ATTENTION:
GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2016-2017MY Crosstrek Models with SRVD
2017MY Forester Models with SRVD
2016-2017MY WRX Models with SRVD

SUBJECT: DTC B2327 / B2328- Diagnosis and Repair Procedure

NUMBER: 07-118-17R
DATE: 06/16/17
REVISED: 06/22/17

INTRODUCTION:

This bulletin provides revised diagnostic and repair procedures to address DTC B2327 for the Subaru Rear Vehicle Detection (SRVD), Blind-Spot Detection (BSD) and Rear Cross Traffic Alert (RCTA) system on the applicable models listed above. Under very specific (rare) conditions, the radar function of the SRVD system may experience a communication error and cause the SRVD warning lamp to illuminate. In addition, under certain highway driving conditions, an improper signal calculation by the system may cause a Cancel Code B2328 to set which will also cause the SRVD warning lamp to illuminate.

NOTE: When the SRVD warning lamp is illuminated, the Rear Cross Traffic Alert (RCTA) and Blind-Spot Detection (BSD) features are also inoperative.

PRODUCTION CHANGE INFORMATION:

New SRVD units with updated logic were incorporated into production starting with the following VINs:

Vehicle / Model	Starting VIN
Crosstrek	H8262887
Forester	HH590747
WRX	H9841491

PART INFORMATION:

The new SRVD unit part number is 87611VA020. (The L/Hand and R/Hand SRVD units utilize the same part number.)

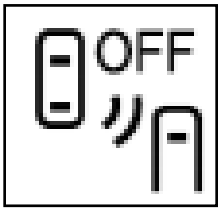
Continued...

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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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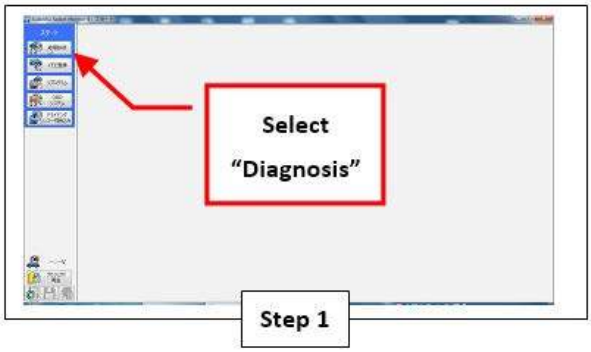
SERVICE PROCEDURE / INFORMATION:

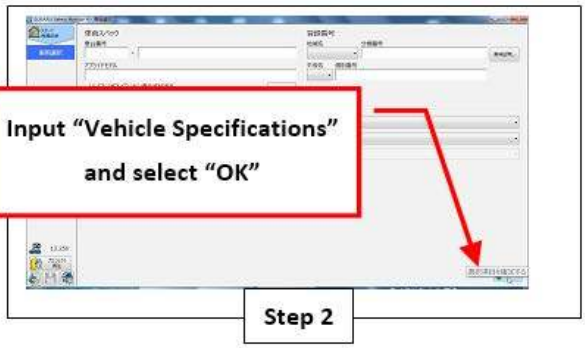
To address a customer concern of the SRVD / BSD warning light coming on intermittently, perform the following diagnostic steps:

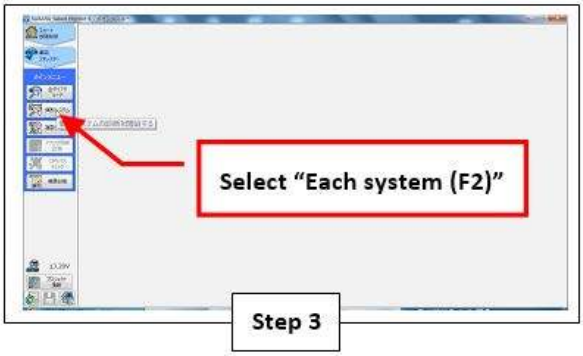


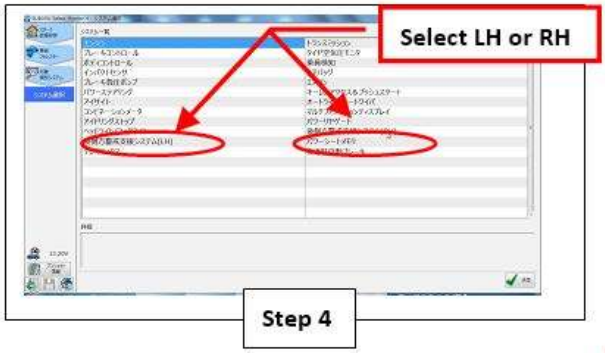
For DTC B2327:

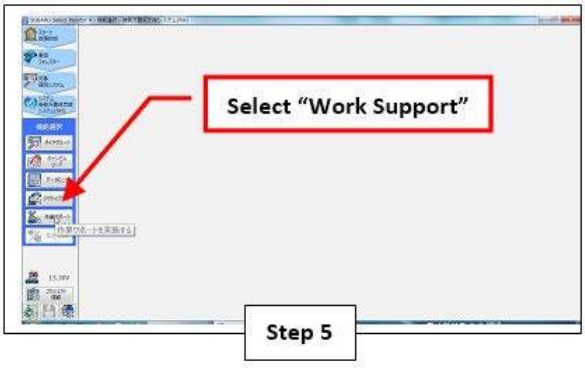
- Using the SSM4, determine the part number of the currently installed SRVD units (both l/ hand and r/ hand) by following the screen shot / steps shown below.

