

**ATTENTION:**GENERAL MANAGER PARTS MANAGER CLAIMS PERSONNEL SERVICE MANAGER *IMPORTANT - All Service Personnel Should Read and Initial*




**APPLICABILITY:** 1993 to 2000MY Subaru Vehicles**NUMBER:**15-102-96R**SUBJECT:** Audio System Diagnosis, Identification  
and Exchange Procedures**DATE:** 05/01/01

This bulletin contains illustrations of Genuine Subaru Audio System face plates for model years 1993 through 2001.

**SUBARU AUDIO DIAGNOSTIC REPORT**

A copy of the Subaru Audio Diagnostic Report is printed on the last page of this Bulletin. It should be photocopied for use. The purpose of the Subaru Audio Diagnostic Report is to assist the Technician in the diagnosis of an audio system related complaint. The preliminary information, such as owner's name, vehicle VIN and the specific customer complaint should be completed by the Service Advisor. This will enable the Technician to check specific areas in order to isolate the cause. Note: Not all audio system complaints are related to the chassis, refer to Service Bulletin 15-91-91 for further Technical information.

A copy of the Subaru Audio Diagnostic Report should be completed and retained by the dealer for all audio system related warranty claims, Whether the audio unit is exchanged or not. If the audio chassis is exchanged, a completed report copy should be included with the return unit. If the audio chassis is not exchanged and a repair is made to the audio system, a completed report copy must be kept with the warranty claim.

**AUDIO EXCHANGE PROGRAM**

Within the terms of the Basic New Car Warranty, the Audio Exchange Program provides for replacement of a defective audio chassis with an exchange unit from the manufacturer. The manufacturer will supply an exchange unit, or a new unit in the case of a "New" and "In-stock" vehicle. Genuine Subaru audio systems are manufactured by Clarion and Panasonic. In the event an audio chassis requires an exchange, it is not necessary to remove the unit from the vehicle. The procedures listed below should be followed:

- 1. The defective chassis should remain in the vehicle until the exchange unit is installed.**
- 2. The manufacturer and model should be identified using the applicable Subaru Audio System Diagnosis, Identification and Exchange Procedures Warranty Bulletin.**
- 3. The applicable Service Center should be contacted. The Service Centers are open from 7 AM - 5 PM Pacific Time.**

**CLARION / MacIntosh**  
**1-800-347-8933**

**PANASONIC**  
**1-800-228-0473**

**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.

*Note: In the event the vehicle is "New" or "In-stock", inform the Service Center. A new unit will be supplied rather than an exchange unit. If the Service Center is unable to provide a new unit, immediately contact your Subaru Service Representative for further instructions.*

*Vehicles that have been placed in demo service should use exchange units only.*

*Replacement of an auto chassis with a new unit, other than units supplied through the exchange program, requires authorization from your Subaru Service Representative. An authorized code will be provided and must be included upon claim submission.*

**4. Provide the Service Center with the following information:**

- Dealer Code
- Dealer Name and Address
- VIN - All 17 Digits
- Date of Vehicle Sale
- Vehicle Mileage
- Caller's Name and Telephone Number
- Claim Number
- Chassis Model Number, ID Code and/or the Subaru Part Number
- Customer Complaint
- Customer Last Name

At this time, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

**Panasonic Exchange Number Example.....SP 00000001**  
**Clarion / MacIntosh Exchange Number Example .....FS 00000001**

An exchange chassis along with an exchange form will be shipped within 72 hours. If the exchange chassis is not received within 5 days, call the Service Center. Provide the operator with the exchange number when making inquiries.

**5. Install the exchange unit as soon as possible upon receipt.**

Return the defective chassis to the manufacturer within 30 days. Return freight charges may be claimed as sublet, provided the repair was performed under the terms of the Basic New Car Warranty. Copies of the freight invoice should be attached to the repair order.

