

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2012MY Forester, Impreza and WRX Models Equipped with Fujitsu Ten Audio / Navigation Systems

NUMBER: 15-155-12R
DATE: 08/14/12
REVISED: 11/09/12

SUBJECT: Fujitsu Ten (F10) Audio/Navigation Unit SD Card Exchange Information Including Diagnosis and Troubleshooting for Specific Software-Related Conditions Which May Be Corrected Through A Programming Update

INTRODUCTION

The purpose of this bulletin is to provide:

- Specific symptom identification information.
- Proper procedures for ordering the appropriate exchange SD (memory) cards.
- Reprogramming procedures for the audio/navigation unit once the exchange SD card is installed (includes the procedure for determining the unit’s current software version).

KEY POINTS TO REMEMBER








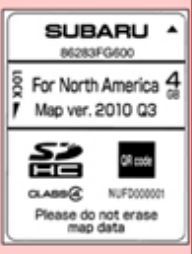
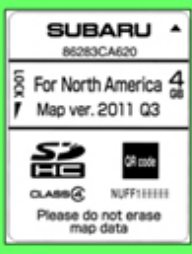

- Always verify the customer’s specific concern. If their condition is not one of those outlined in this bulletin, the information here is most likely not applicable to the customer’s concern. Instead, refer to the Subaru/Fujitsu Ten (F10) SD card Navigation System Technical Support Guide/Troubleshooting Guide as found using STIS > Online Reference > Troubleshooting Guide.
- Inspect the SD card closely for any evidence of physical damage. Damaged or altered SD cards are not a matter for warranty. Any damaged or altered SD cards returned to Fujitsu Ten may be subject to chargeback.
- Advise the customer their replacement SD card will include updated software to address operational conditions with the audio unit only. Navigation system maps supplied with the exchange SD card will match those on the customer’s current SD card. Map upgrades are not provided under the terms of the exchange program.
- Always use the SD card that matches the head unit (H/U) application precisely as shown on the H/U and SD card Identification chart. Use of an incorrect SD card can result in irreparable damage to the H/U. Such damage is not covered under the terms of the exchange program. Returned units found to have this type of damage may be subject to chargeback.

Continued...

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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>SUBARU OF AMERICA, INC. IS “ISO 14001 COMPLIANT”</p> <p>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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Note: The information in this bulletin is only applicable to 2012MY Forester, Impreza and WRX models with the H/Us outlined in red on the following identification chart. The chart is supplied for reference only. All the H/Us used in 2013MY Legacy and BRZ models contain the latest SD card software.

SYSTEM IDENTIFICATION

Subaru / Fujitsu Ten SD Card Navigation Units						
Head Unit (H/U) and SD Card Identification						
Vehicle		IMPREZA	FORESTER	IMPREZA WRX	BRZ	Legacy
Head Unit	Subaru Part Number	86271FJ600	86271SC600	86271FG600	86271CA620	86271AJ67A
	ID Number	FM601US	FP606US	FW602US	FA601US	FB678US
	Look					
SD Card (SDHC 4GB)	Subaru Part Number	86283FJ600	86283SC600	86283FG600	86283CA620	86283AJ67A
	Label					

VERY IMPORTANT:
Please verify that the correct SD card is inside of each head unit before any repairs are made or, if the unit is an exchange, before returning to Fujitsu Ten.

















SERVICE PROCEDURE / INFORMATION

The 7 customer reported conditions outlined in the following pages are strictly related to the function of the H/U's operating software contained in the removable SD card. Once any of these specific conditions are verified, an exchange SD card only must be ordered. Complete exchange units (H/U and SD card) should not be used to address these listed conditions. If the condition is other than those listed in this bulletin, use of a complete exchange unit may be appropriate. After verification of the condition and confirming the applicability to this bulletin, the Fujitsu Ten Advance Exchange Fax Form available on [Subarunet>Service>Forms](#) will need to be printed and completed. Always download and use the latest form as use of an older version of the form may result in an incorrect shipment and needless repair delay.

Continued...

IMPORTANT: It is critical to complete the entire form. In addition to the information which has been requested on the form in the past, new fields for the H/U part number, SD card part number and the Software Version circled below **must be filled in accurately.** See steps 9 -13 in the reprogramming instructions contained later in this bulletin for the procedure to determine the Software Version.

The **completed** form must be faxed to Fujitsu Ten at: 1-800-438-5410.

