

Subarunet Announcement



To: All Subaru Retailers  
From: SOA Service Dept.

Attention: Service Managers, Service Advisors, Shop Foremen, and Technicians

From: Subaru of America, Inc.  
Date: March 29, 2018

Subject: Urgent Harman Gen 3 Audio File Correction

Retailers must immediately discontinue use of and delete any saved local copies of the BASE Harman Gen 3 audio system update file for 2018 Legacy and Outback named:

BASE - 2018 Legacy-Outback Harman Audio Update [11-2017](#)

This file folder has been found to contain errors that in some cases may result in head unit failure if installed. Any head units damaged due to installation of this defective file, if not recoverable with the new file, will require exchange or replacement using the Harman/ United Radio exchange program.

The defective file has been replaced with a corrected version on Subarunet in the Service Operations & Technical \ Forms/Downloads area.  
It may be downloaded from there immediately for retailer use.

The corrected file folder is named:

BASE - 2018 Legacy-Outback Harman Audio Update [03-2018](#)

Please note the defective file folder is also found on SDS Notebooks in the Harman Audio-Navi Update Files Folder. If the file folder BASE – 2018 Legacy-Outback Harman Audio Update folder ends in [11-2017](#) it should be immediately deleted.

Nuspire will remote in and remove any remaining defect folder and replace it with the corrected folder starting this Friday March 30.

SOA requests all retailers have their SDS Notebooks plugged in, ON and in range of the SDS WiFi to receive this important update.

When using the BASE- 2018 Legacy-Outback Harman Audio Update folder from your SDS notebook, confirm it is the latest/ corrected version before use. The latest/ corrected version of this file folder is named BASE – 2018 Legacy-Outback Harman Audio Update [03-2018](#).