

**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:** All Models Equipped with Harman Audio / Navigation Head Units **NUMBER:** 15-248-19  
**DATE:** 09/18/19  
**SUBJECT:** Required Supplemental Procedure when Installing a NEW (NOT Exchange) Harman Gen. 3.0, 3.1 or 3.1 Alpha Head Unit

**INTRODUCTION:**

When a NEW (NOT exchange) Harman Gen 3.0, 3.1 or 3.1 Alpha head unit (H/U) ordered through a Subaru RDC / PDC (warehouse) is installed, the serial number of that unit is not to linked a specific VIN. As a result, the customer will not be able to receive any Firmware Over-The-Air (FOTA) updates due to a VIN / H/U serial number mismatch. In order to ensure compatibility with future FOTA updates, the Retailer must capture the complete 28-digit serial number of the NEW H/U and share that information with SOA.

The preferred method for sharing the information is by submitting a COMPLETED QMR which should include a clear photo of the serial number label for use as a cross-check to ensure accuracy.

This same procedure is required if a Harman Head Unit is swapped from another vehicle then left in the “new” vehicle. In this case, same as above, submit a COMPLETED QMR which also includes a clear photo of the serial number label for use as a cross-check to ensure accuracy along with the “new” vehicle’s VIN.

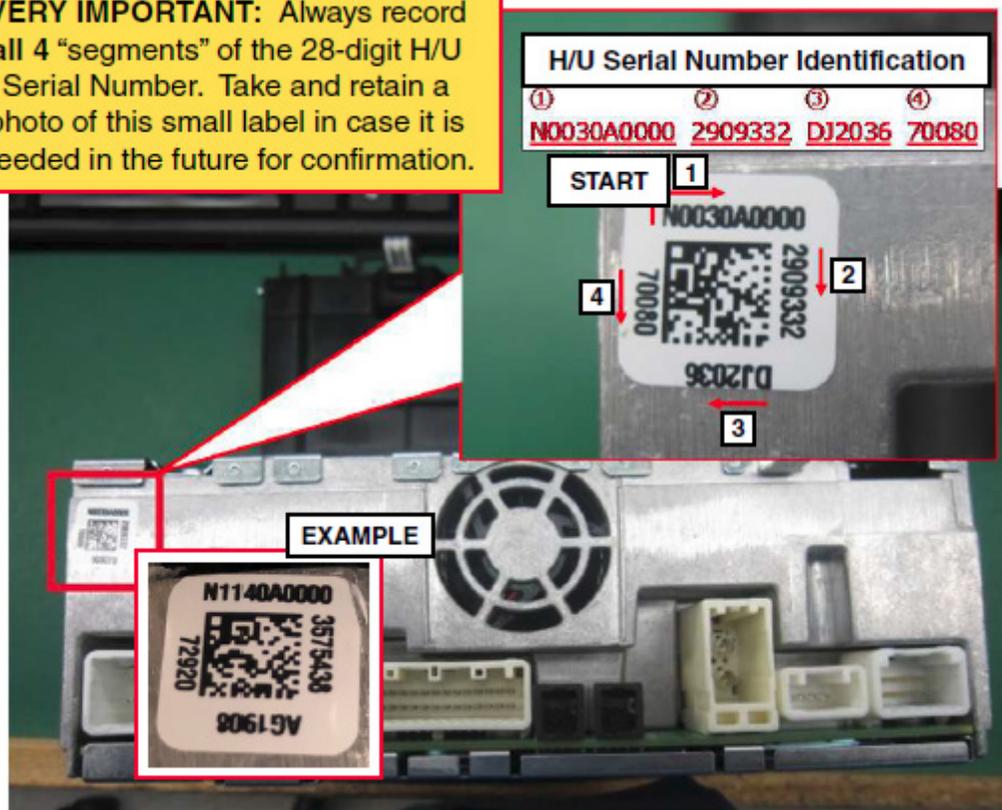
**SERVICE PROCEDURE / SUMMARY:**

- Capture the H/U serial number whenever installing a NEW H/U ordered from a Subaru RDC / PDC.
- Always confirm the new (replacement) h/u contains the latest software version available. Refer to TSBs **15-211-17** and **15-236-18** as applicable for the Version Check procedure.
- Submit a COMPLETED QMR with a clear photo of the serial number label attached as a cross-check to ensure accuracy. This will ensure compatibility for future FOTA updates.
- Include the H/U serial number in the Miscellaneous detail field of any claim submission.
- Example photos of the serial number label are provided below for reference.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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**VERY IMPORTANT:** Always record all 4 “segments” of the 28-digit H/U Serial Number. Take and retain a photo of this small label in case it is needed in the future for confirmation.



In this example, the H/U Serial Number to be entered in the Miscellaneous detail field would be: **N0030A00002909332DJ203670080.**

### 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.