 Fujitsu Ten Advance Exchange Fax Form TomTom Navi System / AVN SD Card Navi System		FUJITSU TEN Fax Form to: 1-800-438-5410 <small>If you have any questions, you may contact us at 1-800-237-5413</small>											
Step 1: Initial Questions: Did you duplicate customer complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No Did you use Troubleshooting Guide? <input type="checkbox"/> Yes → Did it help? <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> No → It is available on OTIS Did you contact Technical Assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No Case #: _____													
Step 2: Which system do you need? <table border="1"> <tr> <td> TomTom Navigation System <input type="checkbox"/> Unit <input type="checkbox"/> PND  or  Subaru Part Number: _____ </td> <td> AVN SD Card Navigation System <input type="checkbox"/> Unit with SD card <input type="checkbox"/> SD card Only   or  Subaru Part Number: _____ <small>May only be used for conditions outlined in Subaru TSB 15-166-12.</small> <small>SD Card is model specific. Please verify if the part is correct.</small> </td> </tr> </table>			TomTom Navigation System <input type="checkbox"/> Unit <input type="checkbox"/> PND  or  Subaru Part Number: _____	AVN SD Card Navigation System <input type="checkbox"/> Unit with SD card <input type="checkbox"/> SD card Only   or  Subaru Part Number: _____ <small>May only be used for conditions outlined in Subaru TSB 15-166-12.</small> <small>SD Card is model specific. Please verify if the part is correct.</small>									
TomTom Navigation System <input type="checkbox"/> Unit <input type="checkbox"/> PND  or  Subaru Part Number: _____	AVN SD Card Navigation System <input type="checkbox"/> Unit with SD card <input type="checkbox"/> SD card Only   or  Subaru Part Number: _____ <small>May only be used for conditions outlined in Subaru TSB 15-166-12.</small> <small>SD Card is model specific. Please verify if the part is correct.</small>												
Step 3: When did problem occur? Write in date and time of occurrence. Check all that apply. _____(month), _____(date), _____(clock time) <input type="checkbox"/> Occur only once <input type="checkbox"/> Always occur <input type="checkbox"/> Occur ___ times within the past _____ Where did problem occur? (Ex. Ordinary road, Freeway, Underground parking etc.) _____ What were the situations?(Ex. High-speed driving, Driving at rough road, Parking) _____ What did customer operate? (Ex. ACC-ON, Insert disc, Press specific button) _____ Description of problem (Please use as much detail as possible): _____													
<table border="1"> <tr> <td> RADIO <input type="checkbox"/> AM, Station: _____ <input type="checkbox"/> FM, Station: _____ <input type="checkbox"/> XM, Station: _____ <input type="checkbox"/> HD, Station: _____ <input type="checkbox"/> No Sound <input type="checkbox"/> No/Poor Reception <input type="checkbox"/> Noise/Static <input type="checkbox"/> Sound cuts in/out <input type="checkbox"/> Other Explain: _____ <input type="checkbox"/> Other Audio Problem (DVD, USB, iPod, AUX) Explain: _____ </td> <td> CD/DVD <input type="checkbox"/> Won't Accept CD <input type="checkbox"/> Won't Eject CD <input type="checkbox"/> Won't Play <input type="checkbox"/> CD Skips <input type="checkbox"/> No Sound <input type="checkbox"/> Noise <input type="checkbox"/> Sound cuts in/out <input type="checkbox"/> Shows Error <input type="checkbox"/> Other Explain: _____ </td> <td> NAVIGATION <input type="checkbox"/> No Voice Guidance <input type="checkbox"/> Guidance volume too low <input type="checkbox"/> Inaccurate vehicle position <input type="checkbox"/> Won't read Data <input type="checkbox"/> Won't update <input type="checkbox"/> Destination/Route problem <input type="checkbox"/> Navi screen freezes <input type="checkbox"/> Overall Navi operation slow <input type="checkbox"/> Other Navi Function <input type="checkbox"/> List problem: _____ <input type="checkbox"/> Other (Explain) _____ </td> <td> DISPLAY/TOUCH SCREEN <input type="checkbox"/> No Display <input type="checkbox"/> Display Abnormal <input type="checkbox"/> Brightness/Contrast <input type="checkbox"/> Discoloration <input type="checkbox"/> No Rear Camera <input type="checkbox"/> Freezes <input type="checkbox"/> Shows Error/Caution <input type="checkbox"/> Glow Response <input type="checkbox"/> Other Display Function <input type="checkbox"/> List problem: _____ <input type="checkbox"/> Other (Explain) _____ </td> <td> BLUETOOTH (Phone) <input type="checkbox"/> Will not pair: Phone Center Make: _____ Model: _____ <input type="checkbox"/> Can't Hear: <input type="checkbox"/> Receiver <input type="checkbox"/> Caller <input type="checkbox"/> Sounds Garbled <input type="checkbox"/> Address book will not transfer <input type="checkbox"/> Other Explain: _____ </td> </tr> <tr> <td colspan="2"></td> <td> BLUETOOTH (Audio Stream) <input type="checkbox"/> Will not pair: Device _____ <input type="checkbox"/> Won't Play <input type="checkbox"/> No Sound <input type="checkbox"/> Noise </td> </tr> <tr> <td colspan="2"></td> <td> PND Battery <input type="checkbox"/> PND stops charging <input type="checkbox"/> PND does not charge </td> </tr> </table>			RADIO <input type="checkbox"/> AM, Station: _____ <input type="checkbox"/> FM, Station: _____ <input type="checkbox"/> XM, Station: _____ <input type="checkbox"/> HD, Station: _____ <input type="checkbox"/> No Sound <input type="checkbox"/> No/Poor Reception <input type="checkbox"/> Noise/Static <input type="checkbox"/> Sound cuts in/out <input type="checkbox"/> Other Explain: _____ <input type="checkbox"/> Other Audio Problem (DVD, USB, iPod, AUX) Explain: _____	CD/DVD <input type="checkbox"/> Won't Accept CD <input type="checkbox"/> Won't Eject CD <input type="checkbox"/> Won't Play <input type="checkbox"/> CD Skips <input type="checkbox"/> No Sound <input type="checkbox"/> Noise <input type="checkbox"/> Sound cuts in/out <input type="checkbox"/> Shows Error <input type="checkbox"/> Other Explain: _____	NAVIGATION <input type="checkbox"/> No Voice Guidance <input type="checkbox"/> Guidance volume too low <input type="checkbox"/> Inaccurate vehicle position <input type="checkbox"/> Won't read Data <input type="checkbox"/> Won't update <input type="checkbox"/> Destination/Route problem <input type="checkbox"/> Navi screen freezes <input type="checkbox"/> Overall Navi operation slow <input type="checkbox"/> Other Navi Function <input type="checkbox"/> List problem: _____ <input type="checkbox"/> Other (Explain) _____	DISPLAY/TOUCH SCREEN <input type="checkbox"/> No Display <input type="checkbox"/> Display Abnormal <input type="checkbox"/> Brightness/Contrast <input type="checkbox"/> Discoloration <input type="checkbox"/> No Rear Camera <input type="checkbox"/> Freezes <input type="checkbox"/> Shows Error/Caution <input type="checkbox"/> Glow Response <input type="checkbox"/> Other Display Function <input type="checkbox"/> List problem: _____ <input type="checkbox"/> Other (Explain) _____	BLUETOOTH (Phone) <input type="checkbox"/> Will not pair: Phone Center Make: _____ Model: _____ <input type="checkbox"/> Can't Hear: <input type="checkbox"/> Receiver <input type="checkbox"/> Caller <input type="checkbox"/> Sounds Garbled <input type="checkbox"/> Address book will not transfer <input type="checkbox"/> Other Explain: _____			BLUETOOTH (Audio Stream) <input type="checkbox"/> Will not pair: Device _____ <input type="checkbox"/> Won't Play <input type="checkbox"/> No Sound <input type="checkbox"/> Noise			PND Battery <input 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		BLUETOOTH (Audio Stream) <input type="checkbox"/> Will not pair: Device _____ <input type="checkbox"/> Won't Play <input type="checkbox"/> No Sound <input type="checkbox"/> Noise											
		PND Battery <input type="checkbox"/> PND stops charging <input type="checkbox"/> PND does not charge											
Step 4: WARRANTY: <input type="checkbox"/> YES <input type="checkbox"/> NO Software Version: _____ Date: _____ Dealer Code: _____ Contact Name: _____ Date of First Use: _____ Customer Name: _____ Dealer Name: _____ Dept: _____ Mileage: _____ VIN: _____ Phone: _____ Fax: _____ Repair Order Number: _____													
Response from Fujitsu Ten (F-Ten use only) Claim Number: _____ Comment to Dealer: _____													

