

- 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 Subaru Vehicles **NUMBER:** 15-214-17R  
**SUBJECT:** 2018 Audio/Navigation Exchange **DATE:** 01/16/18  
 Component Identification and Procedures **REVISED:** 12/20/19

### INTRODUCTION:

This bulletin contains illustrations of exchange components and their manufacturer as well as a description of the proper exchange procedure. The exchange program policy can also be found in Sections 8.4.9 and 11.2.10 of your Claims Policies and Procedures Manual found in Subarunet.

**IMPORTANT NOTE:** Fujitsu Ten has changed its name to Denso Ten effective November 1, 2017.

### CONTENTS:

Within the terms of the Basic New Car Warranty and the one year Replacement Parts Warranty, the Exchange Program provides for replacement of a defective unit from the manufacturer.

In the event the vehicle is “New” and “In-stock”, inform the Service Center. A new unit will be supplied rather than a remanufactured unit. If the Service Center is unable to provide a new unit, immediately contact a Subaru Dealer Claims Specialist at 1-866-782-2782 prior to placing an order for further instructions.

The replacement of a new unit, other than new units supplied through the exchange program, requires authorization from a Subaru of America, Inc. Retailer Claims Specialist at 1-866-782-2782. An authorization code will be provided and must be included upon claim submission.

Vehicles that have been placed in demo service should use exchange units only.

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<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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## EXCHANGE PROCEDURE FOR ALL EXCHANGE COMPONENTS

- 1) The defective chassis should remain in the vehicle until the exchange unit is installed.
- 2) Contact the applicable Service Center with the following information:
  - Retailer Code
  - Retailer Name and Address
  - VIN - All 17 Characters
  - Date of Vehicle Sale
  - Vehicle Mileage
  - Caller's Name and Telephone Number
  - Claim Number
  - Face Plate ID Number (Clarion and Fujitsu Ten only)
  - Subaru Part Number as shown in this bulletin
  - Customer Complaint
  - Customer Last Name

At this time, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

An exchange chassis along with an exchange form will be shipped within 72 hours. If the exchange chassis is not received within 5 days, call the Service Center. Provide the operator with the exchange number when making inquiries.

- 3) Install the exchange unit as soon as possible upon receipt. Return the defective chassis to the manufacturer within 30 days. Return freight charges may be claimed as sublet, provided the repair was performed under the terms of the Basic New Car Warranty. Copies of the freight invoice should be attached to the repair order.

If the exchange unit has not been installed or the failed chassis has not been returned within 30 days, contact the Service Center. Reference the exchange number and explain the circumstances causing the delay. An extension will be granted or the retailer will be instructed to return the exchange unit. Failure to comply will result in a "charge back" to the retailer for the cost of the exchange unit.

The retailer must return the failed component in the same approved packaging that the exchange unit arrived in. Harman Kardon exchange units arrive with a pre-paid return shipping label. A hard copy of the printout from the on-line order or the Exchange Request Form must be included in the core return package. Failure to use proper packaging could result in a "charge back" for the cost of the exchange unit and shipping.

**NOTE:** Activation of all subscription based services is the responsibility of the vehicle owner.

**NOTE:** Do not disassemble any unit to retrieve a lodged CD prior to returning to the manufacturer. See Section 8.4.9.4 for the policy on returning the CD(s) to the customers.

**NOTE:** For the "Audio Out of Warranty Exchange / Repair Program" refer to Added Security Section 11.2.10

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## MANUFACTURERS BY COMPONENT

### Audio/Satellite

**Clarion (Faurecia Clarion Electronics):** Exchange order requests are to be made via the **Web Portal**. Clarion exchange requests are processed by United Radio. The United Radio Service Center is open from 8am – 8pm Eastern Time at **1-800-448-0944**.

Exchange units are ordered online using the link found in Subarunet/ Service Operations & Technical/ Forms/Downloads / Harman Kardon and Clarion Registration Instructions ([urdealerservices.com](http://urdealerservices.com)) Ordering Instructions.

