

Fujitsu Ten Satellite Radio Service

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 02/14/2014
CATEGORY: Parts/Service

This is to remind all dealers that the satellite radio is integrated in the Fujitsu Ten Audio/Navi assembly. We continue to experience a high volume of exchange units returned without transferring activation on these satellite radios. For those customers who have an active satellite radio subscription, please review the following steps to deactivate the unit being removed from the vehicle and activate the unit being installed in the vehicle.

NOTE: Before removing the defective audio/navi unit, retrieve the Radio ID. (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 1. Call SiriusXM Dealer 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.

If the unit cannot be powered on, call SiriusXM with the customer name, address and phone number for assistance in identifying the old radio ID number.

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

Step 4. Ask the SXM Dealer support agent to send an activation signal to the new radio and confirm the radio is working. Dealers can also perform a signal refresh if necessary by entering in the Radio ID into the following url. www.siriusxm.com/oemrefresh

Replacement due to defects of the Fujitsu Ten Audio & Navigation Unit can be claimed using the following information located in the Subaru Labor Time Guide on Subarunet.

B031-103	Audio & Navigation Unit R&R	0.3 labor hours
C067-300	System Testing & Diagnosis	up to 0.4 labor hours

C031-105 Satellite Radio Reactivation 0.2 labor hours
(to be used only when there is an active satellite
subscription)

Please direct any questions to the Claims Helpline at 1-866-782-2782.
