

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: 2012-13MY Impreza and WRX STI
 2013MY Legacy, Outback, BRZ and XV Crosstrek
 2012-14MY Forester

NUMBER: 15-164-13R

DATE: 06/07/13

REVISED: 08/26/13

SUBJECT: Fujitsu Ten (F10) SD Card Audio/Navigation System
 Operation Tips

INTRODUCTION:

This Bulletin provides information to help diagnose 6 different conditions relating to customer concerns which may arise when using the F10 Audio / Navigation system. We will continue to add more helpful tips to this TSB as information is received from F10.

CONDITION: Static or Echo is heard when making a Bluetooth hands-Free call.

CAUSE:

The HVAC blower speed is set on high and the dash vents are pointed upward toward the Bluetooth microphone which is picking up “wind noise”.

RECOMMENDATIONS:

- Position the HVAC vents to not blow air upward toward the Bluetooth microphone when attempting to make a hands-free call.
- Lowering the blower speed setting can also reduce the static and/or echo.



Continued...

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

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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.

CONDITION: Voice Recognition function does not recognize Navigation and/or Bluetooth hands-free commands.

CAUSE:

For Navigation and Bluetooth hands-free voice commands, there is a hierarchy of commands which must be followed for proper operation.

RECOMMENDATIONS:

Navigation:

1. First, press the “I Agree” button on the display screen or the voice recognition feature will not work properly
2. Press the Push to Talk button [Fig. 1](#)
3. After the Beep, say “Navigation”
4. A list of available navigation commands will appear on the screen. [Fig. 2](#)

Bluetooth Handsfree:

1. Press the Push to Talk button [Fig. 1](#)
2. After the beep, say “Hands free”
3. A list of Bluetooth Handsfree commands will appear on screen [Fig. 3](#)

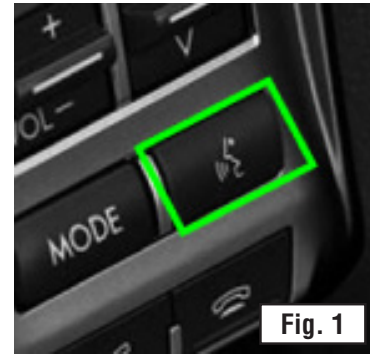


Fig. 1

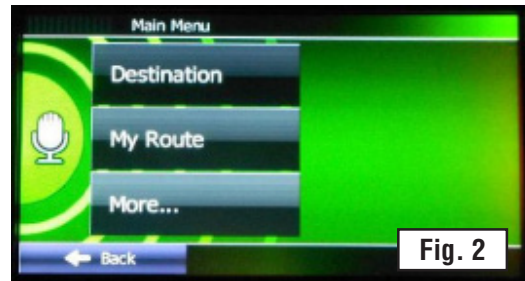


Fig. 2



Fig. 3

CONDITION: Voice Recognition function does not recognize “Call _____ cell phone”.
Name

CAUSE:

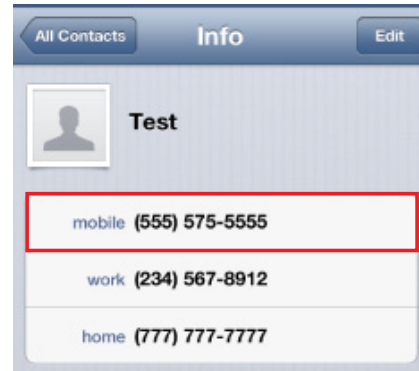
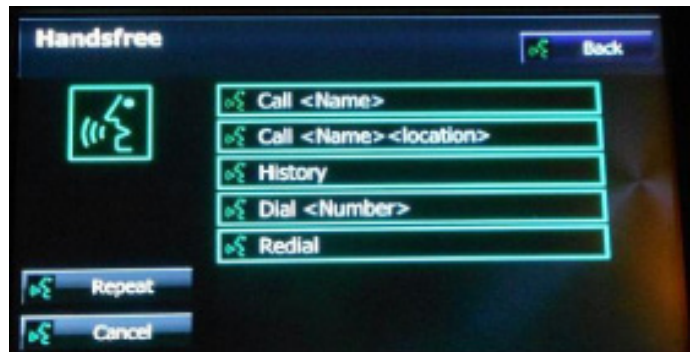
The way the number is stored in the phone may not be listed as “cell phone”.

RECOMMENDATIONS:

On the user’s cell phone, check to see how the person’s phone number is listed. If the number is listed as “mobile” you will need to use that term instead of the term “cell phone”.

