

- 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:** 2015-16MY Legacy and Outback Models  
 2015-16MY Impreza and XV Crosstrek Models  
 2015-16MY Forester Models  
 2016MY WRX

**NUMBER:** 15-207-16  
**DATE:** 11/30/16

**SUBJECT:** USB Cable Cannot Be Removed from USB-AUX Unit

**INTRODUCTION:**

This bulletin announces a design change to the USB connector inside the USB-AUX unit to address customer concerns of the USB cable becoming stuck and / or difficult to remove.

**PRODUCTION CHANGE INFORMATION:**

The new USB-AUX Units were incorporated into production starting with the VIN table below:

Vehicle / Model	Starting VIN
Legacy	G3054572
Outback	G3332796
Impreza 4-Door	G*010570
Impreza 5-Door and XV Crosstrek	G*250836
WRX 2.0L DIT	G*828073
Forester	G*505741

**PART INFORMATION:**

- For Legacy and Outback models, the new USB-AUX Unit part number is: **86257AL21A**.
- For the other models listed above, the new USB-AUX Unit part number is: **86257AL210**.

**SERVICE PROCEDURE / INFORMATION:**

When replacement of the USB-AUX Unit is required, follow the service procedure in the applicable Service Manual.

*Continued...*

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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 style="text-align: center;"><b>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</b></p> <p>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.</p>
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**NOTES:**

- Always take proper precautions to protect the surrounding trim panel surfaces from damage whenever performing these types of repairs.
- Remind the customer to always insert the USB cable in the correct orientation and push it straight in or pull it straight out of the socket to avoid damage.

**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:

<b>Labor Description</b>	<b>Labor Operation #</b>	<b>Labor Time</b>	<b>Fail Code</b>
CANNOT REMOVE CABLE FROM USB-AUX UNIT	B850-822	0.2	ZLI-41

**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.