

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015MY Legacy and Outback Models

NUMBER: 15-177-14

SUBJECT: New “Gen 2” Fujitsu Ten (F10) SD Card Audio / Navigation System Operating Tips

DATE: 10/16/14

INTRODUCTION:

This bulletin provides information to help diagnose and address 7 different conditions relating to customer concerns which may arise when operating the new-generation “Gen 2” F10 Audio / Navigation system. We will continue to add more helpful tips to this TSB as they become available.

CONDITION #1: Cannot receive incoming text messages on the head unit when using an iPhone.

CAUSE:

“Show Notifications” is not activated in the iPhone’s Bluetooth Settings menu.

RECOMMENDATIONS:

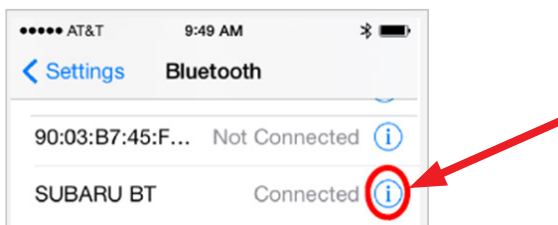
1. From the iPhone Home Screen, select “SETTINGS”.



2. From the Settings menu, select “Bluetooth”.



3. Press the “i” or (ⓘ) button next to the vehicle audio unit’s name (SUBARU BT).



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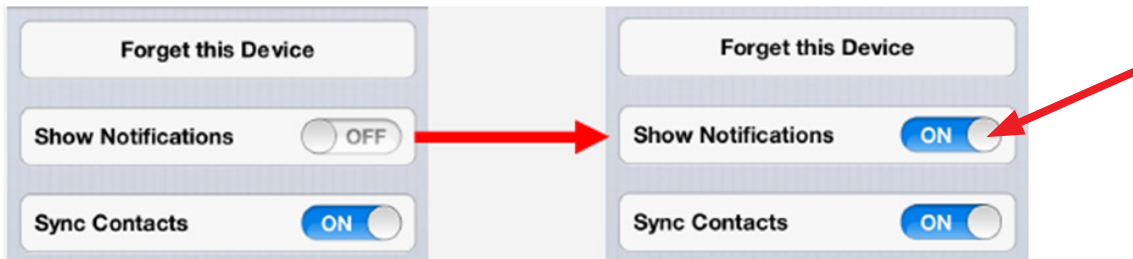
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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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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.

4. Slide “Show Notifications“ button to “ON”.



New incoming text messages will now be displayed on the head unit as they are received.

NOTES:

- Only text messages which are received when the iPhone is connected to the head unit will be displayed.
- Any archived text messages will not be transferred and therefore, cannot be displayed.
- The screen shot examples shown are from an iPhone 5. Other iPhone screen shots may vary based on model and iOS (operating system).

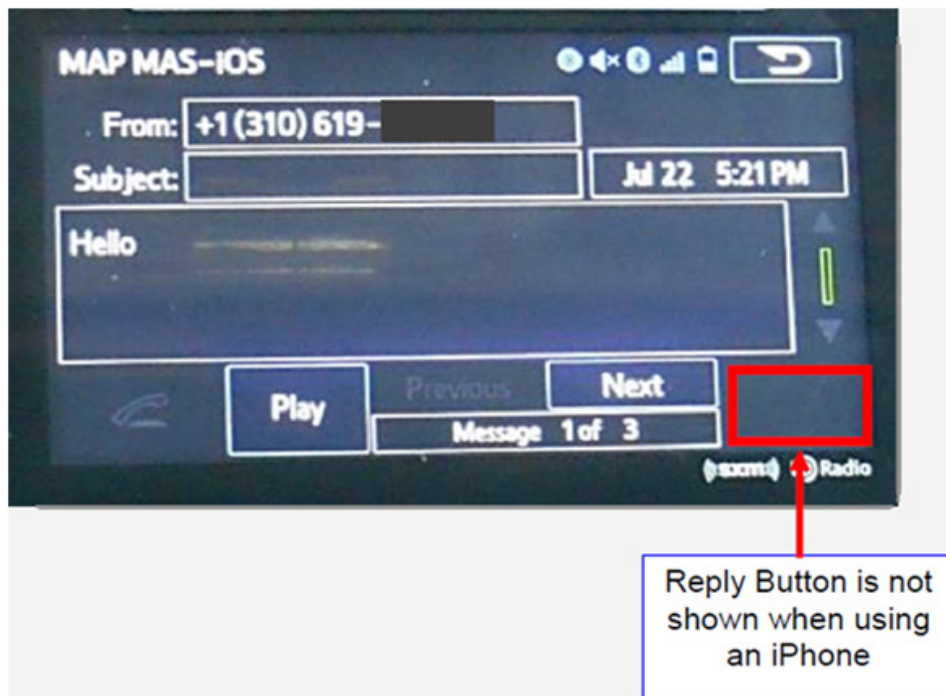
CONDITION #2: Unable to reply to received text messages from the head unit when using an iPhone.

