

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 BULLETIN

APPLICABILITY: 2018MY Legacy and Outback

NUMBER: 15-225-18R

SUBJECT: DTC B2242 “UART COMMUNICATION”

DATE: 08/08/18

DATE: 10/02/19

INTRODUCTION:

This Service Information bulletin provides a procedure to use when diagnosing the infotainment system, a DTC B2242- “UART COMMUNICATION” is stored in memory. UART communication occurs between the infotainment head unit (H/U) and the Auto HVAC system control panel.

PART INFORMATION:

This bulletin applies to the following Harman head units:

- 86431AL61A “Base” w/ 6.5” display screen
- 86431AL65A / 66A “Mid” (Display Audi w/ CD but w/o Navigation) w/ 8” display screen
- 86471AL65A / 66A “High” (w/ CD and Navigation) w/ 8” display screen

SERVICE PROCEDURE / INFORMATION:

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

Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

NOTE: The “Base” H/U does not support UART communication. Therefore, if a B2242 DTC appears in memory, STOP as it is not a fault. Clear the memory and do not attempt any further diagnostics.

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

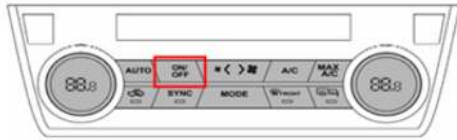
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

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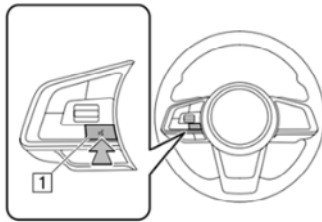
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For “Mid” and “High” systems, perform the following diagnostic procedure to confirm UART communication is functioning properly:

Step 1: Make sure the Auto AC system is set to OFF.



Step 2: Press the Talk switch (1) on the steering wheel satellite switch to initiate the Voice Recognition feature.

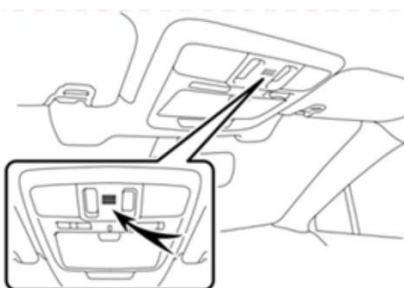


Step 3: Confirm the Popular Commands screen is displayed and that the list is shown in English.



- If the list is not shown in English, access “General Settings” after pressing “Settings” on the Home screen, scroll down the list to “System Language” and select the applicable “English” option.

Step 4: In a normal voice, say “Auto AC on” into the microphone located in center of the overhead console.



- If the system responds with “OK Turning Auto AC on”, proceed to **Step 5**.
- If any other response is provided or a command is requested again, repeat **Step 4**.
- If the system still does not respond with “OK Turning Auto AC on” and the command list has disappeared from the screen, try again starting with **Step 2**.

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Step 5: Confirm the Auto AC system is now ON.

- If the system is set to “AUTO ON”, UART communication is operating normally and testing is complete.
- If the system responds with “Cancelling”, re-confirm the vehicle is equipped with either a “Mid” or “High” level H/U. If equipped with a “Mid” or “High” level H/U and the system responds with “Cancelling”, inspect the harness as outlined in the applicable Service Manual diagnostic procedure for DTC B2242.

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.