

**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:** 2015-16MY Legacy and Outback Models

**NUMBER:** 15-177-14R

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

**DATE:** 10/16/14

**REVISED:** 10/07/15

**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:**

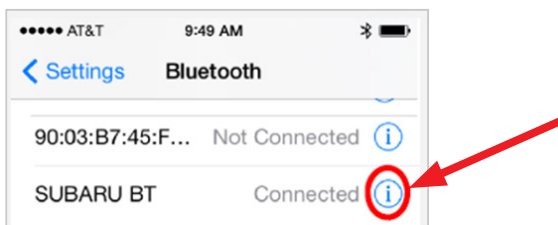
1. From the iPhone Home Screen, select “SETTINGS”.



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



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



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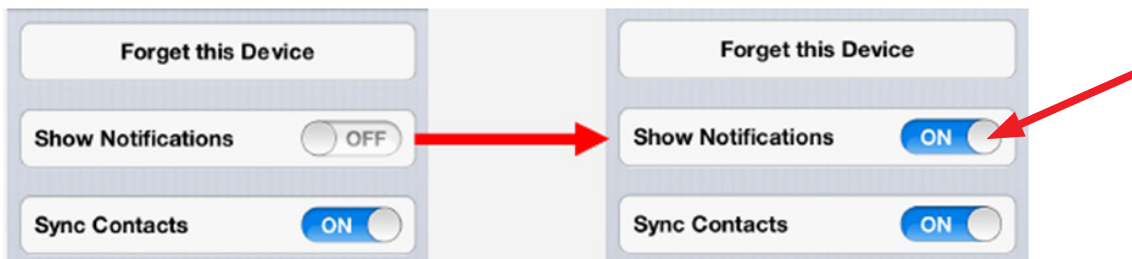
**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**SUBARU OF AMERICA, INC. IS “ISO 14001 COMPLIANT”**

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).

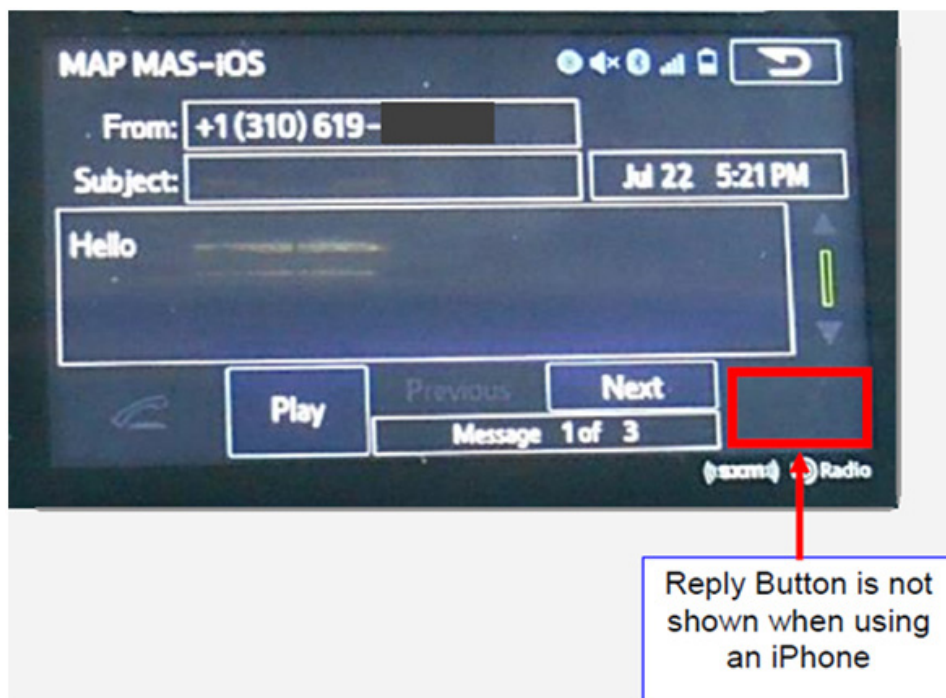
**CONDITION #2: Unable to reply to received text messages from the head unit when using an iPhone.**

**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.

**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.



*Continued...*

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

**CAUSE:**

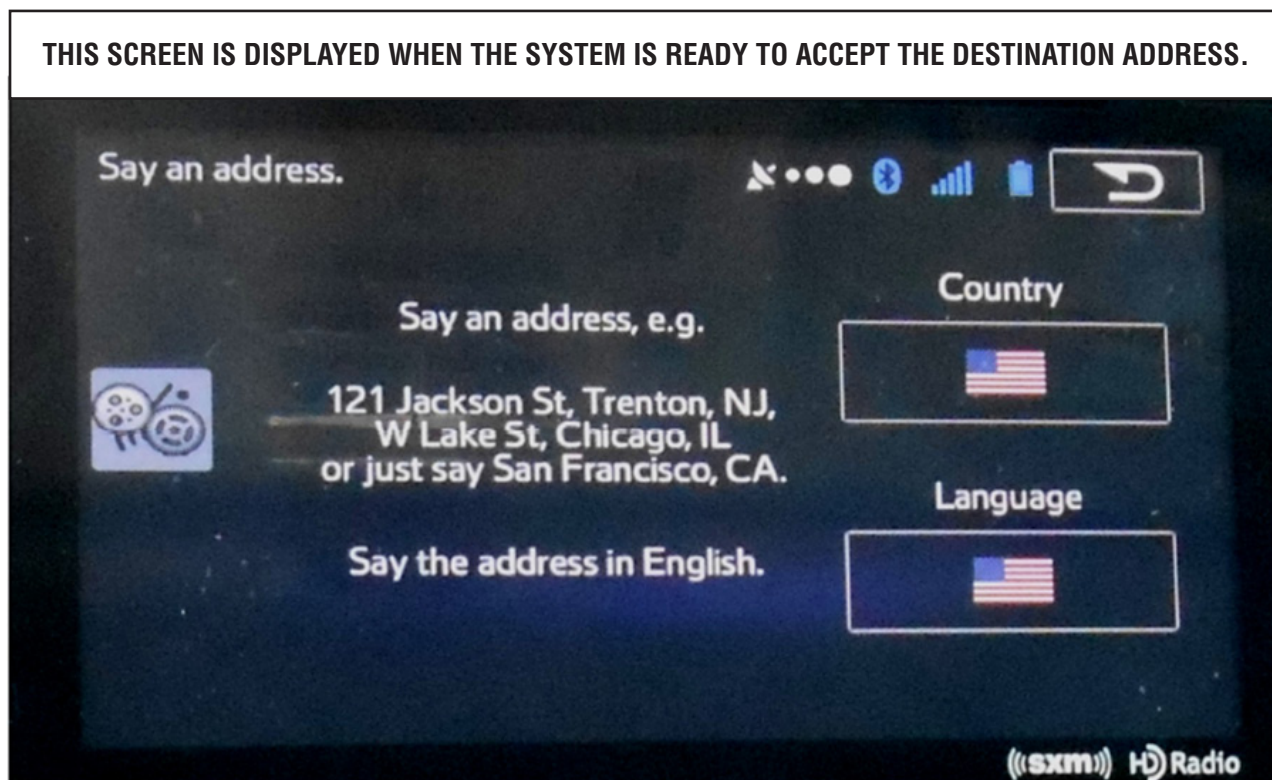
Voice commands are not spoken with the correct pause, timing or cadence between “House Number”, “Street Name”, “City Name” and “State” which the head unit can understand.

