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



QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

APPLICABILITY: 2015MY Legacy and Outback Models

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

NUMBER: 15-177-14R DATE: 10/16/14 **REVISED:** 01/26/15

## **INTRODUCTION:**

This bulletin provides information to help diagnose and address 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".

AT&T 🛜	11:11 AM Setting	* = s
📴 Airpla	ane Mode	OFF
🔿 Wi-Fi		fujitsu-10 >
Bluet	ooth	On >
VPN VPN		OFF

3. Press the "i" or > button next to the vehicle audio unit's name (SUBARU BT).

<ul><li>AT&amp;T</li><li>Settings</li></ul>	9:49 AM Bluetooth	* 🖦
90:03:B7:45	F Not Con	inected (i)
SUBARU B	r Con	inected 🕕

#### 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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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".

Forget this Device	Forget this Device
Show Notifications	Show Notifications ON
Sync Contacts ON	Sync Contacts 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.

## **RECOMMENDATION:**

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.



## **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.

## **RECOMMENDATION:**

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

THIS SCREEN IS DISPLAYED WHEN THE SYSTE	M IS READY TO ACCEPT THE DESTINATION ADDRESS.
Say an address.	
Say an addre The second secon	ss, e.g. renton, NJ, icago, IL ancisco, CA. in English.
	((( <b>SXM</b> ))) H) Radio

## **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.

## **RECOMMENDATION:**

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).

Continued...

**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.



# **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.

## **RECOMMENDATION:**

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.





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# **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.



## **RECOMMENDATION:**

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

# **CONDITION #8:** When selecting the STARLINK function on the head unit, an error message appears on the screen as shown below.



### **CAUSE:**

- STARLINK application on the Smartphone was not loaded and/or launched on the Smartphone prior to selecting the STARLINK function on the head unit. Therefore, Smartphone cannot communicate with STARLINK Server.
- Smartphone has not been paired with the head unit for Bluetooth connection



#### **RECOMMENDATIONS:**

Check if Bluetooth connection indicator appears as shown below on the screen of the head • unit. If not, the Smartphone needs to be paired to the head unit via Bluetooth connection.

indicator



- After confirming the Smartphone has been successfully paired to the head unit, launch • STARLINK application on the Smartphone then select STARLINK on the head unit.
- Verify Smartphone to STARLINK server communication by following these steps: •
  - 1. Touch the SETTING button on the Smartphone (Figure 1).
  - 2. Touch the "Press to check network status" button (Figure 2). When the Smartphone communicates with the STARLINK server a message (Figure 3) will be displayed.



#### **CONDITION #9:** MirrorLink does not work with my Samsung or Nokia Smartphone.

#### **POSSIBLE CAUSES:**

- The Smartphone is not compatible with MirrorLink.
- The Drive Link application is not installed on the approved Samsung Smartphone.
- The Car mode application is not installed on the approved Nokia Smartphone.
- The application is not launched or open on the Smartphone.
- The Smartphone is not connected to the head unit with a USB interconnect cable.

#### **RECOMMENDATIONS:**

- Make sure the Smartphone is compatible with MirrorLink (see Owner Manual Pg. 141.)
- Make sure the "Drive Link" application is installed on the approved Samsung Smartphone (See Owner Manual Pg. 141).
- Make sure the "Car mode" application is installed on the approved Nokia Smartphone (See Owner Manual Pg. 141).
- Once applicability has been confirmed and the application properly installed on the Smartphone, follow the steps below:
  - 1. Open/Launch the application on the Smartphone.
  - 2. Connect the Smartphone to the vehicle with a USB interconnect cable.
  - 3. Press the "APPS" button on the head unit.
  - 4. Select MirrorLink on the head unit.



**CONDITION #10:** When selecting aha or Pandora on the head unit with a Smartphone (iPhone or Android) connected, the head unit displays a message informing the user to check the app on their Smartphone (see below).



### aha Message

Select Audio Source		© 4× 8 at ≘		
" <b>A</b> "	<b>"</b> Å"	(((sxm)))	0	
Please make s your mobile de	ure that the Pane vice.	dora app is installed	d correctly on	
Pandora	DISC	Bluetooth Audio	- USB	
•	-	_	•	

## **Pandora Message**

#### **CAUSES:**

- Pandora or aha App is not installed on the Smartphone.
- Pandora or aha App is not launched on the Smartphone.
- The iPhone is not connected to the system to the head unit with a USB Cable or in the case of an Android Smartphone, the Smartphone is not paired to the head unit using Bluetooth or launched.