*Note: If the exchange unit has not been installed or the failed chassis not returned within 30 days, contact the Service Center. Reference the exchange number and explain the circumstances causing the delay. An extension will be granted or the dealer will be instructed to return the exchange unit. Failure to comply will result in a "charge back" to the dealer for the cost of the exchange unit.*

OPERATION NUMBER	LABOR DESCRIPTIONS	LOYALE				J U S T I C E	LEGACY		IMPREZA		S V X	F O R E S T E R
		4 D R	S/W	3 D R	X T		4 D R	S/W	4 D R	S/W		
A 031-101	RADIO, CASSETTE, CD AND/OR EQUALIZER. (THIS OPERATION MAY BE CLAIMED ONE TIME ONLY FOR EXCHANGE PROGRAM.) R&R	0.3	0.3	0.3	0.3	0.4	0.3	0.3	0.3	0.3	0.4	0.3

**CARS OUTSIDE THE TERMS OF THE BASIC NEW CAR WARRANTY YEARS 4-5, UNLIMITED MILES**

Several enhancements have been made to the out-of-warranty service procedures that can be used for vehicles outside the 3 year warranty limit.

Beginning with Model Year 2000 vehicles, Clarion and Panasonic will provide a Direct Exchange program for the 4th and 5th year from original In-Service Date (regardless of mileage), providing a quick, "no hole in the dash" repair.

The additional two years of the exchange procedure are intended to enhance customer satisfaction by speeding repairs, but are not covered by any SOA warranty. Clarion and Panasonic offer a 90 day manufacturers warranty on exchanged units, contact the manufacturer's Service Center for claim service.

This program utilizes the existing Direct Exchange processes and procedures as explained above to provide ease of use by the dealer. The Service Center toll free phone numbers shown in the previous section, used for in-warranty exchanges, should also be used for exchanges in years 4 and 5.

All out-of-warranty orders will be subject to availability. In case of low stock, "in-warranty" orders will take priority over "out-of-warranty" orders.

Dealer will be debited the cost of a replacement unit for failing to return the core within 30 days from the date the manufacturer ships the exchange unit.

After the necessary information has been provided to the Service Center, the Service Center will issue a claim number and price for the exchange unit that will be shipped within 48 hours by 2nd day air. As described in the next section, dealers will be billed for those units manufactured by Clarion. Panasonic units will be shipped COD.

Any questions regarding the status of an exchange should be directed to the appropriate Service Center using the toll free numbers shown in the preceding section.

In the unusual circumstance when the remanufactured exchange unit is not used, the dealer must return the unused unit to the manufacturer within 30 days from the date the manufacturer ships the exchange unit.

## **CARS OUTSIDE THE TERMS OF THE BASIC NEW CAR WARRANTY YEARS 6-ON, UNLIMITED MILES**

Beyond Year 5, both Panasonic and Clarion provide a Return and Repair Program for their audio products. Clarion and Panasonic offer a 90 day manufacturers warranty on repaired units, contact the manufacturer's service center for claim service.

Any questions regarding the status of a repair should be directed to the appropriate phone number shown below.

### **CLARION PRODUCTS**

Out of Warranty units sent to Clarion for repair can either be billed to the dealership with net 30 day terms or be prepaid with a dealership check.

- Repairs will be completed in 7 to 10 working days
- Return Freight is prepaid
- Flat Rate Repair Charges by Product Type- contact the Clarion Customer Service Center below for quote.

To take advantage of these programs:

1. Simply forward your request for account billing to the Clarion address below. Ensure the request is on your dealership letterhead and includes your Subaru Dealer Code. **OR**
2. Send a dealership check in the flat rate amount along with the unit for prompt repair and prepaid return.

Clarion Corporation of America  
Customer Service  
661 West Redondo Beach Blvd  
Gardena, CA 90247-4201  
Phone: (800) 347-8667  
Fax: (310) 327-9377

### **PANASONIC PRODUCTS**

If a customer complaint results in a verified audio failure, then remove the defective unit. Ship the unit along with the customer complaint, Dealer phone or fax number to the Panasonic location listed below. The audio unit will be checked and an estimate will be given within 72 hours of receipt of the unit. If the estimate is approved a check can be sent in or the unit can be shipped COD.