**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



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

**CAUSE:**

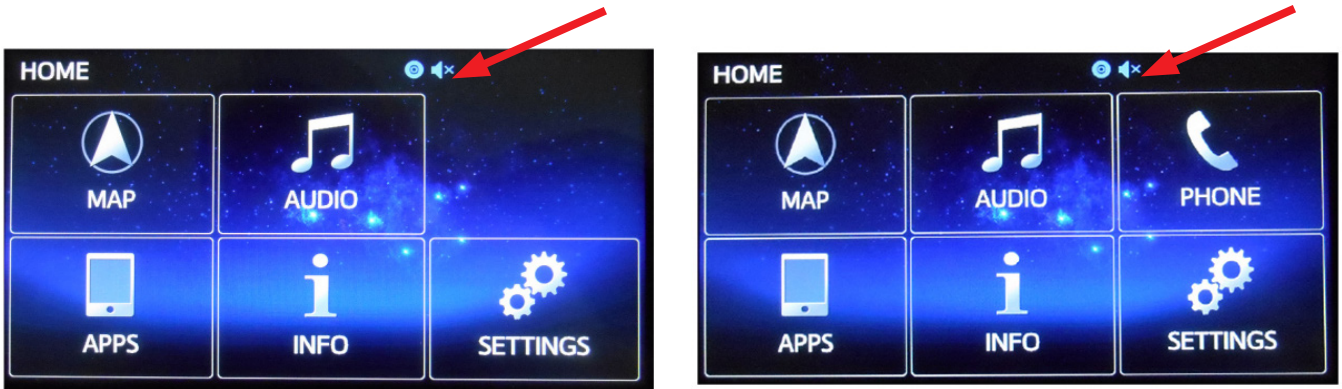
The vehicle is being driven in an area where no Sirius XM signal is able to reach the SiriusXM antenna from either the satellites or terrestrial (ground-based) signal repeaters. The SiriusXM feature of the head unit requires a clear line of sight (LOS) path from the satellites or terrestrial signal repeater 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.

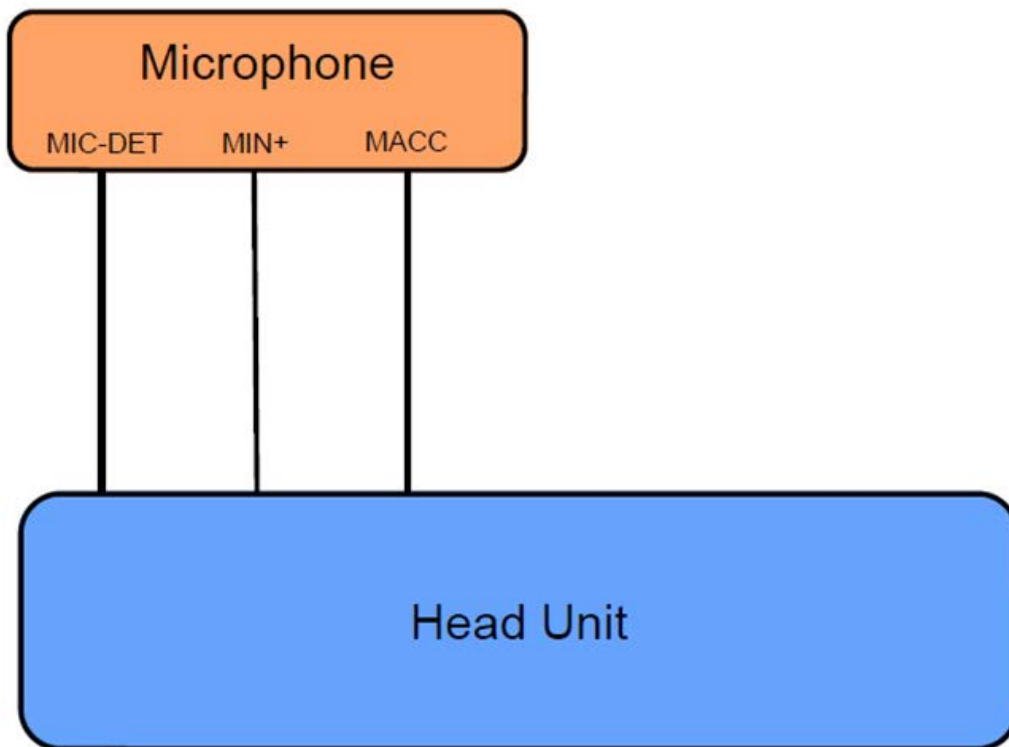


**POSSIBLE CAUSE:**

- 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.