EXAMPLE:

Press the Push to Talk button. After the beep, say “Hands-free”. After the second beep, say “Call (Test) mobile”.
Name



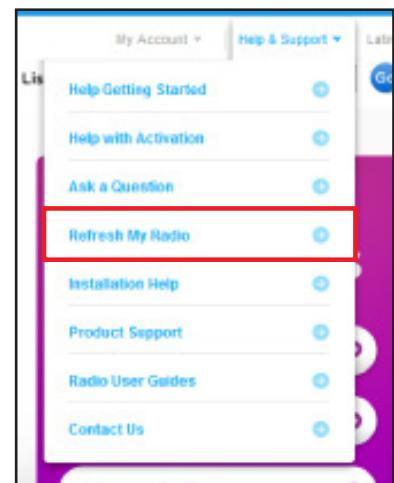
CONDITION: XM Traffic stopped working but XM Radio operates normally.

CAUSE:

The user may have not paid for the Sirius XM traffic service after the Free Trial period expired.

RECOMMENDATIONS:

1. Check with Sirius XM to verify the customer is subscribed to both Sirius XM Radio and Traffic.
2. After verifying an active subscription, with the vehicle outside, go to www.SiriusXm.com. Click on “Help and Support” then select “Refresh My Radio” to have another activation signal sent to the vehicle. Tune to channel 0 (zero) and the Radio ID number will display.
3. If the Traffic does not start working within about 15 minutes after sending the “Refresh” request, exchange the audio unit.



SIRIUS | ((XM))
SATELLITE RADIO

1-866-528-7474

MONDAY – SATURDAY
8am to 11pm EST

SUNDAY
8am – 8pm EST

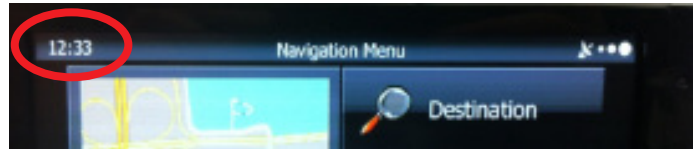
1. On www.Siriusxm.com, select “Help&Support”.
2. From the drop down menu, select “Refresh My Radio”
3. Input the “Radio ID #” then select “Send Activation Request”

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CONDITION: The clock shows the incorrect time.

CAUSE:

The “Auto Time Zone” feature may be turned off.



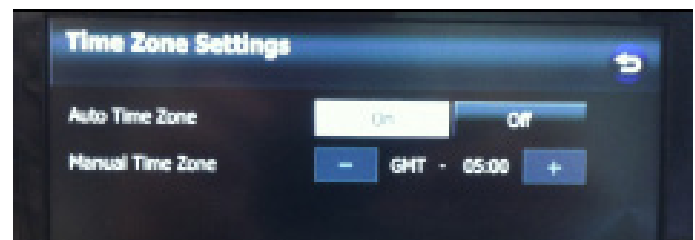
RECOMMENDATIONS:

If the clock’s time is incorrect, check the Time Zone setting and make sure “Auto Time Zone” feature is set to “On”.

1. Press the “Info” button
2. Press the “Settings” button
3. Press Time Zone “Set” button
4. Select Auto Time Zone “On”



If “Auto Time Zone” is turned off, the clock will need to be adjusted manually for different time zones.



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CONDITION: 1. Bluetooth will not auto connect to specific phone models.

2. Bluetooth Handsfree and Bluetooth Audio do not operate after connecting to the system.

CAUSE:

Bluetooth connection between the navigation unit and the phone will not connect without accepting the pairing request on the phone or in the phone's notification area.

(Pairing requests will only last for a few minutes as they automatically cancel or time out. You will need to start the process again if the pairing request cancels.)

RECOMMENDATIONS:

1. Check the notification area on the phone for a pairing request (Figs 1 & 2).
2. Check the authentication screen for a pairing request, then select "Pair" (Figs. 3 & 4).
3. If the option for "Don't ask again" is available, make sure this box is checked. (Fig. 5)
4. After this process, the Bluetooth will connect. The user may need to perform this process again for future connections.

NOTES:

Listed below are some examples of phones which depending upon cellular provider and the operating system installed, may require completion of an authentication process for Bluetooth connection.