Continued...

Condition 1:

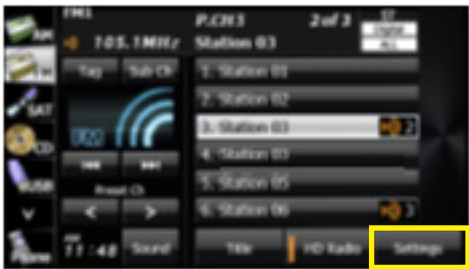
When the “Auto. P” button is pressed on the “Settings” screen in AM or FM mode, a small “pop” noise is heard through the speakers. This condition may occur when the same radio station preset is saved twice in the “Preset” memory.



Press “Audio” Button



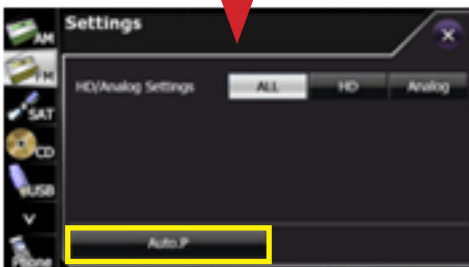
Press “FM” button



Press the “Settings” button



If the same FM preset is saved twice, change one to a different station



Speakers make a small “pop” noise

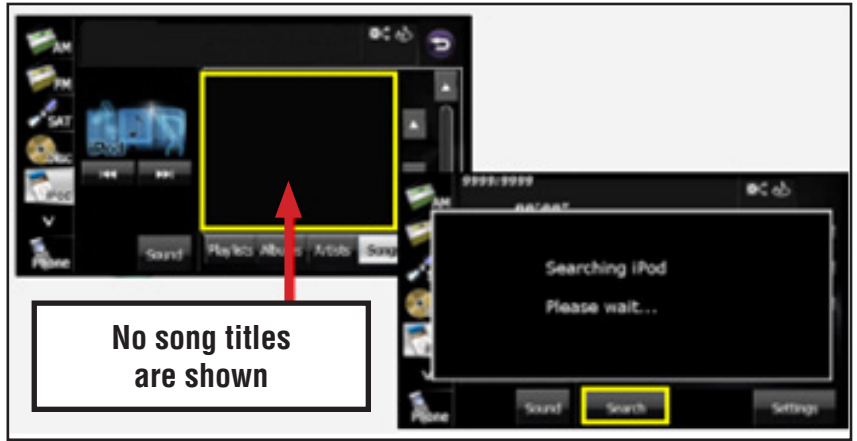
Continued...

Condition 2:

Song titles are not shown in iPod mode. This condition may occur when the “Search” button on the “iPod Main” screen is pressed while the “Searching iPod Please wait...” message is displayed.



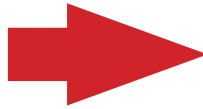
Connect with iPod



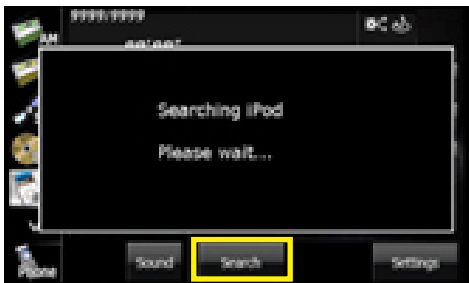
No song titles are shown



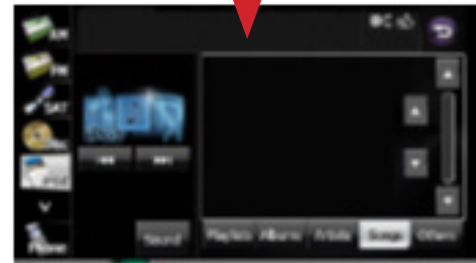
Press “Audio” Button



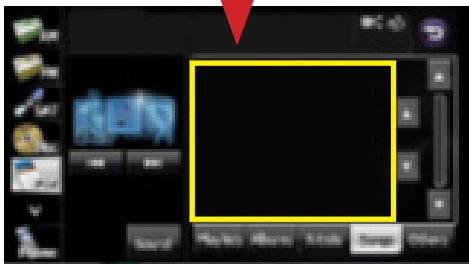
Press “V” or “down arrow” button



Searching iPod starts. Song lists will not be displayed if “Search” button is pressed again before the function is completed



iPod Mode



No song titles are shown

Continued...

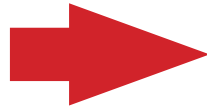
Condition 3:

CD playback is delayed for approximately 10 seconds after loading a CD or the CD mode is selected.

An audio disc bearing one of the marks below can be played.