**Denso Ten Service Center** is open from 7am-5pm Pacific Time at **1-800-237-5413**. The Exchange Fax Form is found on Subarunet/ Service Operations & Technical/ Forms/Downloads/ Denso Ten Online Exchange Instructions.

**NOTE:** Some Denso Ten audio units will not include navigation; therefore, no SD card will be applicable. These units are noted as a Display Audio only.

**Harman Kardon:** Exchange order requests are to be made via the Web Portal

**Harman Kardon** exchange requests are processed by United Radio. The United Radio Service Center is open from 8am – 8pm Eastern Time at **1-800-448-0944**.

Exchange units are ordered online using the link found in Subarunet/ Service Operations & Technical/ Forms/Downloads / Harman Kardon Registration Instructions ([urdealerservices.com](http://urdealerservices.com)) Ordering Instructions

Caution: If swapping an audio system for diagnostic purposes, be sure the DCM remains with the original vehicle or network communications will be severed.

**Caution:** SXM ESN is assigned by VIN. Moving audio units between vehicles will disrupt SXM services.

### Audio/Navigation/Satellite

**Denso Ten Service Center** is open from 7am-5pm Pacific Time at **1-800-237-5413**. The Exchange Fax Form is found on Subarunet/ Service Operations & Technical/ Forms/Downloads/ Denso Ten Online Exchange Instructions.

**NOTE:** All 2017 models equipped with a Denso Ten Audio/Navigation unit use a micro SD Card. The SD Card is not to be returned to Denso Ten with the defective unit. The existing SD Card will function properly with the exchange unit provided.

**Harman Kardon:** Exchange order requests are to be made via the Web Portal

**Harman Kardon** exchange requests are processed by United Radio. The United Radio Service Center is open from 8am – 8pm Eastern Time at **1-800-448-0944**.

Exchange units are ordered online using the link found in Subarunet/ Service Operations & Technical/ Forms/Downloads / Harman Kardon Registration Instructions ([urdealerservices.com](http://urdealerservices.com)) Ordering Instructions

**Caution:** If swapping an audio system for diagnostic purposes, be sure the DCM remains with the original vehicle or network communications will be severed.

**Caution:** SXM ESN is assigned by VIN. Moving audio units between vehicles will disrupt SXM services.

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## Power Amplifier

**Harman Kardon**: Exchange order requests are to be made via the Web Portal

**Harman Kardon** exchange requests are processed by United Radio. The United Radio Service Center is open from 8am – 8pm Eastern Time at **1-800-448-0944**.

Exchange units are ordered online using the link found in Subarunet/ Service Operations & Technical/ Forms/Downloads / Harman Kardon Registration Instructions ([urdealerservices.com](http://urdealerservices.com)) Ordering Instructions

## RETURN OF LODGED CD

In the event a CD becomes lodged in the CD Player, do not disassemble the unit to retrieve the CD. Please use the following procedure:

- 1) Follow the normal exchange procedures for requesting a replacement unit.
- 2) For the lodged/CD, record a daytime telephone number where the customer can be reached and retain in customer's file.
- 3) Remove the defective unit from the vehicle and return it to the manufacturer. The CD that has been successfully removed by the manufacturer will be returned directly to the retailer within 10 calendar days. It is the retailer's responsibility to notify the customer when the CD is returned.

**NOTE:** In the event a CD has been damaged, the manufacturer will reimburse the customer through the dealer at \$15.00 per damaged CD. The retailer must in turn reimburse the customer. Only commercially produced CD(s) can be included in the reimbursement program.

## SATELLITE ACTIVATION INSTRUCTIONS

### CLARION & DENSO TEN ONLY

If you need to perform a warranty exchange on any radio that is factory equipped with a Clarion or Denso Ten satellite radio, please follow the instructions below. Going through the process will ensure that any fee for the new radio is waived and will ensure your customer continues to receive their satellite radio programming without any interruption of service.

