

Important Message Regarding The Warranty Audio/Navigation System Exchange Program

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Subaru Service
DATE: 08/19/2013
CATEGORY: Parts/Service

Every new model year, a Technical Service Bulletin with information relating to the warranty exchange program is released. These bulletins on STIS include illustrations of all exchange units along with part numbers and other related exchange information. It is imperative that the part numbers listed in these bulletins be used when ordering exchange units unless otherwise notified. The bulletin numbers are:

15-152-12	2012 Model Year
15-157-12	2013 Model Year
15-168-13	2014 Model Year

We are experiencing a high number of audio/navigation exchange (core) units being returned with incorrect SD cards installed. Use of an incorrect SD card will result in performance issues with the audio/navigation system. Confirmation of the SD Card should be one of the first steps in a proper diagnosis. When exchanging an audio/navigation unit, the correct SD card must accompany the exchange (core) unit. SD card part numbers are included in the exchange bulletins along with the part number for the original equipment audio/navigation head unit.

If your dealership currently removes and stores SD Cards from stock units, please review the control of these SD Cards to avoid loss or installation of incorrect cards. Inspecting the SD Card on all vehicles for correct specification is strictly the responsibility of the dealers involved.

Effective immediately, audio/navigation head units returned with an incorrect SD card may result in a claim debit as well as a \$125.00 fee for acquiring and installing the correct SD card in the audio/navi assembly.