CAUSE:

The iPhone provides the Mail-accessing (Text Message) feature via the Bluetooth profile MAP (Mail Access Profile). The MAP profile does not always allow the user to read and reply (both) to text message content from the smartphone connected to the head unit. As per Apple specifications, the iPhone’s MAP does not support the reply function.

RECOMMENDATIONS:

Inform the customer when their iPhone is paired to the head unit, the head unit will be able to display and read aloud the incoming text messages. However, the “Reply” message function will not be available.



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CONDITION #3: Unable to set up the “Destination Address” using voice command.

CAUSE:

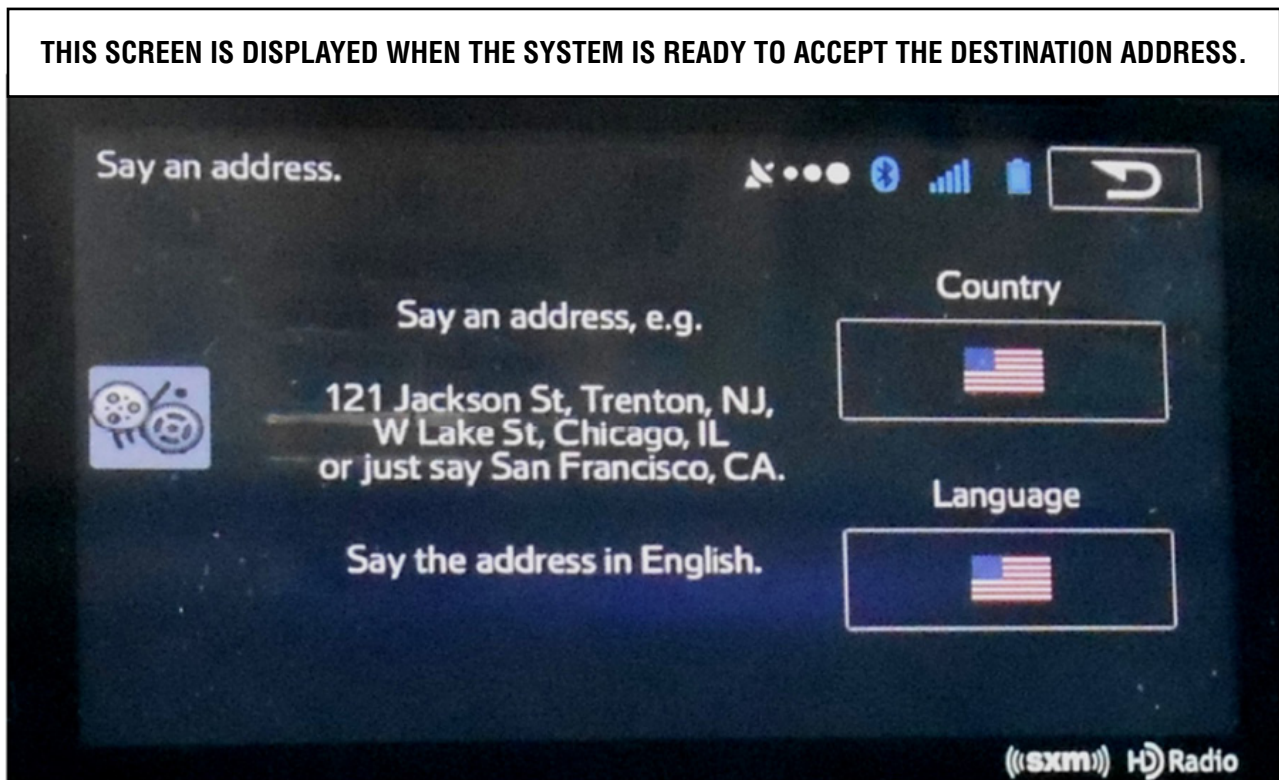
Voice commands are not spoken with the correct pause, timing or cadence between “House Number”, “Street Name”, “City Name” and “State” which the head unit can understand.