**Step 1.** Call Sirius XM Retailer Support at 1-800-852-9696 and let the agent know you are doing a warranty exchange on a Subaru vehicle.

**Step 2.** Provide the agent with the old Radio ID and ask them to transfer the service on this radio to the new Radio ID. Confirm with the agent that the old Radio ID has been deactivated.

*(To find the Radio ID, go into satellite radio mode and tune to channel "0", the Radio ID will display for you, it will be 8 alpha-numeric characters long).*

**Step 3.** Confirm which services you are transferring e.g. Audio only or Audio and Traffic.

**Step 4.** Step 4. Ask the SXM Dealer support agent to send an activation signal to the new radio and confirm the radio is working. Retailers can also perform a signal refresh if necessary by entering in the Radio ID into the following URL, [www.siriusxm.com/oemrefresh](http://www.siriusxm.com/oemrefresh)

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**NOTE:** If the unit is inoperative, call Sirius XM for assistance in identifying the existing radio ID number.

### **HARMAN KARDON ONLY**

All exchange units equipped with a Harman Kardon satellite radio will be reactivated by United Radio prior to being shipped to the Retailer.

**Caution:** If swapping an audio system for diagnostic purposes, be sure the DCM remains with the original vehicle or network communications will be severed.

**Caution:** SXM ESN is assigned by VIN. Moving audio units between vehicles will disrupt SXM services.

### **EXCHANGE NUMBER EXAMPLES AND SERVICE CENTER PHONE NUMBERS FOR AUDIO/NAVIGATION**

The Audio Exchange Program provides for replacement of a defective Audio/Navigation unit with an exchange unit from the manufacturer.

The applicable Service Center for each manufacturer should be contacted and at that time the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

Below are examples of the audio exchange numbers and the telephone number for the Service Center for each manufacturer.

### **AUDIO EXCHANGE NUMBER EXAMPLES**

Clarion Exchange Number Example – Orders placed prior to 12/23/19 .... (ERS#) 0000000001

Clarion Exchange Number Example – Orders placed as of 12/23/19 .... MCO # 1234567890  
(Ten digits – all numbers)

Denso Ten Exchange Number Example (Claim ID) ..... 8YB000000

Harman Kardon (United Radio) Exchange Number Example..... Orders placed prior to 7/9/19

R.A. Number 9MW741 (1 digit 2 letters 3 digits)

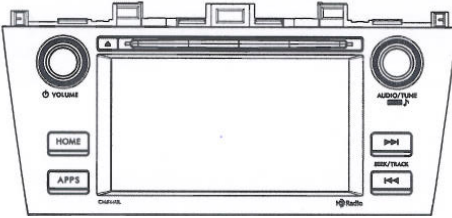


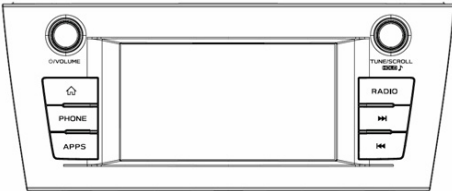

Harman Kardon (United Radio) Exchange Number Example.....Orders placed after 7/9/19  
MCO # 1234567890 (Ten Digits – All Numbers)

### **AUDIO SERVICE CENTER PHONE NUMBERS AND HOURS OF OPERATION.**




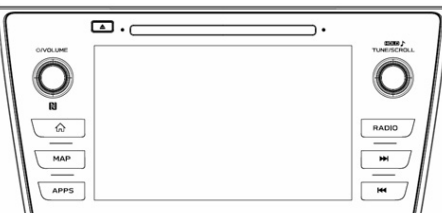
Clarion	<b>1-800-448-0944</b>	8am-8pm Eastern Time
Denso Ten	<b>1-800-237-5413</b>	7am-5pm Pacific Time
Harman Kardon(United Radio)	<b>1-800-448-0944</b>	8am-8pm Eastern Time

