troubleshooting steps for Sound does not come out from the speaker (models without audio amplifier and with telematics) found in the Service Manual. This update prevents misdiagnosis and unnecessary replacement of the CCU and will be incorporated into the Service Manual in a future update.

SERVICE PROCEDURE / INFORMATION:

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

This Service Manual update changes the diagnostic path for “Sound does not come out from the speaker (models without audio amplifier and with telematics),” found under COCKPIT CONTROL (DIAGNOSTICS) > Diagnostics with Phenomenon INSPECTION. The new diagnostic step has been revised from: “If sound comes out of at least one of the speakers, go to B.” to: “If sound does not come out of any of the speakers, go to B.” It also removes option C from the troubleshooting section.

3. PERFORM ACTIVE TEST.

Using the Subaru Select Monitor, check the following items in the [Active Test] of [Cockpit Control]. [Ref. to COCKPIT CONTROL \(DIAGNOSTICS\)>Active Test.](#)

- Speaker Output Check

If sound comes out in all speakers, go to A.

~~If sound comes out in at least one of the speakers, go to B.~~

If sound does not come out in any of the speakers, go to B.

~~If sound does not come out in all speakers, go to C.~~

A [Go to 8.](#)

B [Go to 4.](#)

~~**C** Replace the cockpit control module. [Ref. to ENTERTAINMENT & MONITORING>Cockpit Display.](#)
 After replacement, [Go to 9.](#)~~

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.

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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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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.