RECOMMENDATIONS:

Say the Destination Address with the correct pause, timing or cadence as shown in the example. Below are examples of incorrect and correct commands:

Incorrect command: 121[pause] Jackson [pause] Street [pause] Trenton [pause] NJ

Correct command: 121JacksonStreetTrentonNJ



CONDITION #4: Sirius XM radio always cuts out or mutes at specific areas or locations.

CAUSE:

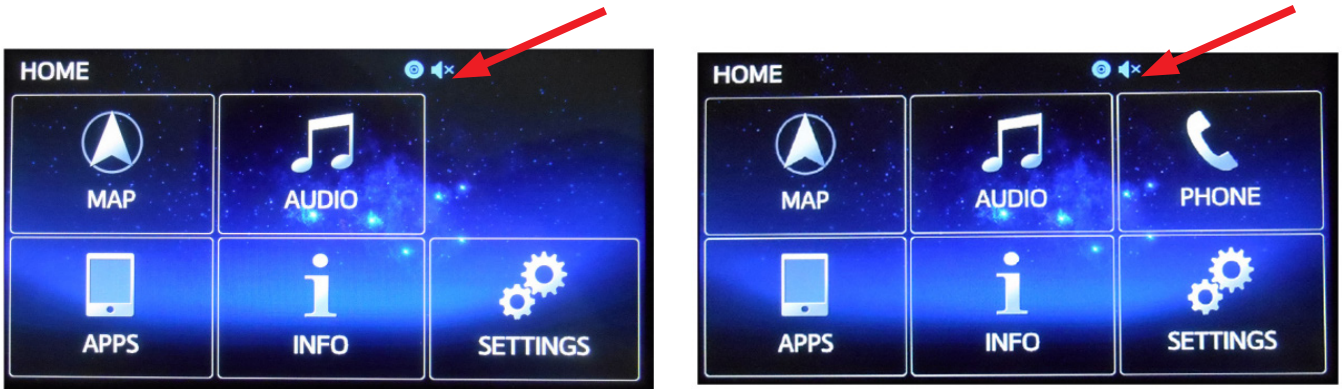
The vehicle is being driven in an area where no Sirius XM signal is able to reach the SiriusXM antenna from either the satellites or terrestrial (ground-based) signal repeaters. The SiriusXM feature of the head unit requires a clear line of sight (LOS) path from the satellites or terrestrial signal repeater to the Sirius XM antenna. Obstacles such as trees, tall buildings and tunnels can block the Sirius XM signal and cause Sirius XM radio reception to cut in and out.

RECOMMENDATIONS:

Explain to the customer, the vehicle’s Sirius XM Antenna must receive the Sirius XM signal continuously. Any objects that block the signal will cause reception to cut in and out. Vehicle location and traveling direction can also affect the quality of the reception (or signal strength).

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CONDITION: #5: A “Phone” button is not displayed on the HOME screen.