Press "Audio" Button



Press "CD" button



CD Mode

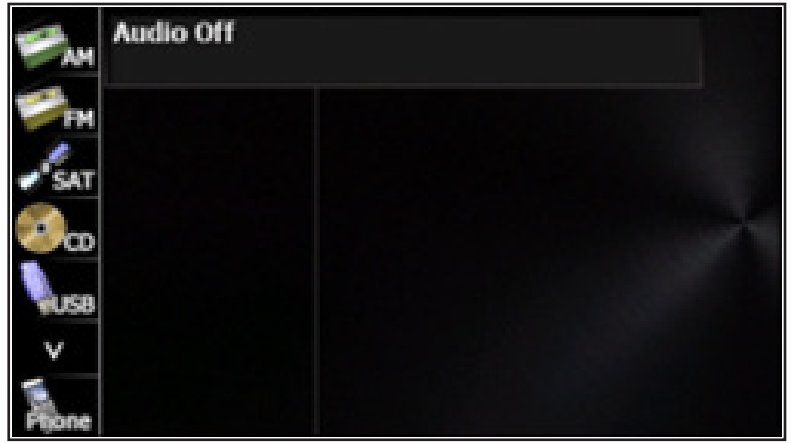
CD playback takes about 10 seconds to start



Continued...

Condition 4:

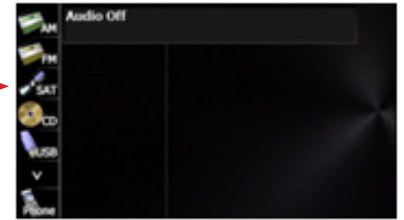
FM radio can still be heard even if the audio unit is in “Audio Off” mode. This condition happens after “Delete Personal Data” button is pressed and cycling the ignition key off and back on again.



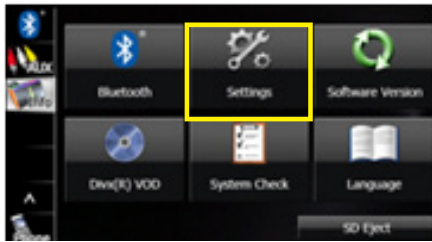
Press “Audio” Button



Press “Power/Vol” Button



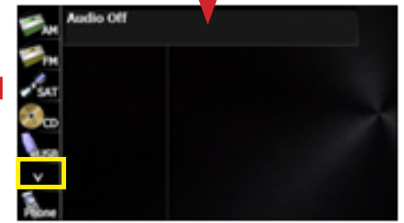
Audio mode is turned off



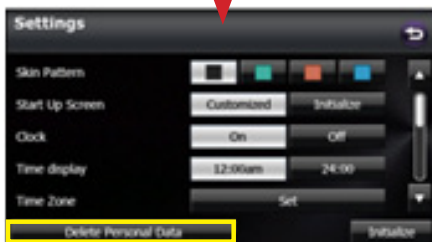
Press “Settings” Button



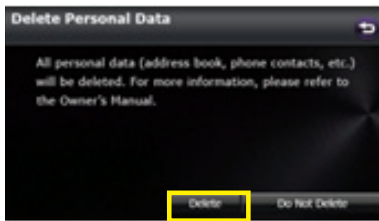
Press “Info” button



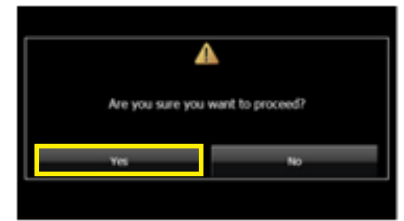
**Press “V” or
“down arrow” button**



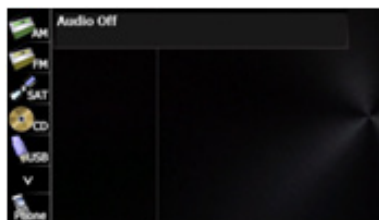
Press “Delete Personal Data” Button



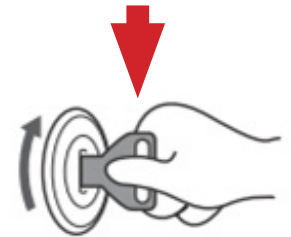
Press “Delete” button



Press “Yes” button



**FM audio output continues in
“Audio Off” mode**



Cycle Ignition OFF and back ON

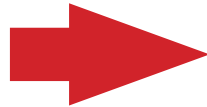
Continued...

Condition 5:

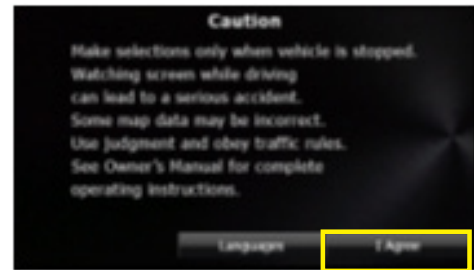
“I Agree” button cannot be selected on the Caution screen.



Start the vehicle



“Start-Up” screen is displayed



“I Agree” button does not work

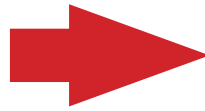
Continued...