If a diagnosis can be made by the Service Center over the phone, the repair can be expedited by sending a check with the unit in which case the unit will be repaired within 72 hours and then shipped 2nd day air to the dealer. Ship to:

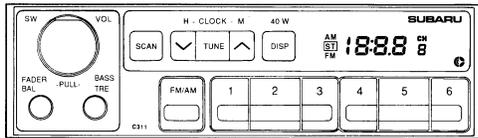
Panasonic  
OEM Service 16B-9  
6550 Katella Avenue  
Cypress, CA. 90630  
Phone: ( 714) 373-7500  
Fax: ( 714) 373-7049

### **Alternative Servicing Facility for Out of Warranty**

United Radio Service, Syracuse, NY also can provide out of warranty servicing for the dealership. Out of Warranty units sent to United Radio for repair will be repaired and billed to the dealership.

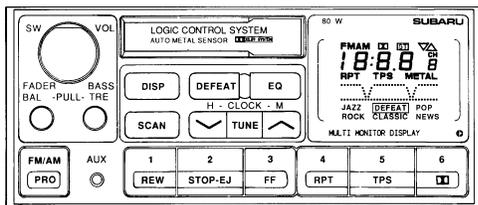
United Radio Service,  
5705 Enterprise Parkway  
Syracuse, NY. 13057  
1-800-448-0944  
[www.unitedradio.com](http://www.unitedradio.com)

**RADIO CHASSIS: LEGACY**



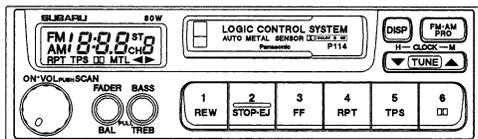
40-WATT ETR WITHOUT AUXILIARY PLUG  
ID CODE ON FACE PLATE - C/P312 - C314

MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.	MODEL #/ PART #
'92- '96	LEGACY (C312 - C314)	CLARION	RF-9127A SOA333D166 H6200F5000
'91- '93	LEGACY (P312)	PANASONIC	CR-LF1011A SOA416D161



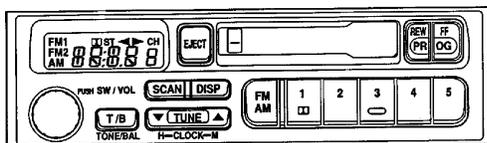
80-WATT AM/FM CASSETTE COMBO UNIT  
ID CODE ON FACE PLATE - C/P 113

MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.	MODEL #/ PART #
'92- '94	LEGACY (C/P 113)	CLARION	PF-9505C SOA333D172
		PANASONIC	CQ-LF1111Z SOA416D171

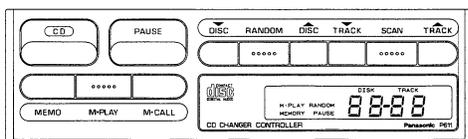


80-WATT AM/FM CASSETTE COMBO  
ID CODE ON FACE PLATE - P114

MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.	MODEL #/ PART #
'95- '99	LEGACY (P114)	PANASONIC	CQ-LF1410A 86201AC070



MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.	MODEL #/ PART #
'97- '99	LEGACY (P115)	PANASONIC	CQ-LF1611Z 86201AC350

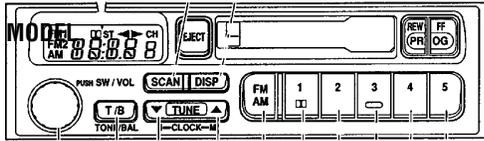


CD AUTO CHANGER  
ID CODE ON FACE PLATE - P611

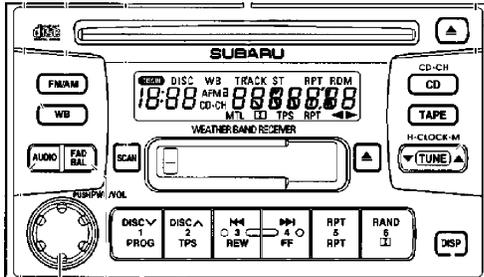
MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.	MODEL #/ PART #
'95- '97	LEGACY CD CONTROLLER (P611)	PANASONIC	CY-CF1410F H6240AC520
	LEGACY CD CHANGER	PANASONIC	CX-CF1410F H6250AC510