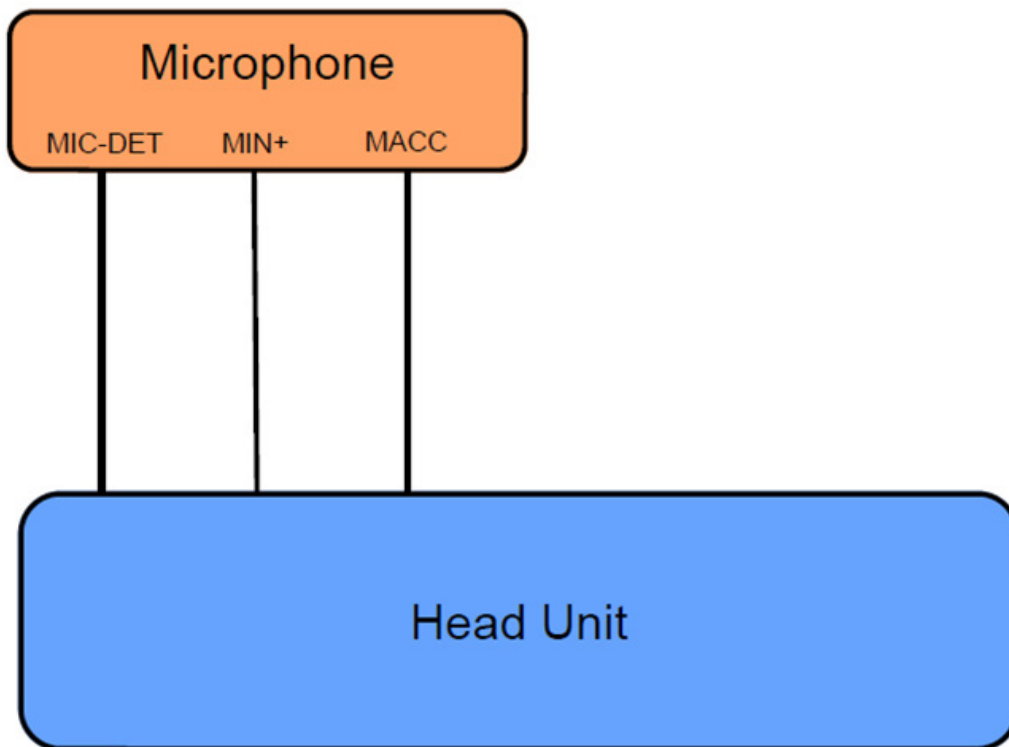


POSSIBLE CAUSE:

- Microphone is not properly connected to the head unit
- Microphone detection wiring (MIC DET) is open
- Microphone unit is defective

RECOMMENDATIONS:

- Confirm the microphone wiring is securely connected to the head unit.
- Confirm there is not an open circuit or short in the Microphone detection (MIC DET) wiring.
- After the wiring has been confirmed to be OK, replace the microphone if necessary.