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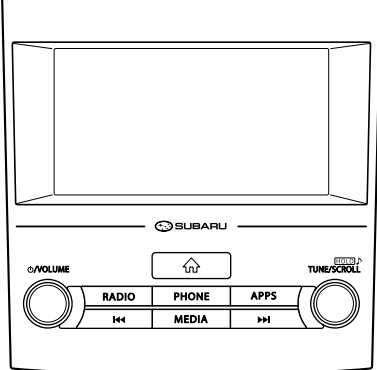
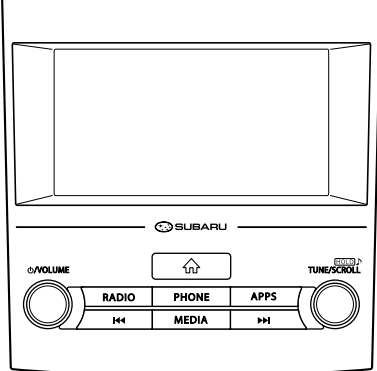
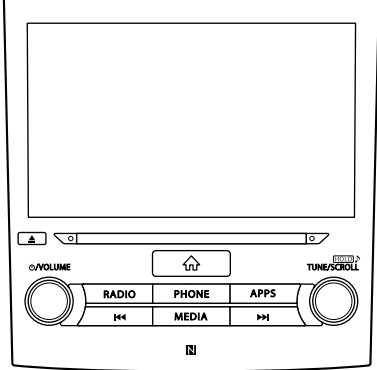
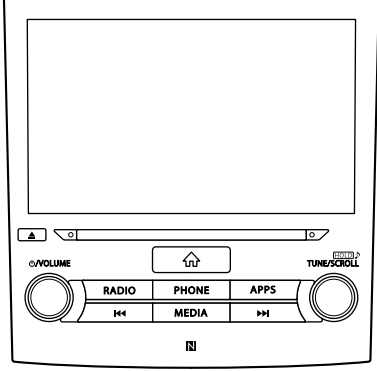
**VEHICLE APPLICATIONS – AUDIO/NAVIGATION**

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p><b>Forester</b> Audio Assy. Face Plate ID Number CF759UL</p>	<p>Clarion</p>	<p>86201SG750</p>
	<p><b>Forester</b> Audio Assembly Face Plate ID Number FF679UM</p>	<p>Denso Ten</p>	<p>86431SG670 Display Audio Only</p>
	<p><b>Forester</b> Audio/Navigation Assy. Face Plate ID Number FF639US</p>	<p>Denso Ten</p>	<p>86471SG630</p>
	<p><b>Legacy/Outback</b> 6.5 Inch Display Audio System Base Level Base Model Vehicles Four (4) Speaker App.</p>	<p>Harman Kardon</p>	<p>86431AL61A</p>
	<p><b>Legacy/Outback</b> 8 Inch Display Audio System Mid Level Premium &amp; Sport Model Vehicles Six (6) Speaker App.</p>	<p>Harman Kardon</p>	<p>86431AL65A</p>

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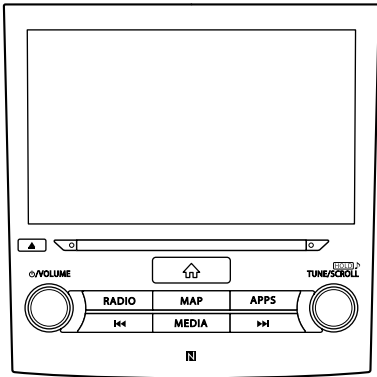
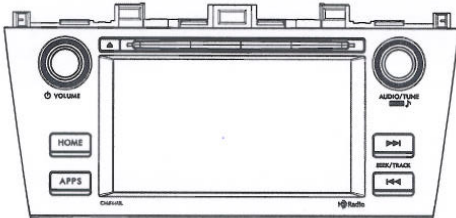