- Motorola Droid RAZR
- Motorola Droid RAZR Maxx
- Motorola Droid RAZR HD
- HTC 1 X Plus

Note: This option is not available on every phone or operating system and may vary by phone, cellular provider and operating system installed. Always consult the phone manufacturer for specific information on the available functions and operation of your phone.

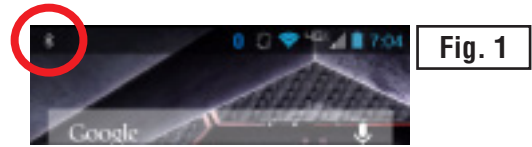


Fig. 1

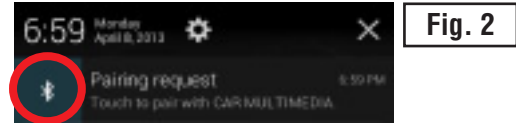


Fig. 2

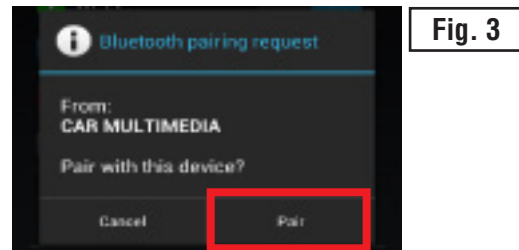


Fig. 3

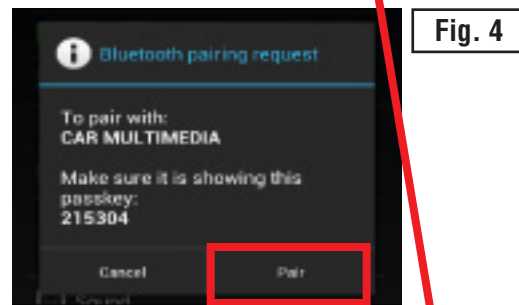


Fig. 4

Select "Pair" or "Accept" when authentication screen pops up.

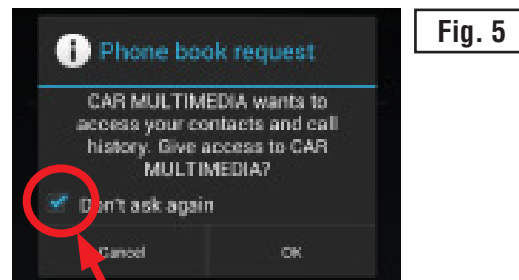


Fig. 5

If available, make sure "Don't Ask Again" is checked

CONDITION: No Power / No Display

CAUSE:

The wrong SD card is installed in the unit.

RECOMMENDATIONS:

The SD Cards are **NOT** compatible between vehicles.

DO NOT swap SD Cards.

Follow the matrix chart below for proper Vehicle to SD Card compatibility.

Part Number



SD Card and Vehicle / Audio Unit Compatability Matrix Chart

Fujitsu Ten Navi System Lineup:								As of 1/31/2013
Vehicle	Model Year	12MY	12MY	13MY	12MY	13MY	14MY	14MY
	Model	IMPREZA	IMPREZA	IMPREZA / XV CROSSTREK	FORESTER	FORESTER	FORESTER	FORESTER
	Side View							
Main Unit	Front View							
	Subaru Part Number	86271FJ600	86271FJ601	86271FJ610	86271SC600	86271SC620	86271SG600	86271SG610
	Face ID Number	FM601US	FM601US	FM612US	FP606US	FP606US	FF605US	FF615US
SD Card	Subaru Part Number	86283FJ600	86283FJ600	86283FJ610	86283SC600	86283SC620	86283SG600	86283SG600
	Map Version	2010 Q3	2010 Q3	2011 Q3	2010 Q3	2011 Q3	2011 Q3	2011 Q3
Vehicle	Model Year	12MY	13MY	13MY	13MY	13MY		
	Model	IMPREZA WRX	IMPREZA WRX	BRZ	LEGACY / OUTBACK	LEGACY / OUTBACK		
	Side View							
Main Unit	Front View							
	Subaru Part Number	86271FG600	86271FG620	86271CA620	86271AJ67A	86271AJ68A		
	Face ID Number	FW602US	FW602US	FA601US	FB678US	FE688US		
SD Card	Subaru Part Number	86283FG600	86283FG620	86283CA620	86283AJ67A	86283AJ68A		
	Map Version	2010 Q3	2011 Q3	2011 Q3	2011 Q3	2011 Q3		

Note: This information is subject to change and will not be updated. This information is current at the time of this publication release but may change at any time in the future.