Condition 6:

In XM mode, the keypad appears normal but is inoperative while the vehicle is in motion. Once the vehicle is stopped, the keypad operates normally.



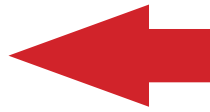
Press "Audio" Button



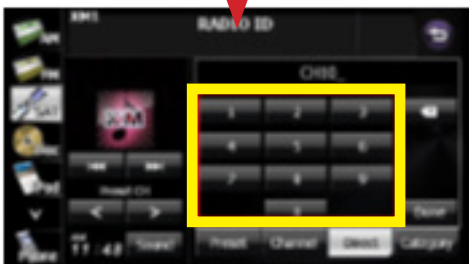
Press "SAT" button



Press "Direct" button



Press "Preset" button



Although the keypad appears to be functional (not grayed-out), it does not operate unless the vehicle is stopped.

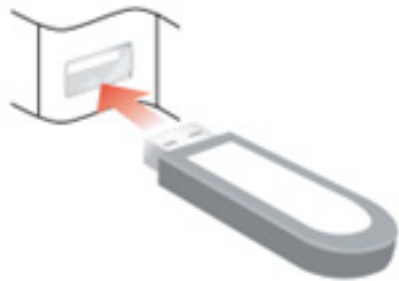
Continued...

Condition 7:

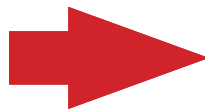
USB Flash Memory device is not recognized.



Display does not change to USB icon. 



Connect USB memory device.



Press "Audio" Button



USB memory is not recognized.

Continued...

AUDIO / NAVIGATION SYSTEM REPROGRAMMING PROCEDURE



This procedure **MUST BE FOLLOWED CAREFULLY** after installation of the exchange SD card to update the audio / navigation system and complete the repair.

CAUTION: Insure the vehicle battery is fully charged before initiating this process. **DO NOT** connect any battery chargers or auxiliary power supply as part of this procedure. Be sure to record the customer's radio station presets.

Save and re-use the exchange SD card's packaging to use when returning the original SD card. A padded return shipping envelope will also be provided with the exchange part. Include a copy of the Fujitsu Ten Advance Exchange Fax Form in the return package. We recommend using a traceable freight carrier for the SD card's return shipment. Be sure to attach a copy of the freight invoice including the tracking number to the repair order for future reference. Failure to return an exchange SD card within 30 days will result in a significant chargeback.

Shipping Address:

Fujitsu Ten Corporation of America
20200 S. Western Avenue
Torrance, California 90501

Step 1: Confirm the audio/navigation unit is OFF and the ignition switch is OFF.

Step 2: If you are trying to repair "Condition 5, the I Agree button cannot be selected", Step 2 must be performed as shown below. For all the other symptoms, skip over this step and proceed to Step 3.

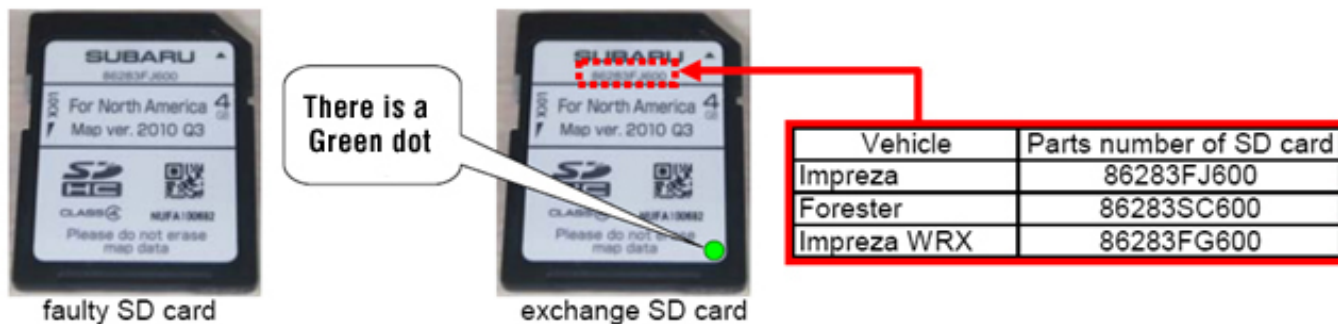


Step 3: Eject the failed SD card from the H/U by pressing the SD card slightly then pulling it out of the slot.

NOTE: This is the only time the SD card should be removed in this manner. In all other cases, the SD card must be ejected following the procedure outlined in the Owner's Manual.

Continued...

