

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: All Models with Harman Audio / Infotainment

NUMBER: 15-227-18

SUBJECT: Navigation System Functionality Concerns and
Troubleshooting

DATE: 08/21/18

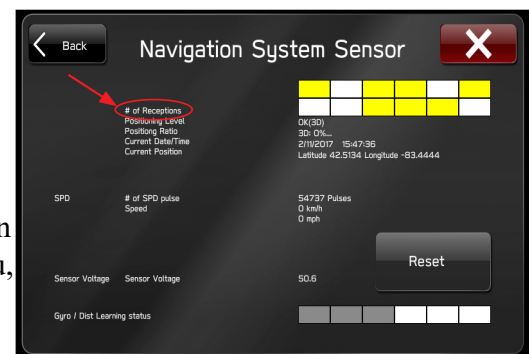
INTRODUCTION:

This bulletin provides troubleshooting steps to follow when diagnosing customer concerns of the Navigation system's functionality. Please start by completing the Harman Investigation Guide Questionnaire as it gathers important details which will help with diagnosis and will be required should the condition not be resolved by this troubleshooting. While completing the questionnaire, follow the question flow based on the customer concern. Answer each related question noting the results to each in detail while performing the diagnostics. Review the entire bulletin before beginning in order to understand the flow for the listed concern. If the customer's concern is not listed, check the Service Manual "Infotainment (Diagnostics) - Diagnostics with Phenomena" section as a starting point.

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

- 1) Always confirm the condition as reported by the customer.
 - a. For issues with GPS system accuracy, please follow steps (i-vii) below. If not, skip this section and move on to (b).
 - i. Can the concern be duplicated? If so, please provide the steps necessary to reproduce and if possible, a video showing the steps and concern.
 - ii. Is the concern observed in a specific location?
 - iii. If GPS accuracy is always poor regardless of route, open the Navi System Sensor screen. To access, press and hold the Home button and press the Tune knob 6 times, then release the home button. In the dealer menu, select: "Function check" > "Navi System Sensor" (See screenshot to the right).



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**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.

**Subaru of America, Inc. is
ISO 14001 Compliant**

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.

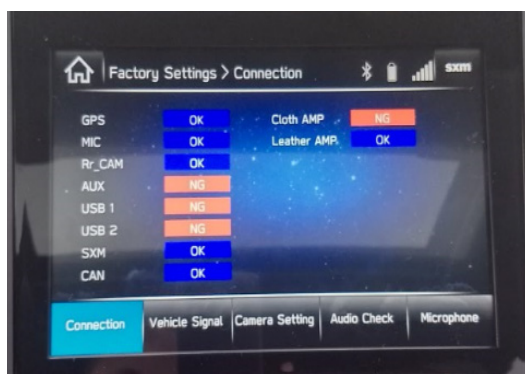
- iv. Confirm the system has acquired satellite signals as indicated by the “# of Receptions” field. Yellow markers indicate the number of satellites acquired. If possible capture a picture of this screen as well.
- v. If no signal is observed (no yellow markers), ensure the vehicle is parked in an area with access to clear sky. If the vehicle still does not have a signal, investigate GPS antenna. Confirm the GPS antenna is connected and fully seated into the grey (fakra) connector on head unit and there is no damage to the cable or antenna.
- vi. If the condition persists after checking GPS antenna, try swapping the head unit with a known good unit.
- vii. If the component swap addressed the concern, request an exchange unit.

IMPORTANT CAUTION: Always disconnect the Telematics Data Communication Module (DCM) BEFORE any swapping of head units. **DCMs must NEVER be swapped or the customer’s services will not function and DCM replacement may be required to resolve.**

- b. For issues with **search results** or **Point of Interest (POI) list entries**, please follow (i-ii) below. If not, skip this section and move on to (c).
 - i. Can the concern be duplicated? If so, please provide steps required to reproduce it and if possible, a video showing the steps and concern. Please note the address or search result(s) for when the concern occurs.
 - ii. Please note the Software Version and the Database version. This is found under Settings > General > System Information. (See below for an example of the System Information screen with the Software and Navigation Database Version displayed.)



- c. For other navigation or GPS issues, please follow Service Manual procedure for basic diagnostics: **“WRONG LOCATION OF VEHICLE, NO GPS RECEPTION”**.
 - i. See the image below for Connection verification testing.



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- 2) If the above steps do not resolve the customer's NAVI/GPS related concerns, complete a fresh Harman Investigation Guide Questionnaire documenting the customer's concern and the results of each diagnostic step in this bulletin. If possible, capture a video of the condition then contact the SOA Techline to review the next steps. Techline will request the completed questionnaire, step-by-step bulletin test results and any videos of the condition.

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:

Labor Description	Labor Operation #	Labor Time	Fail Code
HARMAN NAVIGATION TROUBLESHOOTING	A031-181	0.5	ZR0-43

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.