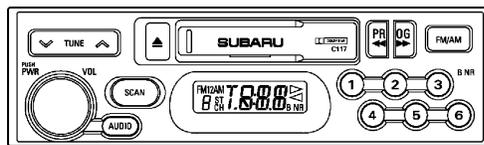
**RADIO CHASSIS: LEGACY**



VEHICLE YEAR	RADIO APPLICATION	MODEL #/ MANU.	PART #
1998	LEGACY	PANASONIC	86201AC460

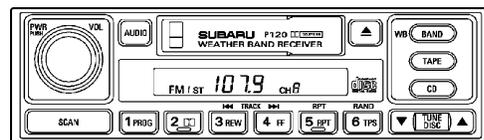


VEHICLE YEAR	RADIO APPLICATION	MODEL #/ MANU.	PART #
1999	LEGACY	PANASONIC	86201AC430



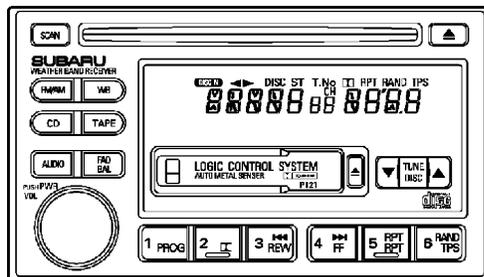
ID CODE ON FACE PLATE - C117

MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.
2000	LEGACY (C117)	CLARION



ID CODE ON FACE PLATE - P120

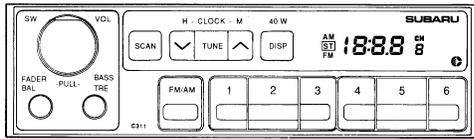
MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.
2000	LEGACY (P119/P120)	PANASONIC



ID CODE ON FACE PLATE - P121

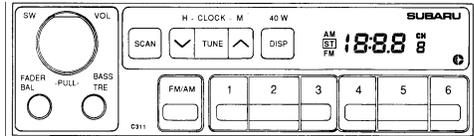
MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.
2000	LEGACY (P121)	PANASONIC

**RADIO CHASSIS: IMPREZA / SVX**



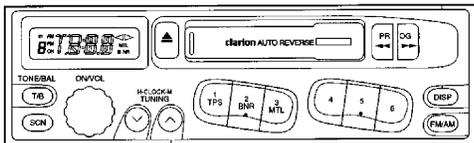
40-WATT ETR WITHOUT AUXILIARY PLUG  
ID CODE ON FACE PLATE - C/P312 - C314

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'93-'96	IMPREZA (C312 - C314)	CLARION	RF-9127A SOA333D166 H6200FS000



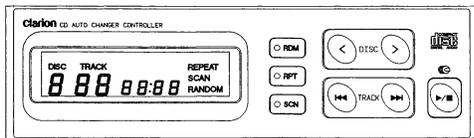
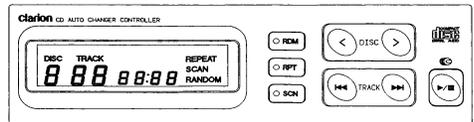
80-WATT AM/FM CASSETTE COMBO  
ID CODE ON FACE PLATE - C114, C115

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'93-'94	IMPREZA (C114)	CLARION	PF-9695AA 86201FA010
'95-'96	IMPREZA (C115)	CLARION	PF-9695A 86201FA170



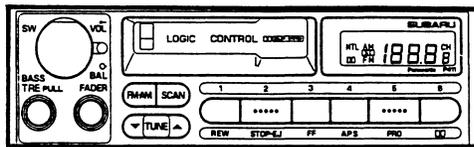
80-WATT AM/FM CASSETTE COMBO  
ID CODE ON FACE PLATE - C116