#### **RECOMMENDATIONS:**

- Download the Pandora or aha app to the Smartphone.
- Launch the Pandora or aha app on the Smartphone.
- Connect the iPhone to the head unit using a USB cable.
- Pair the Android phone to head unit using Bluetooth.
- Select Pandora or aha on the head unit from Audio Source

# **CONDITION #11:** Weather information from the "STARLINK" and "INFO" function appears to be different even when the time of day and location are exactly the same.

In the examples shown below, the temperature displayed is different even though the time of day and location are the same.



#### Weather information via STARLINK

Weather information via the INFO button

## **CAUSE:**

The source of the weather information is different between STARLINK and INFO. STARLINK utilizes weather information provided by Weather Underground while INFO utilizes Sirius XM.

#### **RECOMMENDATION:**

Explain to the customer that the STARLINK and INFO functions utilize different sources to provide the displayed weather information as shown in the illustrations below.

• Weather via STARLINK: Current location is determined by GPS signals received by the Smartphone paired to the head unit. The actual weather information is sent from the STARLINK server.



• Weather via INFO: Current location is determined by GPS signals received by the head unit. The actual weather information is received by the head unit from Sirius XM satellite.



**CONDITION #12:** When using the voice command to operate navigation system functions, the following message is displayed: "This feature cannot be used with the selected guidance voice profile".

Figure 1			
	Voice Language	N + • •	Voice
	English (US) male Dave v363900	Street i not anno Natural Street not anno	names unced Voice names punced
Figure 2	Voice Language	****	C
	English (US) female Amy v363900	Natural Voice Street names not announced	
	English (US) male Deve v363900	Natural Voice Street names not announced	
	female Semantha (TTS v5) v345973	TTS Voice Street names announced	D
	Español (MX) female Esperanza v363900	Natural Voice Street name not announce	

## **CAUSE:**

"Natural Voice" (Figure 1) is selected from the Voice Language menu when "Text To Speech" (TTS) is required (Figure 2) for proper voice command operation.

## **RECOMMENDATION:**

- Follow the steps below to change from Natural Voice to TTS:
  - 1. Select "Home".
  - 2. Select "Settings".
  - 3. Select "General".
  - 4. Select "Language".
  - 5. Select "English (US) TTS Voice".

# **CONDITION #13:** The Sirius XM channel reverts back to channel 1 (Preview channel) when the vehicle is started (or restarted).

## **CAUSE:**

It is likely the customer was listening to an "Explicit" channel prior to turning the vehicle off.

#### **RECOMMENDATION:**

Find out if the customer was listening to an "Explicit" channel prior to turning the vehicle off. If they were, explain that the head unit software is designed to revert back to channel 1 (preview channel) when restarting to avoid offending new occupants who may have not been in the vehicle previously (e.g. children). A copy of the Sirius XM channel line-up is shown below. "Explicit" channels are identified in the line-up with a "XL" designation.

