

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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2017-**20MY** Impreza
2018-**20MY** Crosstrek
2018-19MY Legacy and Outback
2019-**20MY** WRX and WRX STI
2019-**20MY** Ascent
2018-**20MY** BRZ
2019-**20MY** Forester

NUMBER: 15-229-18R

DATE: 08/21/18

REVISED: 11/15/19

SUBJECT: Harman Audio / Infotainment: Troubleshooting
Clock-Related Concerns

INTRODUCTION:

This bulletin provides troubleshooting steps to follow when diagnosing clock-related customer concerns. 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 concern you have 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.
- 2) If the concern is with the **clock not updating / incorrect date and time**, answer the questions under Item 2) (a-d). If not, skip this item and proceed to Item 3 below.

NOTE: Head units (HU) with Navigation update the clock using GPS data automatically.

- a. What is the clock adjustment setting, Manual or Auto? (Clock setting information can be found under Settings > Vehicle > Clock Adjustment as shown below.)



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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Subaru Legacy Technical Service Bulletin

Jiyuan Zhang



Subaru Legacy Technical Service Bulletin:

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