COUNTERMEASURE IN PRODUCTION

MODEL

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 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.

	Legacy	2012	C*03104
	Outback	2012	C*26843
	Impreza 4-Door	C*02140	
-	Impreza 5-Door	2012	C*22656
	WRX 4-Door		C*02237
	WRX 5-Door		C*22809
	Forester	2012	C*45357

Continued...

SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT'

The international standard for excellence in Environmental Management Systems. to provide information that could assist in the proper servicing of the vehicle. Properly Please recycle or dispose of automotive trained technicians have the equipment, tools, safety instructions, and know-how products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



SUBARU

DATE: 08/08/13

SERVICE BULLETIN

APPLICABILITY: 2011-2012MY Legacy, and Outback NUMBER: 15-165-13 2011-2012MY Impreza 2011-2012MY Impreza WRX 2011-2012MY Forester Models Equipped with Clarion Bluetooth Audio Units SUBJECT: Reprogramming for Non-Requested Bluetooth Audio Streaming Affecting ONLY Clarion Audio Units

INTRODUCTION

This Bulletin announces the availability of reprogramming files to address customer concerns of the Bluetooth audio streaming feature operating without being selected. This causes the source's (Smartphone, iPod®, iPhone®, MP3 player) battery to drain unexpectedly.

The update will initiate an "OFF" signal to the media device should Bluetooth audio streaming begin without a request from the vehicle's audio unit. The reprogramming files are accessible via: Subarunet > Service > Clarion Downloads and will need to be downloaded onto a dedicated new or completely empty and formatted USB storage device (flash drive) for installation into the audio unit through the audio system's USB port.

IMPORTANT: Read through and understand this service procedure **completely** before proceeding any further as damage to the audio unit may result if proper precautions outlined below are not followed.

MODEL YEAR

STARTING VIN

0040 45 32)7 53 73 90 76

MPORTANT - All Service Personnel Should Read and nitial in the boxes provided, right.	

PART INFORMATION

A new or completely empty and formatted USB mass storage device (flash drive), Format: FAT32 with a minimum capacity of 128MB which should be dedicated to storing these reprogramming files only is required to perform these updates. The device must not contain or require any software to operate. As a result, some flash drives larger than 4GB may not be acceptable to use for this procedure.



SERVICE PROCEDURE / INFORMATION

- Confirm the PC and USB device you are using is not infected with any virus.
- Use the procedure below to format your USB device for FAT32
- Click Start (this is located in the lower left corner of the desktop screen) then, in the Search programs and files box, type "explorer"

	Google Chrome	
	Adobe Acrobat 9 Pro	1
	Adobe InDesign CS5	Documents
	Ps Adobe Photoshop CS5	Computer
	Microsoft Office Word 2007	Control Panel
	Ai Adobe Illustrator CS5	Devices and Printers
	Microsoft Office FrontPage 200.	Default Programs
	Notepad	Help and Support
	Calculator	
	Getting Started	•
Start Button	All Programs	
	Search programs and files	P Shut down ►

• As you type the word "explorer", search results will start to appear. In the results, click on the **"Windows Explorer"** option under the **Programs** section.

Programs (4	,
Windows	xplorer
Displays the	files and folders on your computer.
Control Pane	e) (4)
💮 Change t 🔂 Turn auto	he search provider in Internet Explorer ocomplete in Internet Explorer on or off now web pages are displayed in tabs
Documents	(5)
📓 standard	
See more re	e_web_oraphics_Project
explorer	× Shut down +

• In the next window, choose the **Computer** section on the left. Locate "**Removable Disk**"



NOTE: You must make sure that the device you are formatting is the USB Flash Drive. This drive may have various names assigned to it by the manufacturer of the device and may not reflect the drive name given in this example.

• Right click the picture for "Removable Disk" then select "Format".



• When the "Format" dialog box appears, make sure that the option labeled "File System" is set to **FAT32** and the **Quick Format** box is checked as well. Then, click the "**Start**" button.

🔵 🗢 🎼 🕨 Compu	ter 🕨				- <i>4</i> ₇	Search Computer	
nize 🔻 Eject	Properties	System properties	Uninstall or change a program	Map network drive	Open Control Panel	97 •	
Favorites Desktop Downloads Recent Places Libraries Documents Music Videos Videos Computer Local Disk (C) Removable Disk (F Network	 Hard E Device Device Netwo 	Disk Drives (1) Local Disk (C:) 236 GB free of 297 GB s with Removable DVD RW Drive (D:) rk Location (5)	Storage (3)	Drive (E:)	Removable Disk (F;) 25.6 GB free of 29.8 G Format Removable Disk (F;) Capacity: [25.8 GB File system [FAT32 (Default) Allocation unit size [16 kilobytes]		
Removable [v Nisk (E1) Snace	urad	Total size: 20.8 GB		Restore device defaults		
Removable Di	sk. Space	free: 25.6 GB	File system: FAT32		Format options	isk Close	

• Click "**OK**" when the following window appears.