*Continued...*



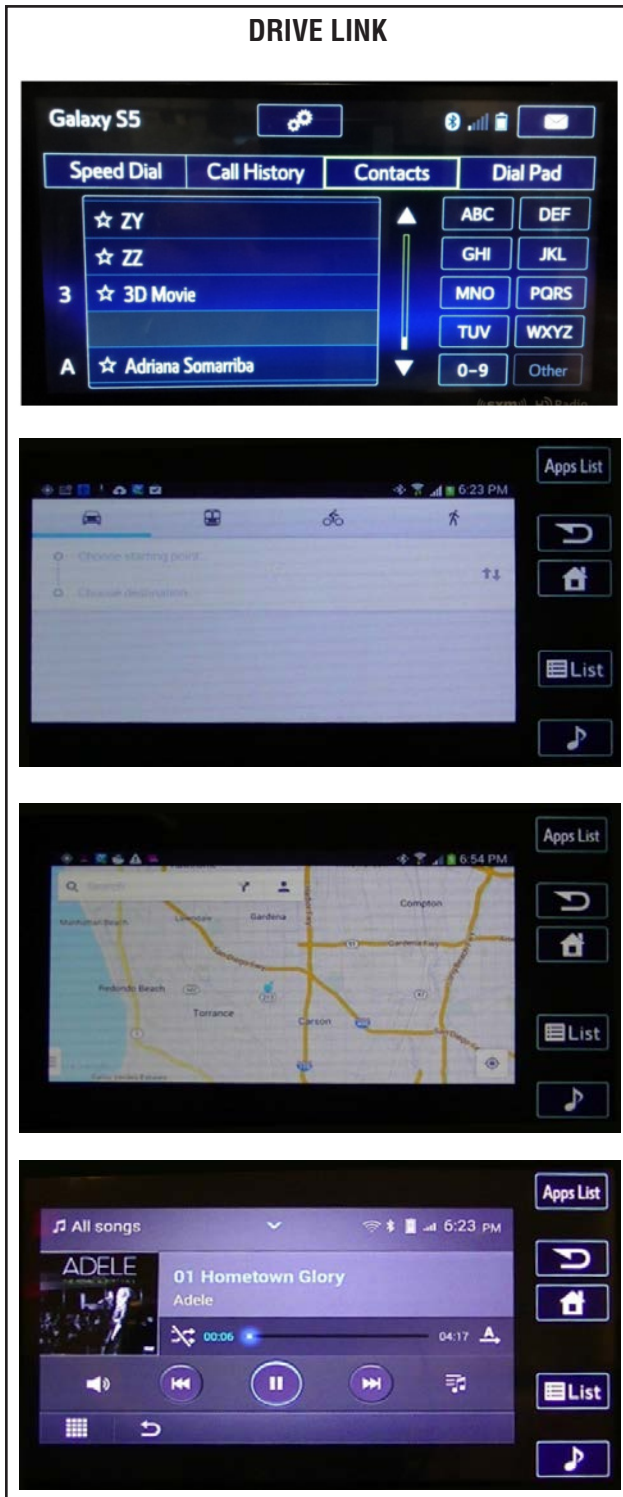
**CONDITION #6:** MirrorLink screen does not look the same when using “Drive Link” and “Car” mode.

**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.



*Continued...*

**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.

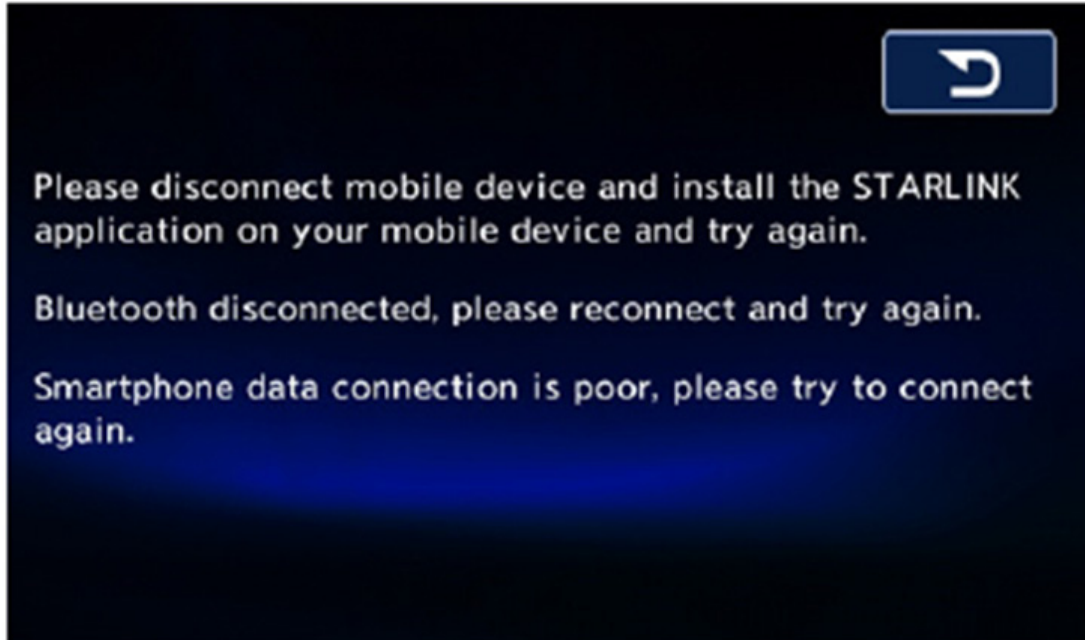


**RECOMMENDATION:**

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

*Continued...*

**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



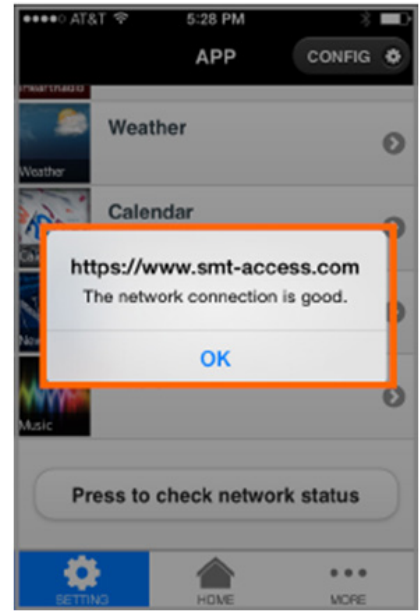
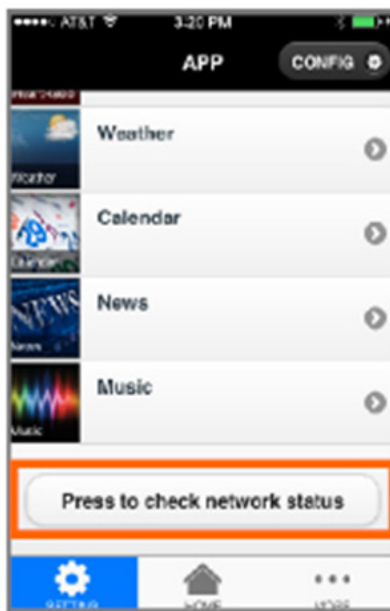
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## RECOMMENDATIONS:

- 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.



- 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.



*Continued...*



**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.

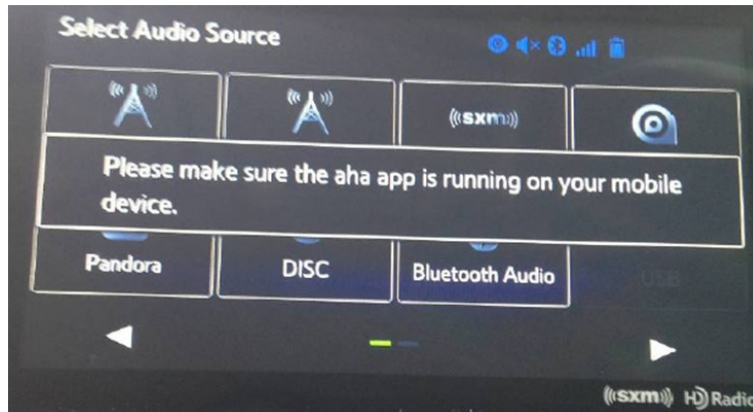
**RECOMMENDATIONS:**

- 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.