PP ]			-			-	COMMER	CIAL-FREE MUSIC	
2		Top 40 Hits	30	LOFT	Contemporary Edectic	53	TCHILL	Smoeth Electronic	
3	Venus	Rhythmic Pep from the 2000s - Today	31	thercaffee house	Acoustic Singer-Songwriters	54	<b>B</b>	Studio 51 Radio	
4 2	Contraction of the second	'40s Pop Hits/Big Band	32	The Ballys	Mellow Rack	55	Con State	Dance Hits from the '90s & 2000s	
5 8	50	'50s Pop Hits	33	1-Wave	Clossic Alternative	COU	INTRY		
6	68.6	'60s Pop Hits with Cousin Bruck	34	LITEUM	'90s Atemative/Grunge	56	Indivity	New Country	
7 %	737	'70s Pop Hits	35	<b>Shiri</b>	Indie Rock	57	YZKOURTW	Country Hits from the 2000s	
8 8		'80s Pop Hits	36		New Atemative Rock	58	COUNTRY	'90s Country & More	
9	3000	'90s Pop Hits	37	OCTANE	New Hard Rock	59	CONDINIEUSE	Classic Country	
10		2000s Pop Hits	38	CONTRACT OF	Closoic Hard Rock Presented by Ozzy	60	OUTLAW	Reckin* Country Rebels	
15	200	2000s and Today	39	HANNIGH	'80s Hair Bands	61	CITITICAL DE LA COLORIZACIÓN DE LA COLORIZ	Bluegrass	
16 (	blend	Lite Pop Hits	40	Maniforman	Heavy Metal x	CHR	ISTIAN		
17	Cove	Leve Sorga	-41	FACTION	Music of Action Sports, Tony Hank a	63	message	Christian Pop & Rock	
OCK			42	JOINT	Reggae	64	X7 PRAISE	Gespel, Hecepted by Kirk Franklin	
CCR		Dis MOUS in Control	HIP	HOP		65	entigh en	Southern Gospel	
19 (	Elvis	Ends 24/7 Live from Graceland	44	aftenor	Hip-Hep Hits xL	JAZ	Z/STAND	ARDS	
20 C	STREET KADIO	Brace Springsteen 24/7	45	SHADE	Eminem's Uncut Hip-Hop Chennel x.	66	WATERCOLORS	Snoeth/Contemporary Jazz	Heavy Met
21	CAPAGE	Little Steven's Underground Garage	46	NESSIN	Classic Hip-Hop xi.	67	JAZZ	Classic Jaw	
22	RADIO	Pearl Jam 24/7	R&B			68	💩 spa	New Age	
23	DANK	Grateful Dead 24/7	47	theheat	R68 Hts	69	Oscape	Beautiful Music	
24 N	wisinfinitit	Escape to Margaritaville	48	Hear† <b>%</b> joul	Adult 858 Hits	70	Steers	B.B. King's Blues	
25 •	REWIND	'70s & '80s Classie Reck	49	Soul	Clessic Soul/Motown	71	Ginatra	Sinatra/American Standards	
26	Vinyl	'60s & "70s Classic Reck	50	SROOVE	Old Skool R&B	72	or monute	Show Tunes	
27	C deer tracts	Drep Classic Reck	DAN	ICE & ELE	CTRONIC	CLA	SSICAL		
28	SPECTRUM	Adult Album Rock	51	bpm	Dance Hirls	74	Met Opera	Opera/Classical Vocals	

#### **CONDITION #14:** A chime is heard while driving.

#### **CAUSE:**

•

"Alert Point Warnings" or "Warning Sign Alerts" features are enabled under Sound and Warnings menu.

#### **RECOMMENDATION:**

- If the chime is unnecessary when approaching alert points, disable (uncheck) "Alert Point Warnings" or "Warning Sign Alerts" settings by following the steps below:
- 1. Select "Menu" on Map screen.
- 2. Select "More".
- 3. Select "Settings".
- 4. Select "Sound and Warnings".

Sound and Warnings	K •• •
Voice Recognition	
Speed Warning Settings	
Alert Point Settings	
Warning Sign Alerts	

- 5. Select "Alert Point Settings" or "Warning Sign Alerts" (see picture below).
- 6. Disable (uncheck) the settings (press the check mark to "toggle" on / off).

Alert Point Settings	1 lin () •••×	Warning Sign Alerts	z 1 h. 0
Alert Point Warnings		Warning Sign Alerts	
Alert Types		Curves and Corners	
		Lanes and Passing	
		General Warnings	

# **CONDITION #15:** The message "Voice recognition is currently initializing and is not available at this time" appears on the screen.

## **CAUSE:**

When the head unit is turned on, the system scans XM stations along with every song (digital file) on the currently loaded CD, connected USB device and / or Bluetooth Audio player. It also scans the phone contacts stored on all Bluetooth-connected Smartphones. The system then creates voice tags for all the XM station names, artists, songs, albums, playlists, podcasts, genres, and contacts. During this process, the head unit will also display "Voice Recognition is currently initializing and is not available at this time" (see picture below).



## **RECOMMENDATION:**

Wait a few minutes then try using the Voice Recognition System again. Once the system has had enough time to complete the procedures described above, normal operation should resume.

# **CONDITION #16: After 30 seconds of not pressing any buttons, the screen automatically displays a split screen view**

## **CAUSE:**

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The setting to automatically change to split screen has been turned on.

#### **RECOMMENDATION:**

- Follow the procedure below to turn off the "Auto Change to Split Screen" setting:
  - 1. Select "Home"
- 2. Select "Settings"
- 3. Select "General"
- 4. Scroll down to "Auto Change to Split Screen" and uncheck the setting.

O VOLUME	▲ General Settings		
	Auto Change to Split Screen		
HOME	Animation		
	Customize Screen Off Image		INFO
MAP	Delete Personal Data		
	aha Settings	Bluetooth >	► <b>&gt;</b>
APPS	Def		SEEK TRACK
		(( <b>sxm</b> )) H) Radio	

**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.