Step 4: To distinguish between the old and the replacement exchange SD card, a GREEN dot has been added to the label as shown below. Use the chart below to verify the part number is correct for the vehicle application you are working on before proceeding further.

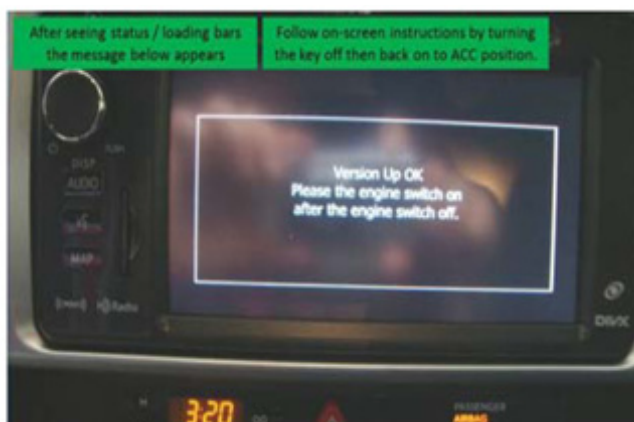


Step 5: Insert the exchange SD card into the H/U.

Step 6: If you are trying to repair “Condition 5, the I Agree button cannot be selected”, Step 6 must be performed next which is to re-install the Back-Up Fuse previously removed in Step 2. For all the other symptoms, skip over this step and proceed to Step 7.

Step 7: Turn the ignition key to the ACC position. **NOTE: DO NOT START THE ENGINE.**

CAUTION: Until the programming process is completed, do not turn the ignition key off or attempt to start the engine. Any interruption during the programming process can damage the unit’s internal navigation data in which case, the audio unit will need to be replaced. After turning the ignition key on, the screen will remain black for about a minute while the reprogramming process is running. Once the status/loading bars complete and the “Version Up OK” message appears, cycle the ignition key off then back on to the ACC position.

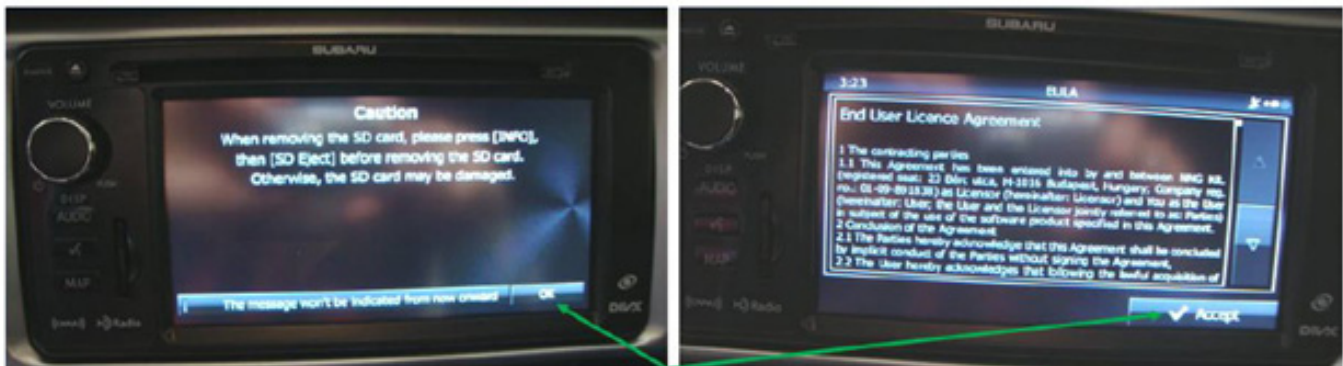


Continued...

Step 8: When the programming process has completed, the system will display the “Start-Up” screen.



Step 9: After the “Start-Up” screen, the “Caution” and “End User License” screens will appear next. Press “OK” then, press “Accept” as shown below.



