

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: 2020-21MY Legacy and Outback

NUMBER: 15-275-20

SUBJECT: Microphone Testing Procedure for Denso CP1 Infotainment Systems

DATE: 11/10/2020

INTRODUCTION:

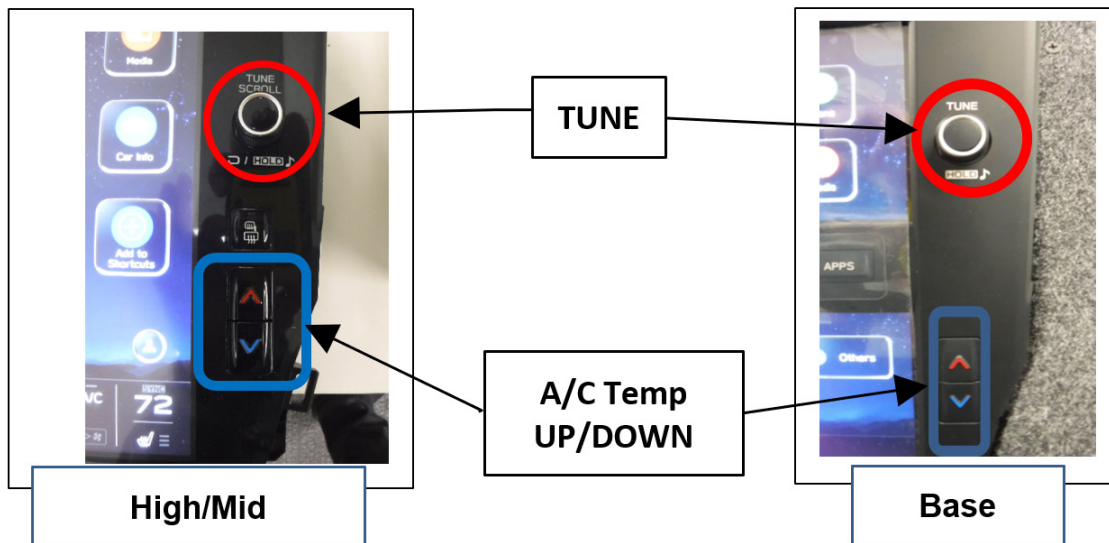
This Service Information Bulletin provides a testing procedure for the microphone used in Denso CP1 infotainment systems. The procedure is to be used as a diagnostic tool for customer concerns related to microphone operation. This testing is performed after accessing Dealership Mode and is applicable to units installed with Version 1 or Version 2 software. This procedure will be used temporarily until Version 3 has been released and installed.

Because of an inadequate gain setting, the microphone indicator level currently shows either just one or no “bars” at all when 2 or 3 bars should be displayed, especially when the input sound is brief (short).

SERVICE PROCEDURE / INFORMATION:

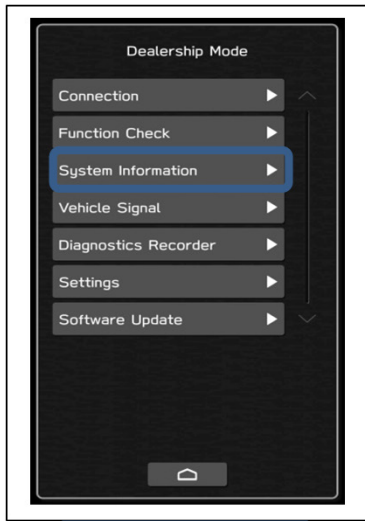
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

Step 1) Access **Dealership Mode** by pushing and holding down both passenger (right) side A/C Up/Down Temperature buttons while pressing the Tune button 6 times.

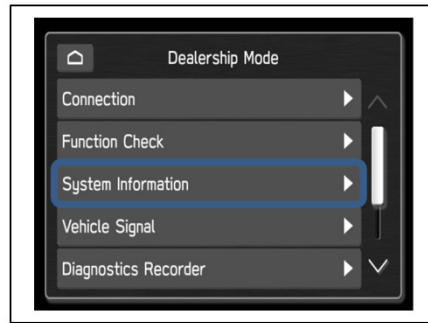


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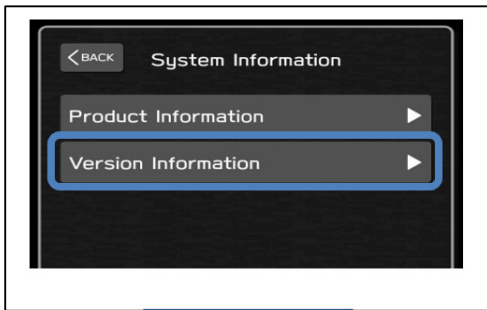


High/Mid

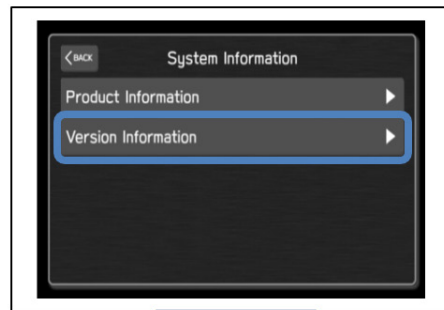


Base

Step 2) From the Dealership Mode menu, select **System Information** then, from the System Information menu, select **Version Information**.