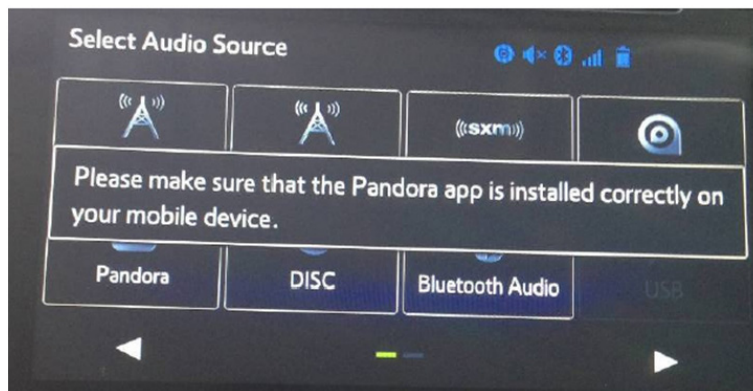


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**CONDITION #10:** When selecting aha or Pandora on the head unit with a Smartphone (iPhone or Android) connected, the head unit displays a message informing the user to check the app on their Smartphone (see below).



**aha Message**



**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

*Continued...*

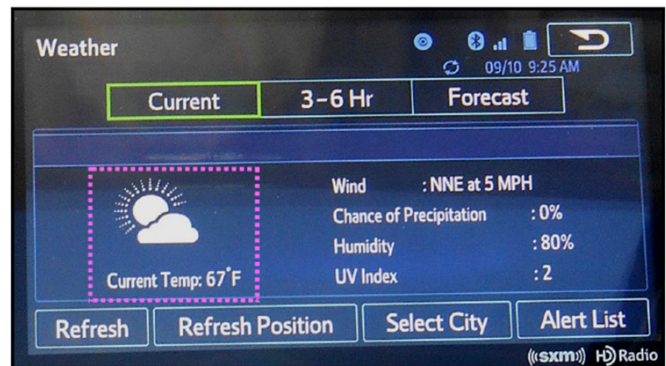
**CONDITION #11:** Weather information from the “STARLINK” and “INFO” function appears to be different even when the time of day and location are exactly the same.

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**



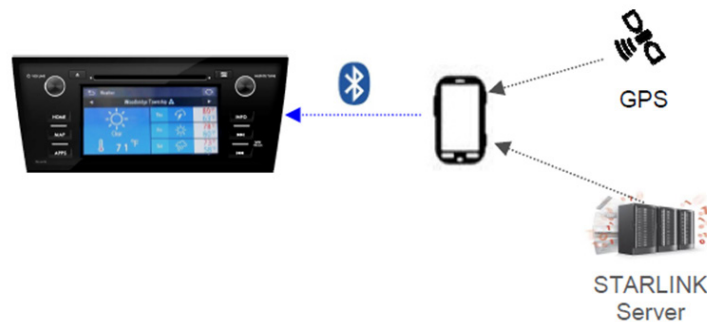
**CAUSE:**

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.

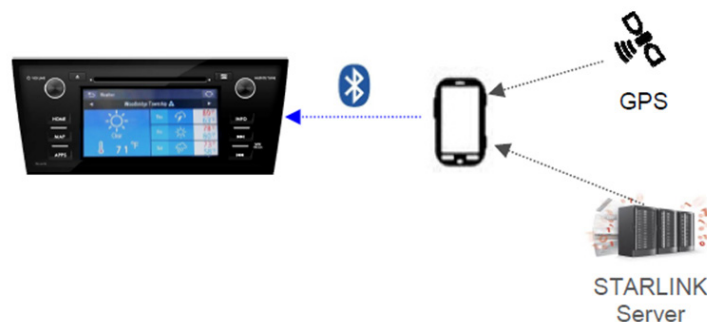
**RECOMMENDATION:**

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.



*Continued...*

**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

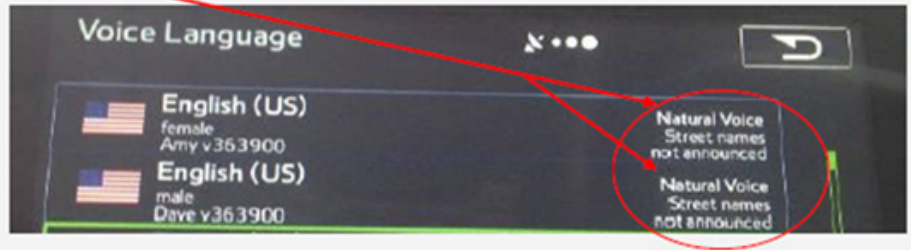
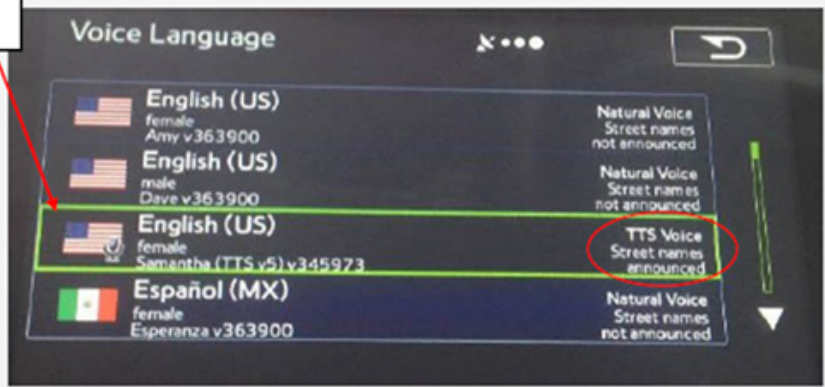


Figure 2



**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”.

*Continued...*



**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.

The image shows the SiriusXM XM Channel Lineup. The channels are organized into several categories:

- POP:** Channels 02-17, including Top 40 Hits, Venus, 40/4, 50/5, 60/6, 70/7, 80/8, 90/9, 2000s Pop Hits, 2000s and Today, Live Pop Hits, and Love Songs.
- ROCK:** Channels 19-28, including Elvis 24/7 Live from Graceland, Bruce Springsteen 24/7, Little Steven's Underground Garage, Pearl Jam 24/7, Grateful Dead 24/7, Escape to Margaritaville, 70s & '80s Classic Rock, '60s & '70s Classic Rock, Deep Classic Rock, and Adult Album Rock.
- HIP-HOP:** Channels 44-46, including Hip-Hop Hits XL, Eminem's Uncut Hip-Hop Channel XL, and Classic Hip-Hop XL.
- R&B:** Channels 47-50, including R&B Hits, Adult R&B Hits, Classic Soul/Motown, and Old School R&B.
- DANCE & ELECTRONIC:** Channel 51, Dance Hits.
- COMMERCIAL-FREE MUSIC:** Channels 53-60, including Smooth Electronic, Studio 54 Radio, Dance Hits from the '90s & 2000s, New Country, Country Hits from the 2000s, '90s Country & More, Classic Country, Rockin' Country Rebels, and Bluegrass.
- COUNTRY:** Channels 56-61.
- CHRISTIAN:** Channels 62-65, including Christian Pop & Rock, Gospel Presented by Kirk Franklin, and Southern Gospel.
- JAZZ/STANDARDS:** Channels 66-72, including Smooth/Contemporary Jazz, Classic Jazz, New Age, Beautiful Music, B.B. King's Blues, Sinatra/American Standards, and Show Tunes.
- CLASSICAL:** Channel 74, Met Opera Radio, Opera/Classical Vocals.

Channel 40, 'Heavy Metal XL', is highlighted with a red arrow and a callout box containing the text 'Heavy Metal XL'.

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

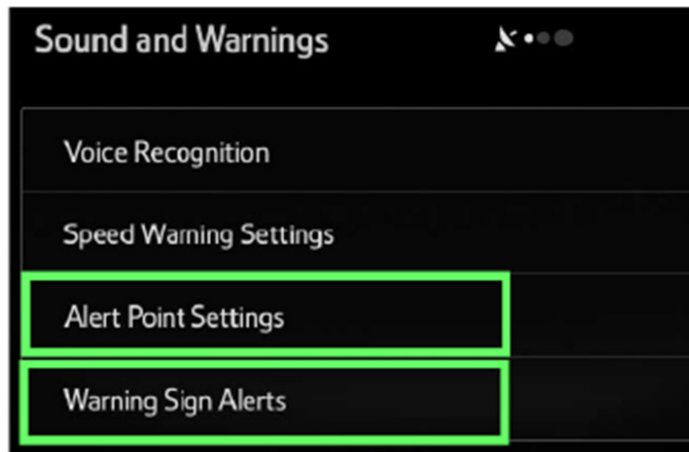
**CAUSE:**

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

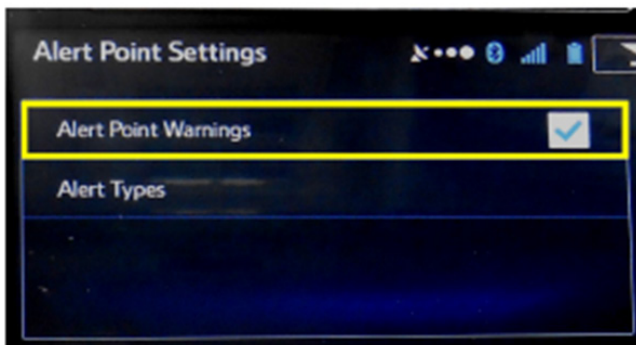
**RECOMMENDATION:**

- 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”.



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).



*Continued...*

**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.

*Continued...*

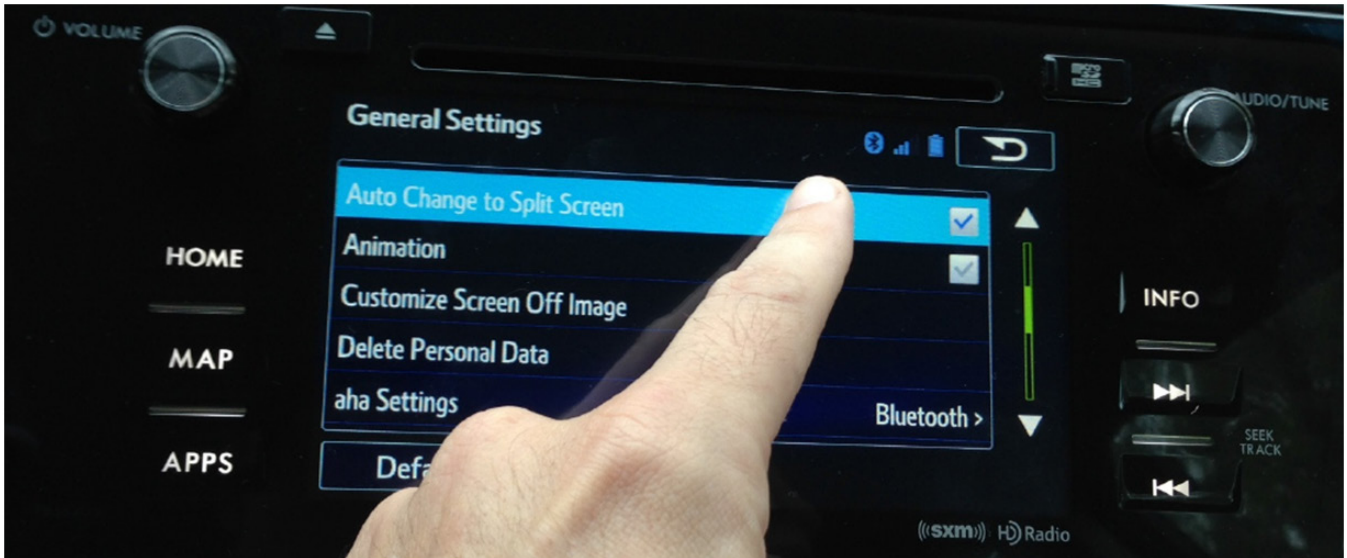
**CONDITION #16:** After 30 seconds of not pressing any buttons, the screen automatically displays a split screen view

**CAUSE:**

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.



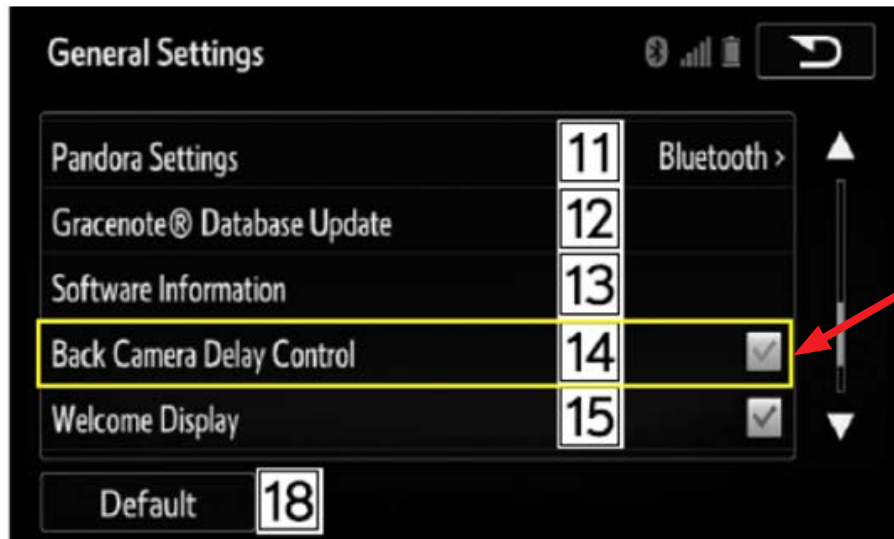
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**CONDITION #17: Back-up camera image remains displayed after shifting out of Reverse**