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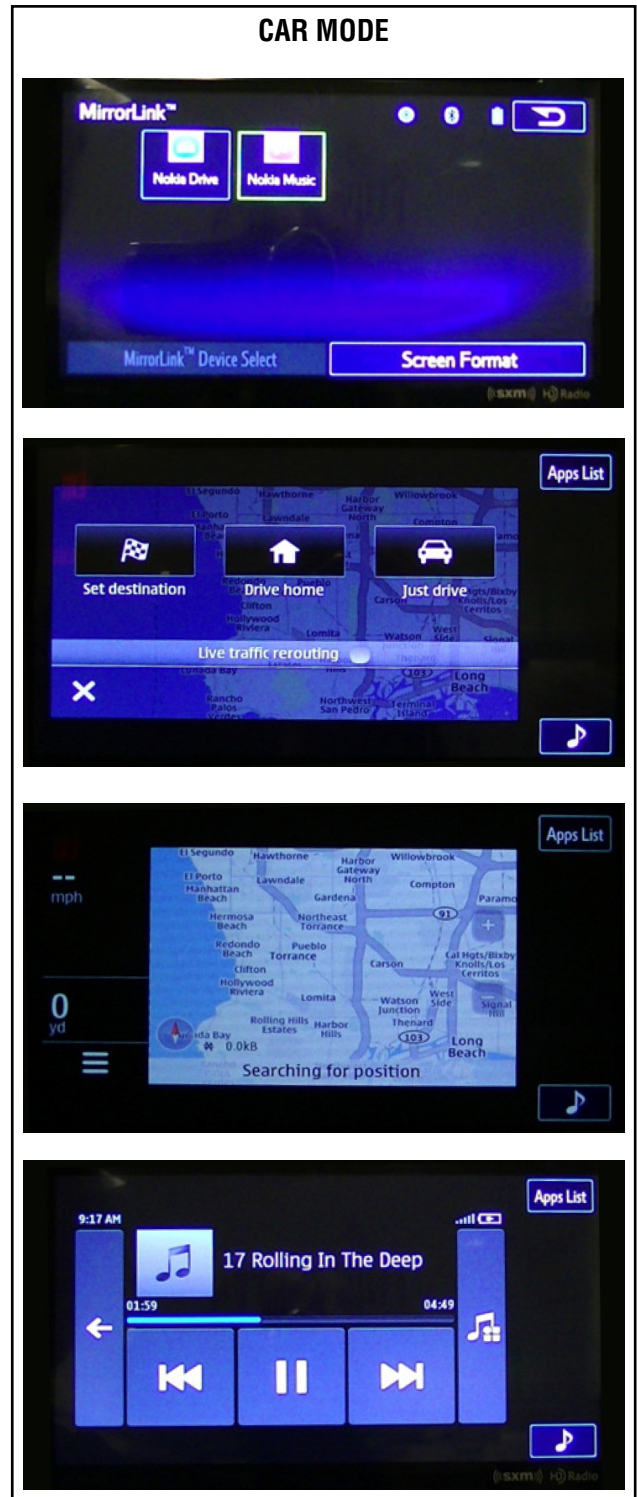
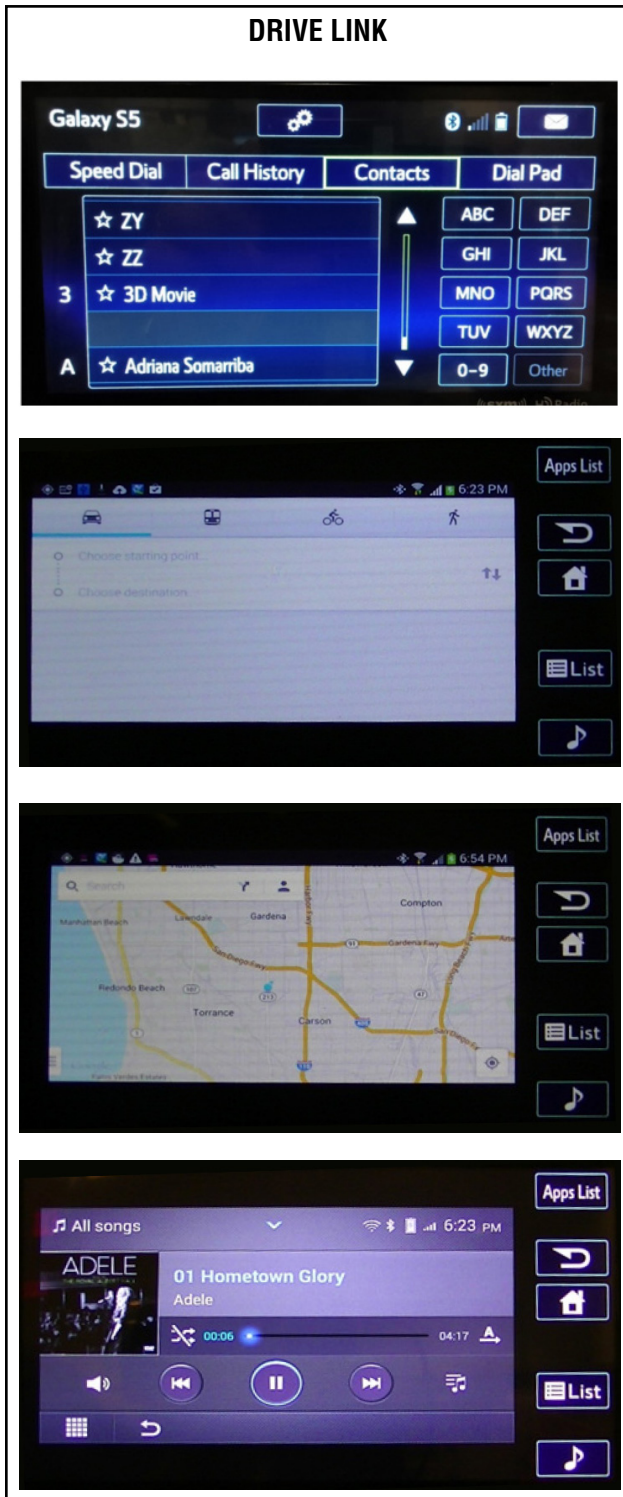
CONDITION #6: MirrorLink screen does not look the same when using “Drive Link” and “Car” mode.

CAUSE:

Drive Link and Car mode display screen information on the head unit differently.

RECOMMENDATIONS:

Explain to the customer, Drive Link and Car modes will display information differently when accessing the MirrorLink feature of the head unit. Examples of each are shown in the screen shot photos below.



CONDITION #7: Individual contacts will transfer to the head unit from the smartphone, but group folders will not.

CAUSE:

Although the head unit can retrieve individual contacts, it does not have the capability to retrieve group folders from the smartphone.



RECOMMENDATIONS:

Explain to the customer, the head unit does not support the transfer of group folders from their smartphone.

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.**