• The drive will then start formatting and will display this window when it is finished. Click "**OK**" to complete the process.



IMPORTANT: When downloading the reprogramming files to your USB device, only download the file you need to reprogram the audio unit of the vehicle you are working on. Never store more than one file on the USB device at any time. Other files on the device can cause the reprogramming procedure to not complete properly and may also damage the audio head unit. The link below will take you to the download site:

* Click Here To Download The Clarion Bluetooth Audio Streaming Updating Files *

MODEL	MODEL YEAR	HEAD UNIT PART NUMBER	UPDATING FILE NAME
Legacy & Outback	2011-2012	86201AJ61A	470-2983-02-V020_MainMicom-USA.mot
	2011	86201FG620	470-2725-11-V074_MainMicom-USA.mot
Impreza, WRX	2012	86201FG620	470-2985-02-V011_MainMicom-USA.mot
		86201FG630 (Display Radio)	470- 3030-03-V010 _AudioHEX
		86201FG620	470-2725-11-V074_MainMicom-USA.mot
Forester	2011	86201FG630 (Display Radio)**	470- 2803-06-V406 _AudioHEX
			470- 3178-02-V105 _AudioHEX

UPDATING FILE APPLICABILITY CHART

After clicking the link above, follow the prompts provided by the browser your system utilizes to complete the download process.

Once the download completes, click Run in the Security Warning box.

pen File - Security Warning	X
Name: C:\Users\cnie\Desktop\clarion_files Publisher: Unknown Publisher Type: Application From: C:\Users\cnie\Desktop\clarion_files	you want to .exe .exe
Run Run	Cancel
This file does not have a valid digital signature that publisher. You should only run software from publish <u>How can I decide what schare to run?</u>	verifies its hers you trust.
/inZin Self-Extractor - clarion files.exe	×
To unzin all files in clarion, files eve to the specified	
folder press the Unzip button.	Unzip
Unzip to folder:	Run WinZip
sers\cnie\AppData\Local\Temp Browse	Close
Overwrite files without prompting	About
	Help
_	
WinZip Self-Extractor	x
6 file(s) unzipped successfully	
OK	

Click on "Browse" in the WinZip Self Extractor box then select "My Documents" as the location to save the files. Once "My Documents" is selected, click on "Unzip". When completed click "OK" and all 6 of the files will all be saved in a new file folder in My Documents called "clarion_files".



Click on the "clarion_files" icon in "My Documents" and a window will open with all 6 of the downloaded files listed.

Organize 🔻 🚺 Open	Share with 🔻 Burn New folder			
Favorites E Desktop Downloads	Name	Date modified ot 2/9/2012 8:29 AM HEX 2/9/2012 8:29 AM	Type MOT File HEX File	Size 1,280 KB 1,050 KB
 Recent Places Libraries Computer 	470-2983-02-V020_MainMicom-USA 470-2985-02-V011_MainMicom-USA 470-3030-03-v010_Audio 470-3178-02-v105_Audio	Open 7-Zip Scan for Viruses Share with	+	1,306 KB 1,266 KB 1,055 KB 1,050 KB
Local Disk (C:) Removable Disk (E:)	E	Restore previous versio Send to Cut Copy	ns 🕨	Compressed (zipped) folder Solution Compressed (zipped) folder Desktop (create shortcut) Documents
		Create shortcut Delete Rename		Fax recipient Mail recipient DVD RW Drive (D-) Removable Disk (E:)
🗣 Network		Properties		용 DVD RW Drive (F:) 모 모 모 모 모

Right-click on the file you want to select and a pop-up window will appear. Left click on "Send to" then a second window will open with your destination choices. Select "Removable Disk". **NOTE: the letter designation (shown here as E:) will vary.** The file you selected will be transferred to your USB device and be ready to use. Once you have selected the applicable Updating File and saved it onto your USB device, you are ready to proceed with the reprogramming procedure.

CAUTION: Ensure the vehicle's battery is fully charged. Do not leave a charger or booster connected during this process. Fully review and become familiar with the procedure appropriate for the audio unit you are updating before proceeding further.