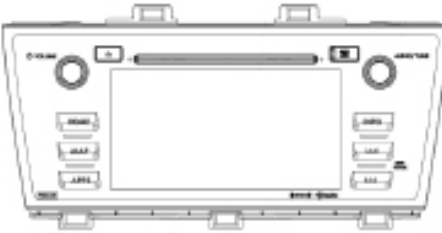

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p><b>Legacy/Outback</b> 8 Inch Display Audio System Mid Level</p> <p>Limited Model Vehicles w/Hardon Kardon Amp. Twelve (12) Speaker App.</p>	Harman Kardon	86431AL66A
	<p><b>Legacy/Outback</b> 8 Inch Display Audio /Navi. System High Level</p> <p>Premium &amp; Sport Model Vehicles Six (6) Speaker App.</p>	Harman Kardon	86471AL65A
	<p><b>Legacy/Outback</b> 8 Inch Display Audio/Navi. System High Level</p> <p>Limited &amp; Touring Model Vehicles w/Harmon Kardon Amp. Twelve (12) Speaker App.</p>	Harman Kardon	86471AL66A
	<p><b>Legacy/Outback</b> 8 Inch Display Audio/Navi. System High Level 50th Anniversary</p> <p>Limited Model w/Harman Kardon Amp. Twelve (12) Speaker App.</p>	Harman Kardon	86471AL76A

*Continued...*

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p><b>Impreza/Crosstrek</b> 6.5 Inch Display Audio System Base Level Premium Model Vehicles Six (6) Speaker App.</p>	Harman Kardon	86201FL60A
	<p><b>Impreza/Crosstrek</b> 6.5 Inch Display Audio System Base Level Base Model Vehicles Four (4) Speaker App.</p>	Harman Kardon	86201FL61A
	<p><b>Impreza/Crosstrek</b> 8 Inch Display Audio System Mid Level Limited Model Vehicles Six (6) Speaker App.</p>	Harman Kardon	86201FL62A
	<p><b>Impreza</b> 8 Inch Display Audio System Mid Level Sport Model Vehicles Six (6) Speaker App.</p>	Harman Kardon	86201FL63A

*Continued...*



ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p><b>Impreza/Crosstrek</b> 8 Inch Display Audio System w/Navigation High Level Limited Model Vehicles Six (6) Speaker App.</p>	Harman Kardon	86271FL60A
	<p><b>WRX</b> Audio Assembly Face Plate ID Number CV693UL</p>	Clarion	86201VA690
	<p><b>WRX/STi</b> Audio Assembly Face Plate ID Number FV833UM</p>	Denso Ten	86201VA830 Display Only
	<p><b>WRX/STi</b> Audio/Navigation Assy. Face Plate ID Number FV673US</p>	Denso Ten	86271VA670
	<p><b>BRZ</b> Audio Unit Face Plate ID Number CA645UL</p>	Clarion	86201CA640

*Continued...*

ILLUSTRATION	DESCRIPTION & APPLICABILITY	MANUFACTURER	PART NUMBER
	<p align="center"><b>BRZ</b> 7 Inch Display Audio/Navi. System High Level</p> <p>Eight (8) Speaker App.</p>	<p align="center">Harman</p>	<p align="center">86271CA670</p>

**POWER AMPLIFIER EXCHANGE NUMBER EXAMPLE:**

**Harman Kardon (United Radio) Exchange Number Example..... Orders placed prior to 7/9/19  
R.A. Number 9MW741 (1 digit 2 letters 3 digits)**

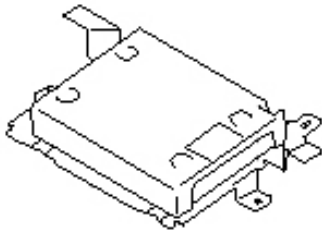
**Harman Kardon (United Radio) Exchange Number Example.....Orders placed after 7/9/19  
MCO # 1234567890 (Ten Digits – All Numbers)**