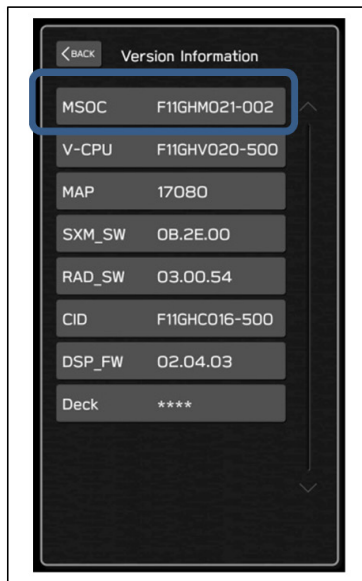


High/Mid

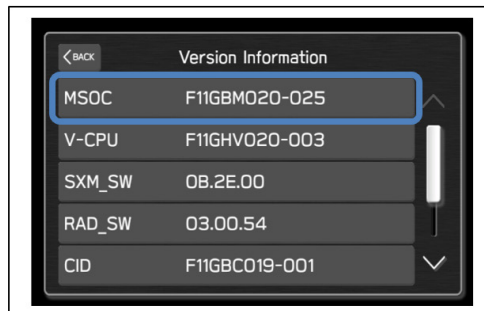


Base

Step 3) The Version Information list will display the MSOC / Version Number.



High/Mid



Base

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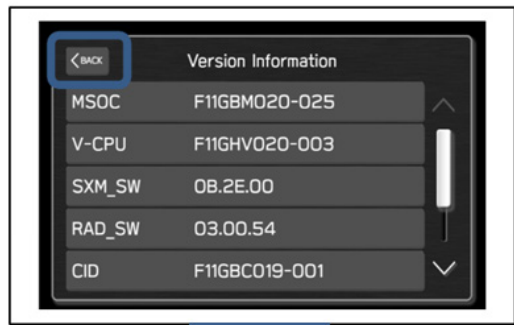
- If the Version Number is **OTHER THAN** a Version Number shown in the table below, proceed to **Step 4**.
- If the Version Number is included in the table, diagnose the microphone per the applicable Service Manual procedure as the following test procedure is not compatible with these MSOC / Version Numbers.

MY	High	MID	Base
2020	F11GHM022-504	F11GMM022-504	F11GBM022-504
2021	F31BHM008-500	F31BMM008-500	F31BBM008-500

Step 4) Press **BACK** 2 times to return to the Dealership Mode menu.



High/Mid



Base



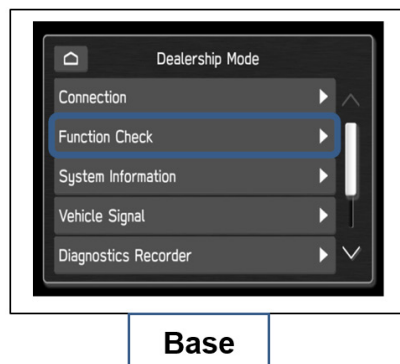
High/Mid



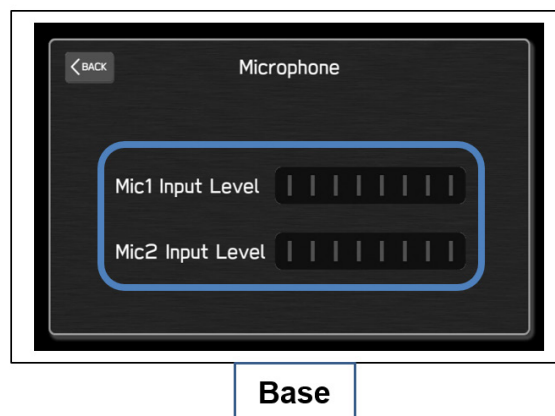
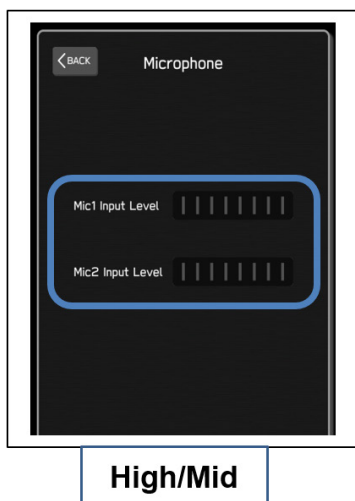
Base

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Step 5) From the Dealership Mode menu, select **Function Check**.



Step 6) From the Function Check menu, select **Microphone**. The Microphone indicator screen (bars) will be displayed.



Step 7) Using the alarm sound (or ringer) of a smartphone, test the microphone operation and monitor the bars on the display:

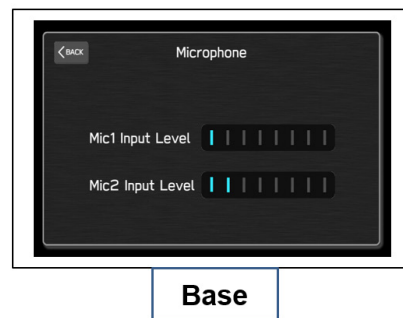
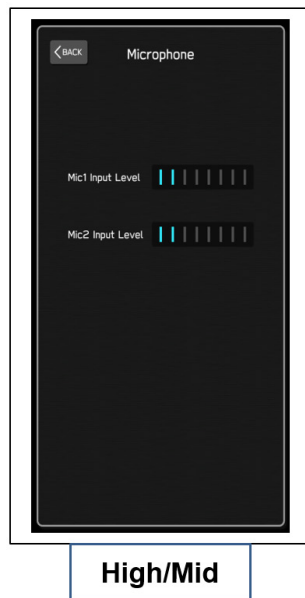
- a) Make sure the silent mode of the smartphone is turned OFF.
- b) Set the alarm volume level to maximum.
- c) Activate the alarm sound.
- d) Hold the smartphone within half an inch of the microphone for at least 10 seconds.

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TEST: Does the Microphone display show **2 or more** bars? The number of blue bars represent signal level.

- **YES-** The microphone is operating normally.
- **NO-** Diagnose the microphone system per the applicable Service Manual procedure.



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.