

Reminder: Fujitsu Ten Audio/ Navigation Head Unit Exchange Order Changes

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 04/11/2016
CATEGORY: Parts/Service

When ordering exchange units from Fujitsu Ten through their on-line web site, some new information will soon be requested and in some cases required.

Exchange order entry will now request a date and time when condition was last duplicated. The customer's phone carrier, phone make and model will be required when Bluetooth or Connectivity failure sections are selected. While the IOS or OS Version on the phone is not required, it should be obtained when possible from the customer whenever they present with a Bluetooth connectivity complaint.

These changes will be released beginning April 18, 2016. Please be sure to obtain this information from the customer whenever complaints of an audio or navigation concern are presented.

Questions about this can be directed to the Claims Helpline at 1-866-782-2782.

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