**CAUSE:**

“Back Camera Delay Control” setting is set to “ON”

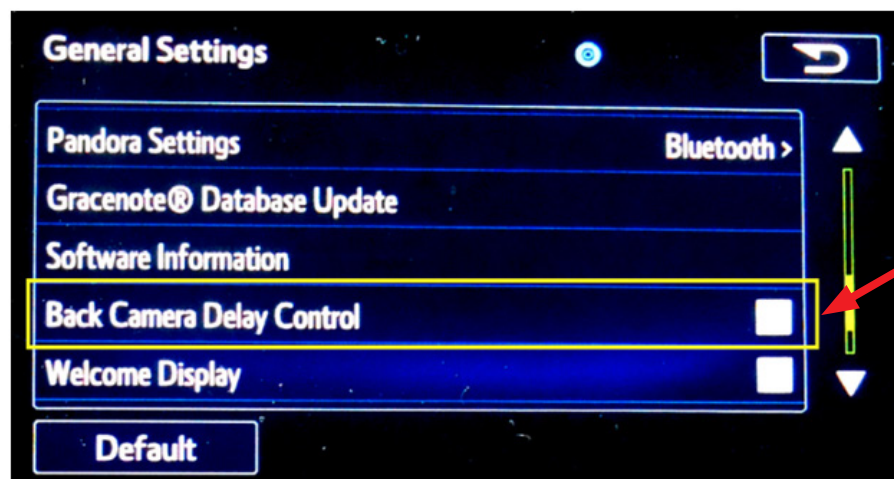


When set to “ON”, the back-up camera image will remain displayed for about 7 seconds after moving the shifter out of Reverse. The image will turn off when shifting into Park or when vehicle speed exceeds 5 mph.

**RECOMMENDATION:**

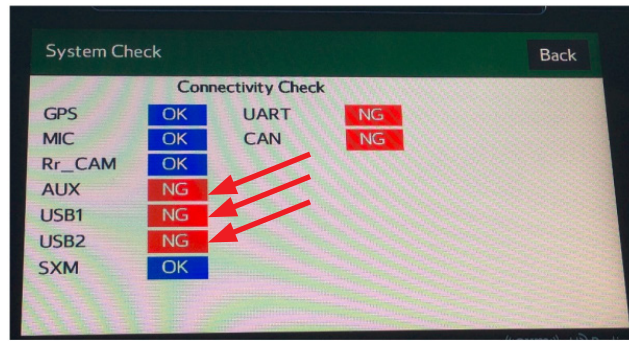
Disable “Back Camera Delay Control” setting by following the steps below:

1. Touch “HOME” button.
2. Touch “SETTINGS” button.
3. Touch “General”.
4. Unselect the “Back Camera Delay Control”.



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**CONDITION #18:** When in Diagnostic Mode, AUX, USB1 and USB2 all show as being NG



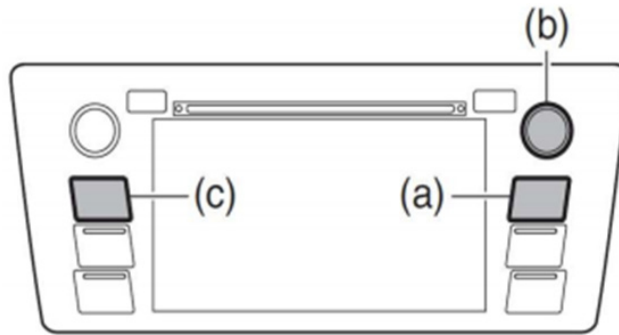
**CAUSE:**

There is no device connected to either the AUX port or either of the USB ports.

**RECOMMENDATION:**

To access Diagnostic Mode, follow the steps below:

- Turn the ignition switch to ACC (or press the Engine Start Stop button).
- While pressing and holding the “a” button, press the button “b” twice.



The “Line Diag” screen will be displayed where the connection status of each device is verified.

Connectivity Check		Vehicle Signal Check	
GPS	OK	ILL+	OFF
MIC	OK	SPD	OFF
Rr_CAM	OK	PKB	OFF
AUX	OK	REV	OFF
USB1	OK	IGN	OFF
USB2	OK		
SXM	OK		

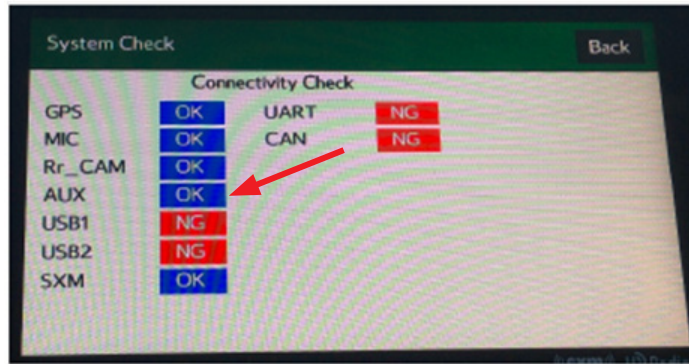
Note:  
1. "UART" and "CAN" are not shown for 86271FJ630/730 and 86201FJ660/760  
2. "GPS" will indicate "NG" on non-Navigation equipped Infotainment systems

To exit Diagnostic Mode, press the “c” button for 3 seconds or cycle the ignition switch / button to OFF.

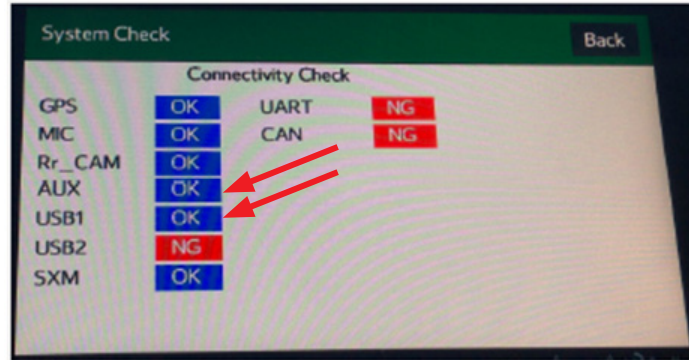
To change the display for AUX from “NG” to “OK” insert an AUX cable connected to a compatible device (e.g. MP3 player) into the AUX port.

