

- 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 INFORMATION BULLETIN

APPLICABILITY: 2018-19MY Legacy and Outback
 2017-19MY Impreza
 2018-19MY Crosstrek
 2019MY Forester
 2019MY WRX
 2019MY Ascent
 2018-19MY BRZ

NUMBER: 15-238-19

DATE: 03/11/19

SUBJECT: Enhanced CD Incompatibility with Harman Gen 3.0 and 3.1 Head Units

INTRODUCTION:

This Service Information bulletin is in response to a small number of customer concerns regarding the audio unit not being able to play certain types of audio Compact Discs (CDs). Harman Gen 3.0 head units which have previously received software updates (see claims history) and Gen 3.1 head units (used in 2019MY year vehicles) cannot play “CD Extra” or “Enhanced CD” -type audio CDs. These CDs can be identified by the logos supplied below which normally appear on the CD jacket or in some cases, on the CD itself.



SERVICE PROCEDURE:

NOTES:

- If the customer’s 2017 or 2018 MY Harman Gen 3.0 head unit received a software update previously (see claims history), it will no longer be able to play CD Extra or Enhanced CD -type CDs until a future software release.
- If the vehicle is a 2019MY with Gen 3.1, the head unit was manufactured with software that cannot play CD Extra or Enhanced CD -type CDs.

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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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- For vehicles equipped with the Harman Gen 3.0 and 3.1 audio/ navigation head units, this feature will be added as part of a future software release. The timing of that release has not been determined at this time. The related information will be added to the Harman reprogramming bulletin when it becomes available.

If a customer presents with a concern of an inoperative CD player on one of the models listed above, ask for the CD that does not play (along with the jacket if possible). Inspect both for any of the logos shown above. It is recommended to always have a known-good (non- CD Extra or Enhanced CD) -type CD available to use for demonstration / confirmation purposes.

- If only the Enhanced CD does not play, explain to the customer that this function will be added in a future software release. There is no need to replace the head unit.
- If both the Enhanced CD and standard CD do not play, refer to the service manual diagnostics by phenomena and/or Service Bulletin 15-231-18R

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.