**Before reprogramming the 86201FG630 Display Radio in a 2011MY Forester, the currently installed software version must be verified using first 6 steps of the following procedure. Once the currently installed version is determined, select the corresponding Updating File from the chart above, download it to your USB device then proceed with the reprogramming procedure outlined below.

SOFTWARE VERSION VERIFICATION AND REPROGRAMMING INSTRUCTIONS FOR 2011 FORESTER AND 2012 IMPREZA WRX WITH THE 86201FG630 DISPLAY RADIO



- Turn the ignition key to the "ACC" position.
- Confirm all CDs have been ejected from the audio unit.
- Press the power button to switch the audio unit to "Audio Off" mode ("Audio Off" shown on the display screen).



- While pressing and holding down the station preset station key "6", turn the TUNE / TRACK / CH button clockwise for 30 "clicks" until the first "Version" screen is displayed.
- Turn the TUNE / TRACK / CH button another click clockwise to display the second (2/3) "Version" screen.

Version			
Audio	2803-04-1403		Version Number (2803-04-v403)
E2P	7777_77_v777		
iPod-IC			
BDAD		2/2	
BT FW		2/3	

• Select the proper reprogramming file from the chart below.

DISPLAYED SOFTWARE VERSION	USE UPDATING FILE
2803-04- V403 or earlier	470-2803-06-V406_AudioHEX
3178-01- V104 or earlier	470-3178-02-V105_AudioHEX

• Push the TUNE / TRACK / CH button to display the following screen.



• Plug the USB device into the USB port.



• **Turn** the TUNE / TRACK / CH button clockwise to scroll through the following screens until the version number is highlighted in screen 3/3.

Jpdate			
DSP	1234-56-v123	Select data	
L.	1234-56-v123	(Last page)	Screen 2 of 3
ARM	1234-56-v123		is displayed
4	1234-56-v123		

• Turn the TUNE / TRACK / CH button clockwise.



• Press the TUNE / TRACK / CH button to select the displayed version (2803-06-v406).



• **Turn** the TUNE / TRACK / CH button clockwise to move the highlight down to "OK" then **Press** the TUNE / TRACK / CH button again to select OK.

Jpdate	
Do you want to u	update?
ОК	Cancel

• **Press** the TUNE / TRACK / CH button again to select OK.

Next, the actual reprogramming file transfer from the USB device will begin. It will take about 10 minutes for the update procedure to complete.



IMPORTANT: DO NOT turn the key off or remove the USB device while the update is taking place!



- Once the above screen is displayed, remove the USB device and turn the key "OFF".
- Turn the ignition key back to the "ACC" position again then press the power button to switch the audio unit to "Audio Off" mode ("Audio Off" shown on the display screen).



• While pressing and holding down the station preset station key "6", turn the TUNE / TRACK / CH button clockwise for 30 "clicks" until the first "Version" screen is displayed. Confirm the updated software version is now installed to complete the reprogramming procedure.

POSSIBLE ERROR MESSAGES AND SOLUTIONS FOR THE 86201FG630 DISPLAY RADIO REPROGRAMMING PROCEDURE

If this message appears, erase the USB device then re-download the Updating File from Subarunet



If this message appears, restart the reprogramming procedure from the beginning.



REPROGRAMMING INSTRUCTIONS FOR 2012 LEGACY & OUTBACK WITH THE 86201AJ61A AUDIO UNIT

	PTY/CAT					RPT/ROM
	AS					MENU
	SCAN	CD/AUX	FM	AM	SAT	LIST/S
		YOL	SEEK FOLDER	PTYICAT SEEK	TUNE	
Power key 🐂				-1-		(6(())))

- Download the applicable Updating File to your USB device from Subarunet.
- Turn the Ignition key "ON".
- Push the Power Key to turn the audio unit "ON"
- Push the CD/AUX button and be sure the unit is in CD Mode.
- Push the Power Key again to turn the audio unit "OFF". Make sure the display screen is blank.
- Push and hold down station preset buttons 5, 6 and the **TEXT** buttons all at the same time.

The current software version will display on the screen and appear like the illustration shown below.

M	 4	7	0	2	9	8	3	0	1	V	0	1	9
	1.1						1.1						

• Push and hold down station preset buttons **5**, **6** and the **CD/AUX** buttons all at the same time until the next message in the illustration shown below displays on the screen:

M	U	Ρ	D	Α	Т	Е	ΣĨ				
-11+		H	-					+	-	F	

• Plug the USB device into the USB port. Once connected, the updating process will begin automatically and take about 8 minutes to complete. The following illustrations show what the display screens will look like during the updating process.