To change the display for USB1 and/or USB2 from “NG” to “OK” insert a compatible USB device into the USB port. **NOTE:** you will need to insert 2 USB devices to test both USB ports at the same time.

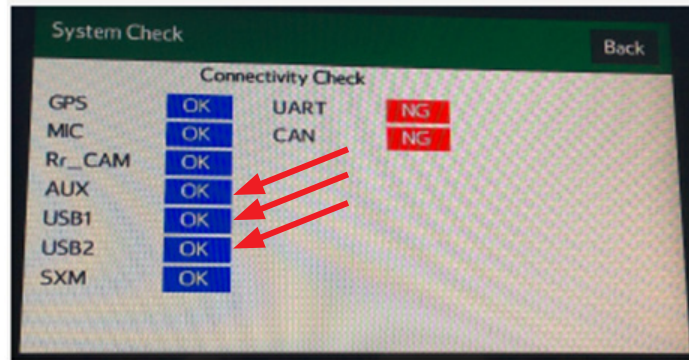
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AUX cable & device connected



AUX cable, device & USB device connected



AUX cable, device & 2 USB devices connected

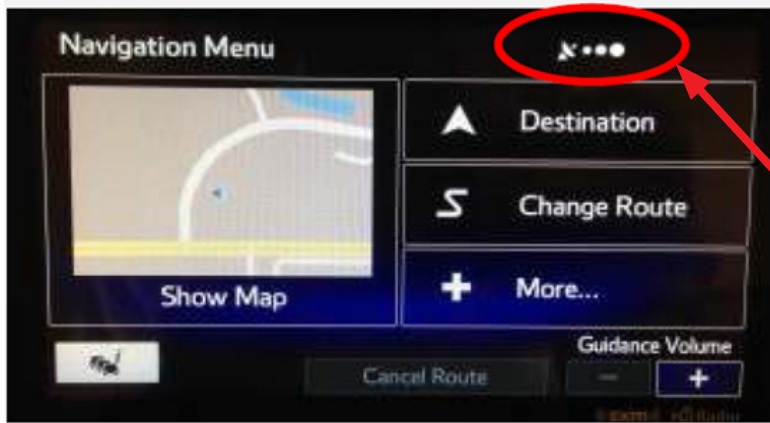
**CONDITION #19: Unable to Locate the GPS Information Screen**

**CAUSE:**

The detailed GPS Information screen is only available if the GPS signal becomes weak.

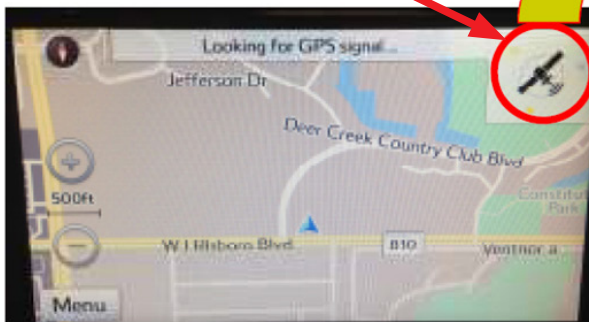
**RECOMMENDATION:**

On the “Navigation Menu” screen, the GPS signal strength indicator is always available at the top right of the screen as shown below. In addition, if the GPS signal strength becomes weak, a Satellite icon will show when the MAP screen is displayed. If this Satellite icon (also a soft key) is pressed, the GPS information screen will be displayed which indicates how many satellites are currently being received along with the accuracy of the GPS signal.



The GPS Signal strength indicator is always available for reference in the upper right of the “Navigation Menu” screen.

If the GPS signal becomes weak, a Satellite icon will appear in the upper right corner of the MAP screen. Touch the icon to show the GPS information.



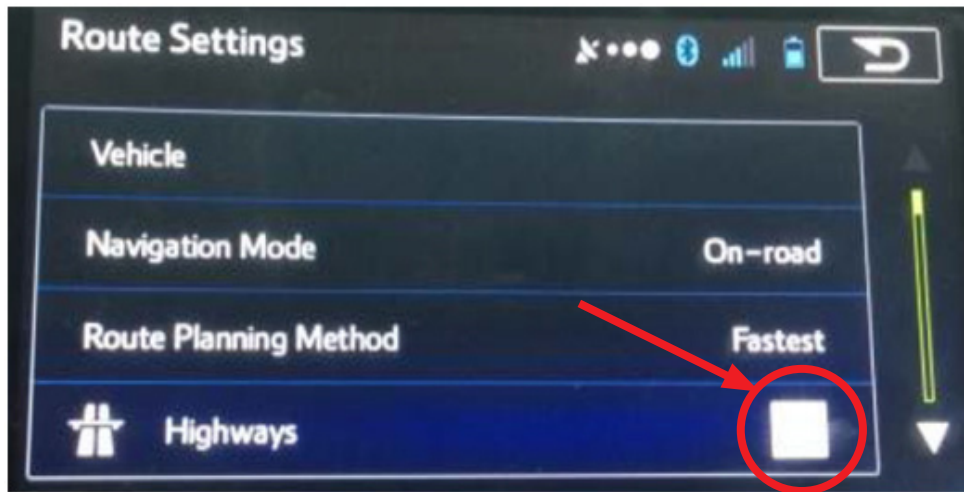
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**CONDITION #20:** The Navigation system often routes the user off the highway, and onto rough surface (dirt / gravel) roads.

**CAUSE:**

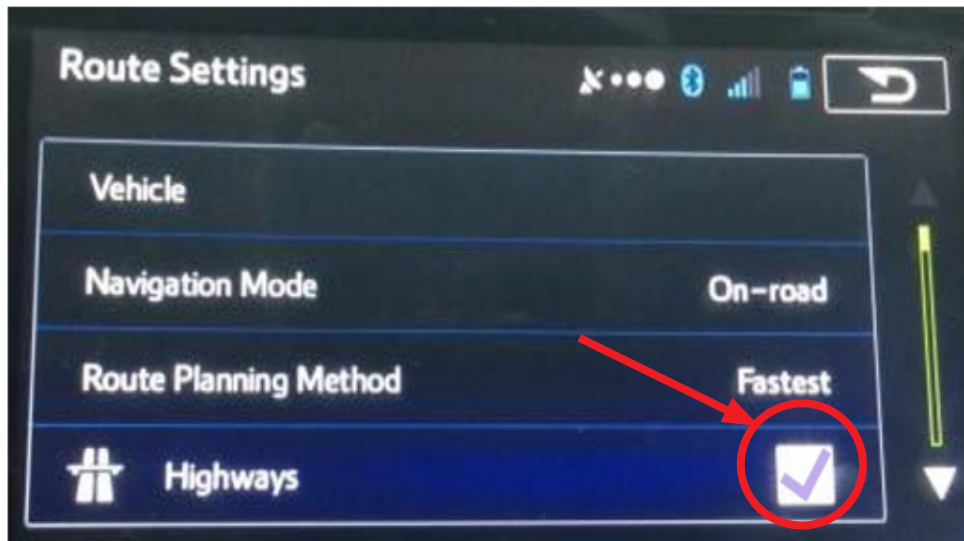
In the Route Settings menu, the “Highways” selection box is unchecked.