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'97-'01	IMPREZA (C116)	CLARION	PF-1509A 86201FA270



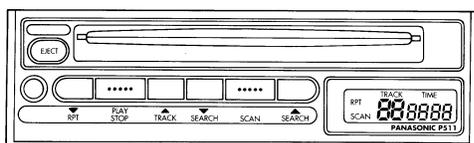
CD AUTO CHANGER

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'95-'96	IMPREZA (4DR, SW) CD CONTROLLER	CLARION	EF-1027U-A H6240AC610
	IMPREZA (4DR, SW) CD CHANGER	CLARION	PS-2050U-B H6250AC600



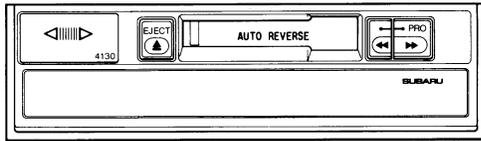
ETR WITH CASSETTE COMBO UNIT  
ID CODE ON FACE PLATE - P411

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'92-'96	SVX LS-L (P411)	PANASONIC	(6 SPEAKER) CQ-LF4011A 86201PA010
	SVX LS (P411)	PANASONIC	(4 SPEAKER) CQ-LF4012A 86201PA020
	SVX CD (P511)	PANASONIC	CX-DF4011A/F SOA416E150 86202PA000



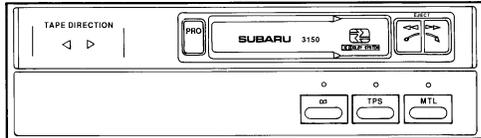
CD PLAYER  
ID CODE ON FACE PLATE - P511

**AUDIO ACCESSORIES: LEGACY / IMPREZA**



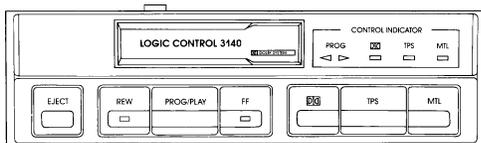
STANDARD CASSETTE DECK  
ID CODE ON FACE PLATE - 4130

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'90-'95	LEGACY/IMPREZA (4130)	PANASONIC	CX-AF192 FUS SOA416E130



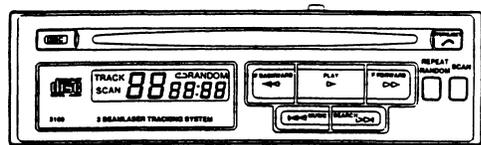
FULL FEATURE CASSETTE DECK  
ID CODE ON FACE PLATE - 3150

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'90-'95	LEGACY/IMPREZA (3150)	CLARION	PF-8118U SOA333E150 H6220FS000



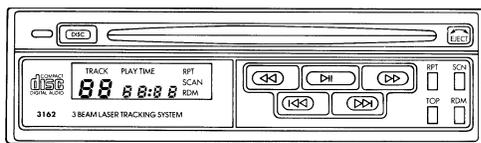
LOGIC CONTROL CASSETTE DECK  
ID CODE ON FACE PLATE - 3140

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'90-'94	LEGACY/IMPREZA (3140)	CLARION	PF-8119U SOA333E140



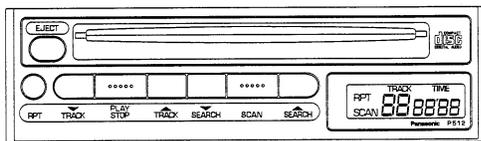
COMPACT DISC PLAYER  
ID CODE ON FACE PLATE - 3160

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'90-'96	LEGACY (3160)	CLARION	PF-2016U SOA333E160 H6240FS000



