

**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:** 2018-21MY Legacy and Outback  
 2018-21MY Crosstrek  
 2017-21MY Impreza  
 2019-21MY Forester  
 2019-21MY Ascent

**NUMBER:** 15-240-19R  
**DATE:** 04/18/19  
**REVISED:** 04/09/21

**SUBJECT:** New Harman Audio Amplifiers

**INTRODUCTION:**

This bulletin announces availability of new Harman audio unit amplifier units with revised internal logic designed to optimize efficiency while addressing the following customer concerns:

Symptom 1: No audio output is heard but, the volume level displayed changes when turning the knob

Symptom 2: Audio volume increases to maximum intermittently without turning the knob

Symptom 3: A buzzing, screeching or crackling-type sound is heard coming through the speakers

Symptom 4: Loss of audio output after turning the head unit off and back on again in a short amount of time

Symptom 5: Audio volume is temporarily louder than expected after ending a Bluetooth call while using navigation guidance

Symptom 6: No response from the volume control knob.

Symptom 7: The system unintentionally enters a reprogramming mode and stops audio function resulting in no audio output. This failure can be temporarily cleared by disconnecting and reconnecting the battery.

**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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## PART INFORMATION:

Description	Exchange Part Number	Application
Power Amplifier Assembly	86221AL01F	Legacy / Outback 2018-19MY
	86221AN01B	Legacy / Outback 2020-21MY
	86221FL00F	Impreza
	86221FL01F	
	86221FL015	Crosstrek
	86221SJ003	Forester
	86221SJ013	
	86221XC01C	Ascent

**NOTE:** When ordering the applicable exchange amplifiers from United Radio, the exchange units supplied will contain all the latest available enhancements to address the symptoms as listed on pg. 1 of this bulletin.

## SERVICE PROCEDURE:

The causes of Symptoms **1, 2, 4, 5** and **6** are software concerns where in some cases, the amplifier status is not judged properly by the head unit. As a result, volume output is either muted (no output) or at the maximum.

The cause of Symptom **3** is a hardware concern within the amplifier circuitry which also requires the unit be replaced with an exchange unit. Follow the procedure below to confirm this condition **BEFORE** ordering an exchange amplifier.

1. Enter the vehicle and turn the ignition ON.
2. Turn the audio unit on and listen for any unusual sounds from any of the speakers.
3. Pull the hood release lever.
4. Open the Driver's window fully to retain access to the inside of the vehicle.
5. Turn the ignition OFF.
6. Exit the vehicle and close all the doors.
7. Wait at least 2 minutes before proceeding further.
8. Open the hood and remove the PDI (backup power) fuse.
9. Turn the ignition back on and listen again for any unusual sound from any of the speakers.
10. If the unusual sounds heard originally can no longer be verified, replace the amplifier with an exchange unit. If unusual sounds persist while the fuse is removed, there is another cause which will require further diagnosis.

After confirming the symptom(s) as outlined in the Introduction above exists, order the applicable replacement amplifier following the Audio Exchange Program instructions. Install the exchange unit following the current Service Manual procedure.

**REMINDER:** The exchange units supplied will contain all the latest available enhancements to address the symptoms as listed on pg. 1 of this bulletin. All exchange amplifiers have the new software and circuitry installed.

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## ADDITIONAL INFORMATION:

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

After the customer concern has been confirmed, the service procedure for replacing the power amplifier assembly remains unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time.

## 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 #	Applicability	Fail Code	Labor Time
HK POWER AMPLIFIER EXCHANGE	B850-815	Ascent	ZSE-43	0.2
		Legacy & Outback Crosstrek Impreza Forester		0.3
AUDIO SYSTEM TESTING AND DIAGNOSIS	C031-001	All		0.3

### NOTES:

- HK Exchange Units require the Exchange Number be shown as Misc. Detail.
- Power amplifier exchange replacements require the entry of an exchange part number on the claim. An “EX” added to the end of the part number being installed will identify it as an exchanged part. (**EXAMPLE:** 86221AL01DEX)

## 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.