

- 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 INFORMATION

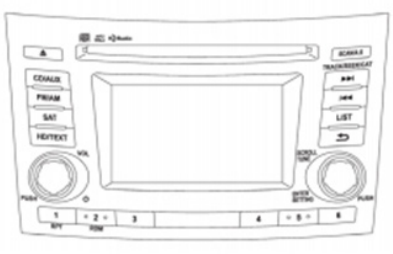
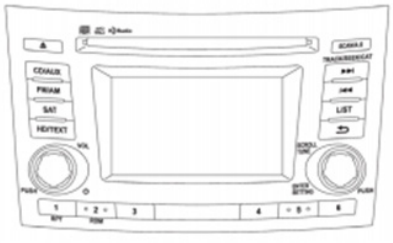
**APPLICABILITY:** 2010-14MY Legacy and Outback Models with Panasonic Display Audio Units

**SUBJECT:** “Check Device” Error Message Displayed

**NUMBER:** 15-178-15  
**DATE:** 02-13-15

### INTRODUCTION

This Service Information bulletin provides recommendations to address a customer concern of a “Check Device” error message being displayed on the screen of their Panasonic audio unit. This condition is most likely to occur in warm climates and / or during the summer months when cabin temperatures can easily exceed 158°F during a hot soak situation. In these extreme temperatures, the circuit inside the audio unit which supplies output voltage to the USB port reduces it from 5 volts to 3 volts or less. After connecting a device (e.g. Smartphone or MP3 player) to the USB connector requiring 5 volts, another circuit inside the audio unit determines this lower output voltage is abnormal and in turn, displays the “Check Device” message. The affected Panasonic audio units are illustrated below.

	Legacy / Outback Type B AM/FM Single Disc CD Player (Display Type) SAT	Panasonic	86201AJ65A *Audio/Faceplate Assembly (See note at bottom) Return of Assembly Includes Harness
	Legacy / Outback Type B AM/FM Single Disc CD Player (Display Type) SAT	Panasonic	86201AJ66A *Audio/Faceplate Assembly (See note at bottom) Return of Assembly Includes Harness

### RECOMMENDATIONS:

- If the “Check Device” message is displayed when connecting a device to the USB port for **charging** purposes, unplug it from the USB port and use a compatible charger plugged into the 12-volt power outlet as the alternative.
- If you are using the USB port to connect the device for **audio file playback**, use the audio streaming function of the device while paired with the Bluetooth feature of the audio unit.

*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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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.

**IMPORTANT NOTE:** The condition as described in this bulletin is a normal operating characteristic of the two Panasonic Single-Disc display audio units described and illustrated above. Do not attempt any repairs for this condition.

The explanation below can be used to help a customer better understand the condition:

This condition is due to a drop in available voltage resulting from unusually high temperatures inside the audio unit (very high sun-load conditions combined with high ambient temperatures). While the USB port is available for audio device streaming, the ability to charge the device at the same time is not available until temperature conditions inside the audio unit have been reduced. This is a normal operating characteristic of the audio unit.

If the “Check Device” message occurs, the available options are:

- If available on the device being used, adjust the settings to discontinue charging using the USB port while continuing to stream audio in a “battery only” mode.
- Charge the device using a compatible “car” charger plugged into the 12-volt power outlet while continuing to stream audio using the Bluetooth connection feature.

**REMINDER:** 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 refer to STIS for the latest service information before performing any repairs.**