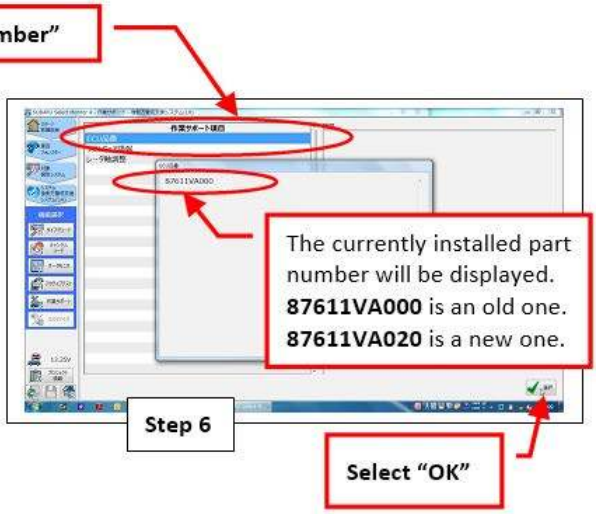










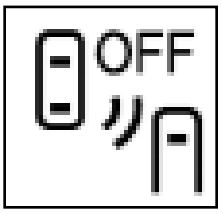


- Once the SRVD unit part numbers have been determined, proceed to the B2327 diagnosis and repair table below.

Step:	Yes	No
Step 1. Is the SRVD warning light ON?	Go to Step 4.	Go to Step 2.
Step 2. Is B2327 memorized?	Go to Step 3.	Go to Step 4.
Step 3. Is the SRVD unit part number 87611VA020?	Go to Step 4.	Go to Step 5.
Step 4. Perform the diagnosis procedure for DTC B2327 in the Service Manual.	-	-
Step 5. Replace BOTH the SRVD units with part number 87611VA020.	-	-

For Cancel Code B2328:

To address a customer concern of the SRVD / BSD OFF warning light coming on intermittently (and BSD / RCTA OFF is displayed on the Multi-Function Display), perform the following diagnostic steps:
NOTE: Check to see if Cancel Code B2328 is stored in memory.



- Using the SSM4, determine the part number of the currently installed SRVD units (both l/ hand and r/ hand) by following the same screen shot / steps shown above for DTC B2327.

Step:	Yes	No
Step 1. Is Cancel Code B2328 stored in memory?	Go to Step 2.	Go to Step 4.
Step 2. Perform the RADAR ASSEMBLY- BACK AND SIDE adjustment procedure following the steps in the applicable Service Manual.	Go to Step 3.	Go to Step 4.
Step 3. Is the SRVD unit part number 87611VA020?	Go to Step 4.	Go to Step 5.
Step 4. Perform the diagnosis procedure for Cancel Code B2328 in the Service Manual. VERY IMPORTANT: See the NOTES section below.	-	-
Step 5. Replace BOTH the SRVD units with part number 87611VA020.	-	-

IMPORTANT NOTES:

- When performing **Step 4** from the B2328 table above, the diagnosis must be performed individually for **BOTH** SRVD units.
- If the diagnosis determines both SRVD units are faulty (NG), replace both with the new part number 87611VA020.
- If only one SRVD unit is determined to be NG, replace it with the same part number of the non-faulty (OK) SRVD unit so both units are the same part number.

WARRANTY / CLAIM INFORMATION:

IMPORTANT NOTES:

- If the bulletin diagnostic steps recommend use of the Service Manual, use the applicable Service Manual along with applicable claim coding found in the LTG based on the findings.
- If the diagnostic steps lead you to replacement of both SRVD units, use coding below.

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:

For DTC B2327: Labor Description	Labor Operation #	Labor Time	Fail Code
SRVD DIAGNOSIS & REPAIR, INCLUDES POST-REPAIR RADAR ADJUSTMENT	A062-327	1.8	ZRX-43

For DTC B2328: Labor Description	Labor Operation #	Labor Time	Fail Code
SRVD DIAGNOSIS & REPAIR, INCLUDES PRE- AND POST-REPAIR RADAR ADJUSTMENTS	A062-328	2.6	ZRX-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.