COMPACT DISC PLAYER  
ID CODE ON FACE PLATE - 3162, C611, C612

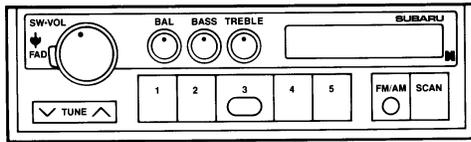
MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'92-'96	LEGACY/IMPREZA (3162, C611, C612)	CLARION	PF-2046 H6240FS000



COMPACT DISC PLAYER  
ID CODE ON FACE PLATE - P512

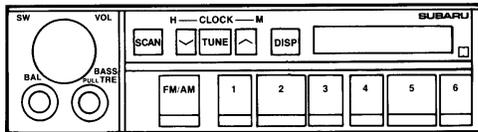
MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'95-'96	LEGACY/IMPREZA (P512)	PANASONIC	CX-DF1410A H6240AS100

**RADIO CHASSIS: LOYALE / JUSTY**



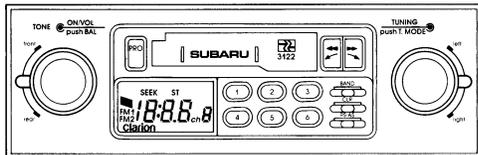
10 WATT ETR

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'88-'94	LOYALE 3DR, 4DR, SW	CLARION	RF-9095I SOA333D117
		PANASONIC	CR-LF171A SOA416D117



10 WATT ETR

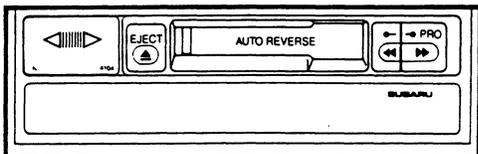
MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'89-'94	GL/RS JUSTY	PANASONIC	CR-LF581A SOA416D121



AM/FM CASSETTE COMBO  
ID CODE ON FACE PLATE - 3122

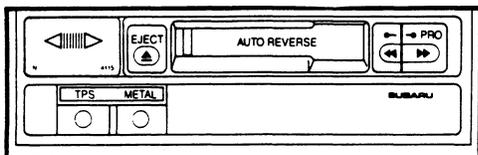
MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'89-'94	DL JUSTY (3122)	CLARION (KIT #SOA333D127)	SOA333D122

**CASSETTE DECKS: LOYALE / JUSTY**



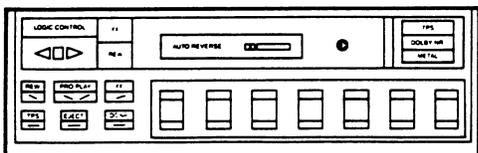
CLASSIC CASSETTE DECK  
ID CODE ON FACE PLATE - 4104

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'89-'94	LOYALE JUSTY (4104)	PANASONIC	CX-AF186 FUS SOA416E104
'90-'94	JUSTY (4104)	PANASONIC	CX-AF186 FUS SOA416E136



PREMIUM CASSETTE DECK  
ID CODE ON FACE PLATE - 4115

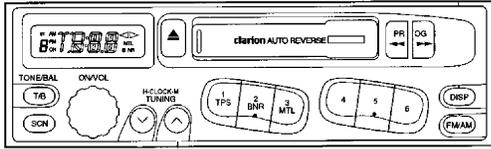
MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'89-'94	LOYALE (4115)	PANASONIC	CX-AF182 FUS SOA416E115



E.Q. CASSETTE DECK

MODEL YEAR	VEHICLE APPLICATION	RADIO MANUFACTURER	MODEL NUMBER/PART NUMBER
'88-'94	LOYALE	CLARION (BLACK BUTTONS)	PF8069U SOA333E131
		CLARION (CHROME BUTTONS)	PF8069UC SOA333E130

**RADIO CHASSIS: FORESTER**



80-WATT AM/FM CASSETTE COMBO  
ID CODE ON FACE PLATE - C116

MODEL YEAR	VEHICLE APPLICATION	RADIO MANU.	MODEL #/ PART #
'98 - '00	FORESTER (C116)	CLARION	PF-1509A 86201FA270