**POWER AMPLIFIER SERVICE CENTER CONTACT INFORMATION AND HOURS OF OPERATION**

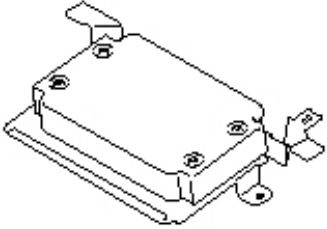
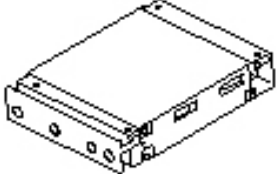
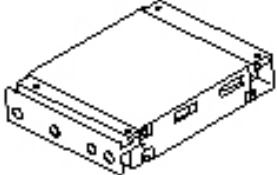
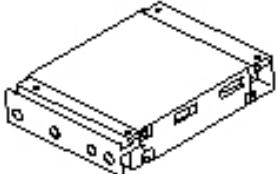
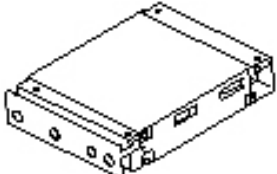
**Harman Kardon (United Radio)                    1-800-448-0944                    8am-8pm Eastern Time**

Exchange units are ordered online using the link found in  
Subarunet/ Service Operations & Technical/ Forms/Downloads / Harman Kardon online exchange  
instructions

**VEHICLE APPLICATIONS – POWER AMPLIFIER**

ILLUSTRATION	DESCRIPTION	MANUFACTURER	PART NUMBER
	<p align="center"><b>Forester</b> Power Amplifier Assy.</p>	<p align="center">Harman Kardon</p>	<p align="center">86221SG110</p>

*Continued...*

	<p><b>Legacy/Outback</b> Power Amplifier Assy.</p>	<p>Harman Kardon</p>	<p>86221AL01A</p>
	<p><b>Impreza</b> Power Amplifier Assy.</p>	<p>Harman Kardon</p>	<p>86221FL00A</p>
	<p><b>Impreza Limited</b> Power Amplifier Assy.</p>	<p>Harman Kardon</p>	<p>86221FL01A</p>
	<p><b>Crosstrek</b> Power Amplifier Assy.</p>	<p>Harman Kardon</p>	<p>86221FL010 Supersession PN 86221FL011</p>
	<p><b>WRX/STi</b> Power Amplifier Assy.</p>	<p>Harman Kardon</p>	<p>86221VA030</p>

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## **AUDIO/NAVIGATION & POWER AMPLIFIER COMPONENT OUT-OF-WARRANTY EXCHANGE / REPAIR PROGRAM**

Vehicles outside the terms of the New Car Basic or Parts Warranties may utilize the Audio Exchange/Repair Program which is to be referenced as an “Out-of Warranty Exchange Program”. Subaru Added Security Gold Plus customers are entitled to this “out-of-warranty” exchange program when the failure meets the terms of the Agreement.

The out-of-warranty exchange program is intended to enhance customer satisfaction by providing a prompt exchange with a quality factory serviced audio unit which has been refurbished to the highest standards.

All out-of-warranty orders will be subject to Supplier availability. In case of low stock, “in-warranty” orders will take priority over “out-of-warranty” orders. In general, this program is for internal failures and does not include exchanges for damage (spilled liquid, scratches, etc.) Speak with the Audio/Navi. Supplier to determine exchange eligibility.

Out of Warranty Exchange Program procedures are outlined below. Please have the following information available when contacting the Service Center.

Retailer Code  
Retailer Name and Address  
VIN – All 17 Characters  
Date of Vehicle Sale  
Vehicle Mileage  
Caller’s Name and Telephone Number  
Claim Number  
Face Plate ID Number (Clarion and Fujitsu Ten only)  
Subaru Part Number  
Customer Complaint  
Customer Last Name

### **Clarion (United Radio) 1-800-448-0944**

- Clarion exchange requests are processed by United Radio.
- Exchange cores will be shipped UPS Ground or 2nd Day Air within 72 hrs.
- Clarion offers a 1 yr. manufacturer’s warranty on these exchange units
- Clarion will invoice the retailer for the cost of the exchange unit
- Shipping charges for return of the core is the responsibility of the retailer
- Cores must be returned to Clarion (United Radio) within 30 days
- Delinquent cores will be invoiced to SOA who in turn will debit the retailer
- There will be a restocking fee of 20% for all unused returned cores. Retailers will be invoiced by Clarion (United Radio) and are to make payment directly to Clarion (United Radio) for this fee.

