

- 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: 2017-**20MY** Impreza
 2018-**20MY** Crosstrek
 2018-19MY Legacy and Outback
 2019-**20MY** WRX and WRX STI
 2019-**20MY** Ascent
 2018-**20MY** BRZ
 2019-**20MY** Forester

NUMBER: 15-228-18R

DATE: 08/21/18

REVISED: 11/18/19

SUBJECT: Harman Audio / Infotainment: Display Screen Freeze-Up or Black (Blank) Concerns

INTRODUCTION:

This bulletin provides troubleshooting steps to follow when diagnosing a customer concern of the display screen being either frozen (unresponsive) or black (blank). Please start by completing the Harman Investigation Guide Questionnaire as it gathers important details which will help with diagnosis and will be required should the condition not be resolved by this troubleshooting. While completing the questionnaire, follow the question flow based on the customer concern. Answer each related question noting the results to each in detail while performing the diagnostics. Review the entire bulletin before beginning in order to understand the flow for the listed concern. If the concern you have is not listed, check the Service Manual “Infotainment (Diagnostics) > Diagnostics with Phenomena” section as a starting point.

SERVICE PROCEDURE / INFORMATION:

IMPORTANT: Always begin by checking for any open recalls or campaigns related to the audio or audio/navigation system. Any open recall or campaign must be completed first before proceeding with any further diagnosis. If the condition is resolved after completing the recall or campaign, no further action is required. If the condition remains after completing the recall or campaign update, continue to diagnose it with this bulletin procedure.

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

- 1) Always confirm the condition as reported by the customer.
 - a. For screen lock-up or freeze symptoms, follow Steps b-g below. If concern is a black or blank head unit display, proceed to Step 2.

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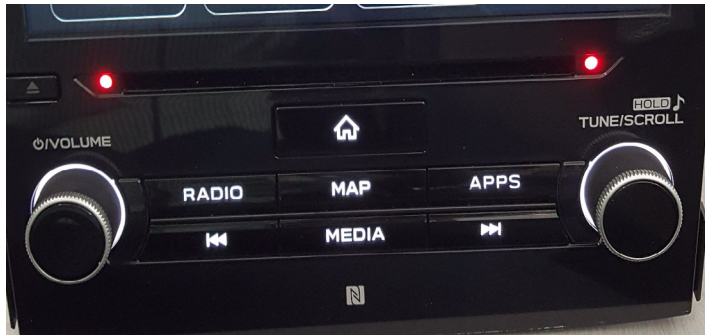
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

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.

- b. Can the “freeze” condition be duplicated? If so, please note the steps necessary to duplicate. **IMPORTANT:** Always confirm the protective film has been removed from the touch screen before proceeding further.
- c. Describe the behavior seen during the freeze: Is audio output present? What screen is the system stuck on (e.g. STARLINK splash, Home screen, Phone screen, Map display, etc.)?
- d. How long was the system running for before the freeze was observed? Was the screen frozen immediately at start up or after using the system for an extended period of time (If so, specify roughly how long.)?
- e. When using the Hard Keys (see image below), does the system respond when pressing any of these? If yes, go to (g) below.



(Image above shows hard keys for 2017 Impreza. Design will vary by model and vehicle line.)

- f. Try using the steering wheel controls (e.g. volume, source, voice recognition (VR), etc.) as shown below. Does the system respond when pressing any of these?



(Image to the right shows steering wheel controls for 2017 Impreza. Design will vary by vehicle line.)

- g. If the system responds to hard keys and/or steering wheel control inputs, try swapping the head unit from a known good vehicle. If the swapped unit operates normally, request an exchange component.

IMPORTANT CAUTION: Always disconnect the Telematics Data Communication Module (DCM) **BEFORE** any swapping of head units. **DCMs must NEVER be swapped or the customer’s services will not function and DCM replacement may be required to resolve.**

- h. If the issue persists with a swapped unit installed, follow the Service Manual basic diagnostic procedure for “SCREEN FREEZES AND DOES NOT ACCEPT ANY OPERATION ENTRY”.

Continued...

- 2) If a black or blank screen is displayed on the head unit, follow the Service Manual basic diagnostic procedure for “SCREEN IS BLACKED OUT, OR THE SCREEN IS NOT DISPLAYED”. If the cause for the condition cannot be determined by following the Service Manual procedure, try swapping the head unit with a known good unit. If the swapped unit operates normally, request an exchange component.

IMPORTANT CAUTION: Always disconnect the Telematics Data Communication Module (DCM) **BEFORE** any swapping of head units. **DCMs must NEVER be swapped or the customer’s services will not function and DCM replacement may be required to resolve.**

If the above steps do not resolve the customer’s concern with lock-up / freeze or black / blank head unit screen display, complete a fresh Harman Investigation Guide Questionnaire documenting the customer’s concern and the results of each diagnostic step in this bulletin. If possible, capture a video of the condition then contact the SOA Techline to review for next steps. Techline will request you send the completed questionnaire, step by step bulletin results and any videos of the condition.

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	H/U Type
HARMAN DISPLAY SCREEN TROUBLESHOOTING	A031-171	0.6	ZRM-43	Base
			ZRN-43	Plus / Mid
			ZRO-43	High (w/ Navi)

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.