- Remove the USB device.
- Push and hold down station preset buttons 5, 6 and the **TEXT** buttons all at the same time.
- When the software version is displayed, confirm the correct Updating File name shown in the illustration below has been installed to complete the procedure.

M	4	7	0	2	9	8	3	0	2	V	0	2	0
		11											

POSSIBLE ERROR MESSAGES AND SOLUTIONS FOR THE 86201AJ61A AUDIO UNIT REPROGRAMMING PROCEDURE

		E	RRO)r M	IESS	AGE	DIS	PLA	YED					SOLUTION
M	U	P	D	A	Т	E								D
NO		С	0	N										Re-connecting USB memory.
M	11	P		Δ	Т	F	_			_	1	-		
NO	U	U	S	B		-								Re-connecting USB memory.
			0		Ŧ	F	_		_	_	_	_	_	
NO	U	F	1	L	E	E		-		-	-	-	+	Recopy Updating File to USB memory.
		_	_	_						_	_	_	_	
M N O	U	P	D	A	A	E				-	-	-	+	Recopy Updating File to USB memory.
1912	_	-				_					_	_		
M	U	Ρ	D	A	T	E	D	-	_					Recopy Updating File to USB memory.
МО	1	_		R	R	0	R		-	-	_	_	_	
М	U	Ρ	D	A	Τ	Е								Po-start Undating oneration
ER	A	S	E		E	R	R	0	R	-				ne-statt opuating operation.
M	U	P	D	A	Т	E								Re-start Undating operation
PR	0	G		E	R	R	0	R						ne-start opuating operation.
M	U	P	D	A	Т	E					Г	-		Be-start Undating operation
RE	A	D		E	R	R	0	R						no otari opaating oporation.

REPROGRAMMING INSTRUCTIONS FOR 2011-12 IMPREZA WITH THE 86201FJ620 AUDIO UNIT

ower key		F				7	6
	0 Press						NUR
	CD/AUX		SEEK	OLDER/PTY/DA	r seek	4	LIST/ 🛨
	FN / AM	PTY	44	•	**	MENU	RPT.RDN

- Download the applicable Updating File to your USB device from Subarunet.
- Turn the Ignition key "ON".
- Push the Power Key to turn the audio unit "ON"
- Push the CD/AUX button and be sure the unit is in CD Mode.
- Push the Power Key again to turn the audio unit "OFF". Make sure the display screen is blank.
- Push and hold down station preset buttons 5, 6 and the **TEXT** buttons all at the same time.

The current software version will display on the screen and appear like the illustrations shown below.



• Push and hold down station preset buttons **5**, **6** and the **CD/AUX** buttons all at the same time until the next message in the illustration shown below displays on the screen:

M	U	Ρ	D	Α	Т	E	ΣĪ					
1			-			T.	14	-	-	1-1	1	

• Plug the USB device into the USB port. Once connected, the updating process will begin automatically and take about 8 minutes to complete. The following illustrations show what the display screens will look like during the updating process.



• When the software version is displayed, confirm the correct Updating File name shown in the illustration below has been installed to complete the procedure.

M	2	7	2	5	1	1	V	0	7	4
10.0	5	15.1			-			\sim		

POSSIBLE ERROR MESSAGES AND SOLUTIONS FOR THE 86201FJ620 AUDIO UNIT REPROGRAMMING PROCEDURE

			E	RRC	R M	IESS	AGE	DIS	PLA	YED			SOLUTION
M N	0	U	P C	D 0	A N	T	E						Re-connecting USB memory.
M	0	U	PU	DS	AB	Т	E						Re-connecting USB memory.
M	0	U	P	D	A	TE	E					F	Recopy Updating File to USB memory.
M	0	U	P	DA	A	TA	E					Π	Recopy Updating File to USB memory.
M	0	U	Р	D	A	T	E	R					Recopy Updating File to USB memory.
M	0	U	P	D	A	T	E						Re-start Undating operation.
M	R	U	P	D	A	T	E	к	0	R			Re-start Undating operation
P	R	0	G	D	E	R	R	0	R				Re-start Undating operation.
R	E	A	D		E	R	R	0	R				······································

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR	FAIL	LABOR
	OPERATION #	CODE	TIME
Clarion Bluetooth Audio Update	A031-118	ZCK-48	0.3

NOTE: Up to \$6.00 may be claimed **ONE TIME** in sublet to cover the cost of the USB Flash Drive purchase.