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**Panasonic 1-800-228-0473**

- Exchange cores will be shipped UPS Ground within 72 hours
- Panasonic offers a 1 year manufacturer's warranty on these exchange units.
- Retailers will be invoiced by Panasonic for the cost of the exchange unit
- Payments are to be made directly to Panasonic
- Shipping charges for return of the core is the responsibility of the retailer
- Cores must be returned to Panasonic within 30 days

**Kenwood 1-626-333-2435**

**NOTE:** Kenwood does offer an "Out of Warranty" replacement program for some of their units. Please refer to the Kenwood Exchange Request Diagnostic Checklist under the category of Dealer Cost found in Subarunet/Service/Forms.

- The Kenwood Service Center should be contacted preferably through the [Kenwood Exchange Request Diagnostic Checklist](#) for the available unit.
  - Those units which are not available as an exchange may be repaired by Kenwood. The instructions to proceed with the repair process are noted below.
  - The retailer places the repair request with the Kenwood Service Center and pays a minimum analysis and shipping fee.
  - The retailer removes the unit from the vehicle and sends it to the Kenwood Service Center for repair.
  - The Kenwood Service Center analyzes the unit and informs the dealer of additional repair costs. Repair costs will vary depending on the condition of the unit.
  - If the customer does not agree to additional costs, the unit is returned to the retailer "as is" with no additional charges.
  - If the customer agrees to the repair, Kenwood invoices the retailer and payments are to be made by the retailer directly to Kenwood.
  - The Kenwood Service Center repairs the unit and returns it to the retailer.

**Denso Ten 1-800-237-5413**

- Exchange cores will be shipped UPS Ground or 2nd Day Air within 72 hrs.
- Denso Ten offers a 1 yr. manufacturer's warranty on these exchange units
- Denso Ten will invoice the retailer for the cost of the exchange unit
- Shipping charges for return of the core is the responsibility of the retailer
- Cores must be returned to Denso Ten within 30 days
- Delinquent cores will be invoiced to SOA who in turn will debit the retailer
- There will be a restocking fee of 20% for all unused returned cores.
- Retailers will be invoiced by Denso Ten and are to make payment directly to Denso Ten for this fee.

*Continued...*

### **Myron and Davis 1-866-435-6789**

- Exchange cores will be shipped via UPS Ground, 2<sup>nd</sup> Day or Next Day as per the request of the Retailer.
- Myron & Davis offers a 1 yr. manufacturer's warranty on these exchange units
- Myron & Davis will invoice the dealer for the cost of the exchange unit
- Core returns are not required. Parts must be scrapped according to the parts retention policy.
- Unused cores may be returned within 60 days for which there will be no restock fee. Unused cores returned after 60 days will be charged a 25% restock fee.
- Retailers will be invoiced by Myron & Davis and are to make payment directly to Myron & Davis for this fee.

### **Harman Kardon (United Radio) 1-800-448-0944**

- Harman Kardon exchange requests are processed by United Radio.
- Exchange cores will be shipped UPS Ground or 2<sup>nd</sup> Day Air within 72 hrs.
- Harman Kardon offers a 1 yr. manufacturer's warranty on these exchange units
- Harman Kardon will invoice the retailer for the cost of the exchange unit
- Shipping charges for return of the core is the responsibility of the retailer
- Cores must be returned to Harman Kardon (United Radio) within 30 days
- Delinquent cores will be invoiced to SOA who in turn will debit the retailer
- There will be a restocking fee of 20% for all unused returned cores. Retailers will be invoiced by Harman Kardon (United Radio) and are to make payment directly to Harman Kardon (United Radio) for this fee.