

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
2019-20MY Ascent

NUMBER: 15-262-20

DATE: 03/26/20

SUBJECT: DTC B224C- Radio Antenna Faults

INTRODUCTION:

This Service Information Bulletin announces the addition of diagnostics for DTC B224C: RADIO ANTENNA FAULTS to the Service Manuals of the models listed above. DTC B224C is stored when one of the Harman® audio units listed below is unable to receive radio signals from the **vehicle's in-glass** AM/FM antenna.

AFFECTED HARMAN AUDIO UNIT PART NUMBERS:

H/U Type	Model Year	Ascent	Legacy / Outback
Base	2018	n/a	86431AL61A
Base +	2019	86201XC61A	86431AL60A
	2020	86201XC63A	n/a
Mid	2018	n/a	86471AL65A, 66A
	2019	86201XC62A	86431AL62A, 63A
	2020	86201XC64A	n/a
High (w/ NAVI)	2018	n/a	86471AL65A, 66A
	2019	86271XC60A, 61A	86471AL67A, 68A
	2020	86271XC62A, 63A	n/a

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs. The new Service Manual diagnostics are as follows:

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.

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DTC B224C RADIO ANTENNA FAULTS

Trouble symptom:

Radio cannot be received.

Step	Check	Yes	No
1. CHECK DTC. 1) Using the Subaru Select Monitor, perform the clear memory for «Infotainment». <Ref. to Clear memory.> 2) Turn the ignition switch OFF → ON. 3) Using the Subaru Select Monitor, read DTC of «Infotainment». <Ref. to Diagnostic Trouble Code (DTC).>	Is DTC B224C displayed? (Current malfunction)	Go to step 2.	Even if DTC is displayed, the circuit has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again. NOTE: In this case, temporary poor contact of connector, temporary open or short circuit of harness may be the cause.
2. CHECK RADIO ENVIRONMENT. Select the stations in the environment where the radio can be received.	Can radio be received?	Even if DTC is displayed, the circuit has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again. NOTE: In this case, temporary poor contact of connector, temporary open or short circuit of harness may be the cause.	Go to step 3.
3. CHECK RADIO ANTENNA. Perform visual check of the radio antenna and check of the connector.	Is the check result OK?	Replace the audio or navigation unit. <Ref. to Audio.> <Ref. to Navigation Body>	Replace the radio antenna. <Ref. to Antenna.>

NOTE: In a case where the antenna diagnostic results determine the root cause to be within the audio unit, always follow the normal Harman audio unit exchange procedures.

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.