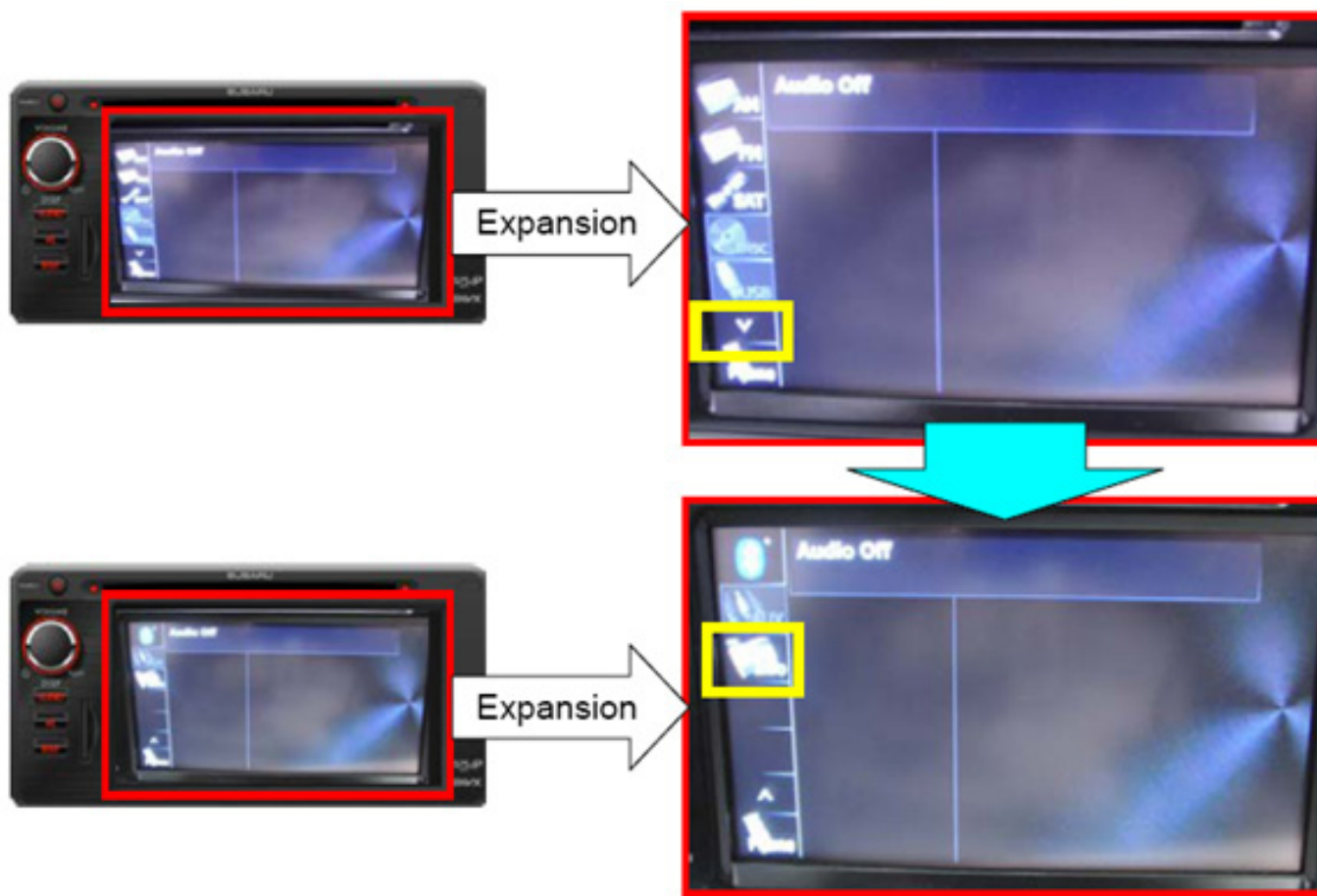
After start-up “Subaru” screen, toggle through two screens by selecting “OK” and “Accept”.

Step 10: Press the “Audio” button.



Continued...

Step 11: Press the “V” (or “down arrow”) button then the “Info” button



Step 12: Press the “Software Version” button.



Continued...

Step 13: Verify the software version displayed is included in the chart shown below. If the version number matches, the reprogramming procedure is complete. If not on the list, repeat the programming procedure starting with Step 1.



MODEL	SOFTWARE VERSION	SOFTWARE VERSION
	Old (or the last digit is lower)	*NEW*
Impreza	40.0705	40.0709
Forester	43.0705	43.0709
WRX	45.0705	45.0709

IMPORTANT REMINDERS:

- Once the reprogramming procedure is complete, re-use the exchange SD card’s packaging to return original SD card to Fujitsu Ten. A padded return shipping envelope has been provided with the exchange part. Include a copy of the Fujitsu Ten Advance Exchange Fax Form in the return package. We recommend using a traceable freight carrier for the SD card’s return shipment. Always attach a copy of the freight invoice including the tracking number to the repair order for future reference. Failure to return an exchange SD card within 30 days will result in a significant chargeback.
- Be sure to reset customer’s radio station presets.

WARRANTY / CLAIM INFORMATION

LABOR DESCRIPTION	LABOR OPERATION#	FAIL CODES	LABOR TIME
Reprogramming for Fujitsu Ten Audio / Navigation System	A067-338	ZOS-48	0.3