**RECOMMENDATION:**

Check the **Highways** selection box by following these steps:

- Select “**Menu**” on the Map Screen
- Select “**More**”
- Select “**Settings**”
- Select “**Route Settings**”
- When “**Highways**” is checked the navigation system will always consider using highways first when planning routes.

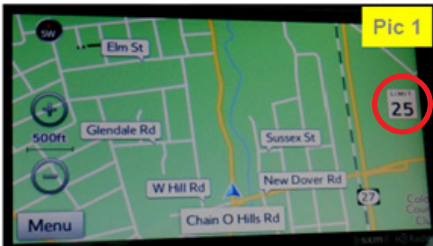


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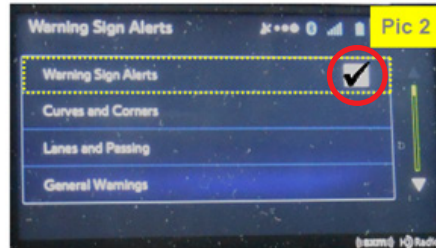
**CONDITION #21:** When the Speed Limit is displayed, “Alert Signs” are not displayed, even when “Warning Sign Alerts” and Alert Point Settings” are enabled.

**CAUSE:**

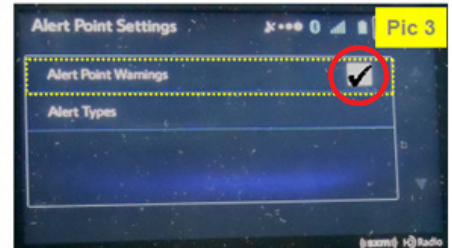
Display of the Speed Limit takes priority over Warning Sign Alerts and Alert Point Warnings. If the Speed Limit is being displayed as shown in Pic 1 below, the other warnings will not be displayed.



Speed Limit Displayed

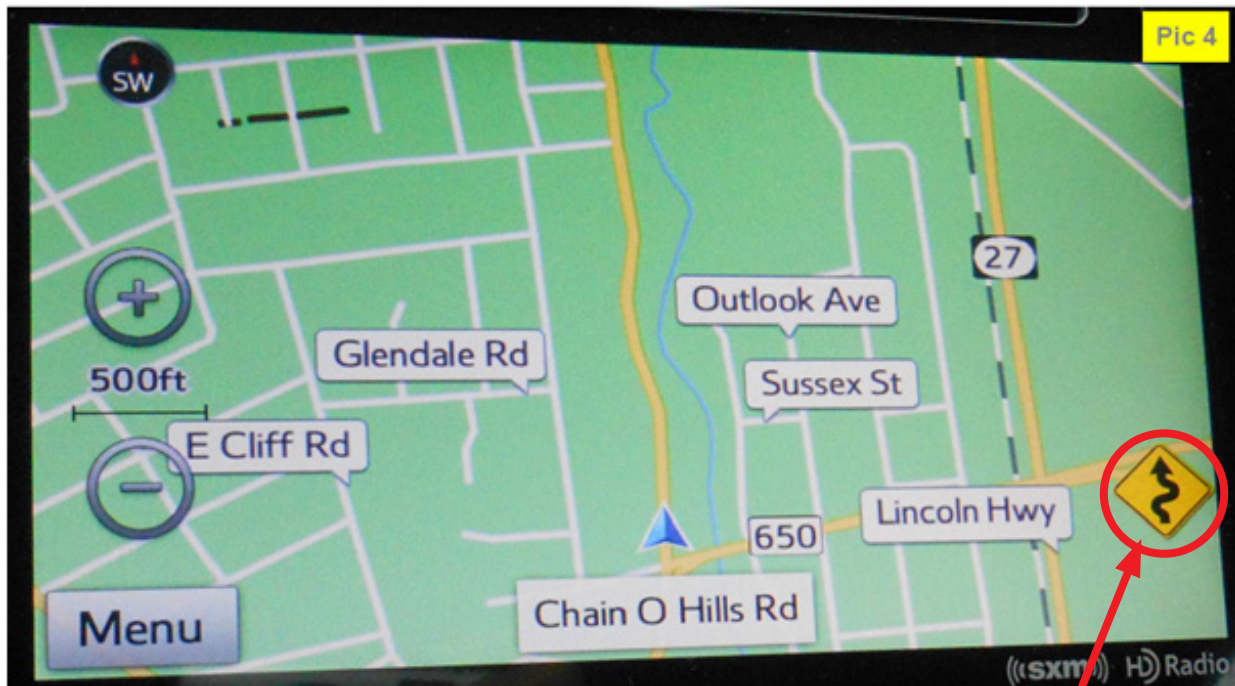


Warning Sign Alerts and Alert Point Warnings are enabled



**RECOMMENDATION:**

1. If the Speed Limit is not being displayed on screen, other warning and alert signs will be displayed as shown below in Pic 4 provided those settings are enabled.
2. If the Speed Limit Warning is disabled, only the warning and alert signs will be displayed (provided those settings are enabled).



Warning Sign

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**CONDITION #22: A Clock icon is  displayed next to the Sirius / XM (SXM) presets.**

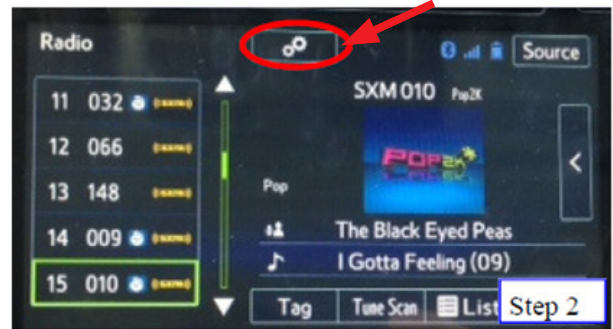
**CAUSE:**


This is a feature called **Smart Favorites** which allows the user to cache (store in the unit's internal memory) broadcast content on up to 5 separate SXM stations at one time.

**RECOMMENDATION:**

To set up Smart Favorites on the SXM presets:

1. Setup your SXM Presets

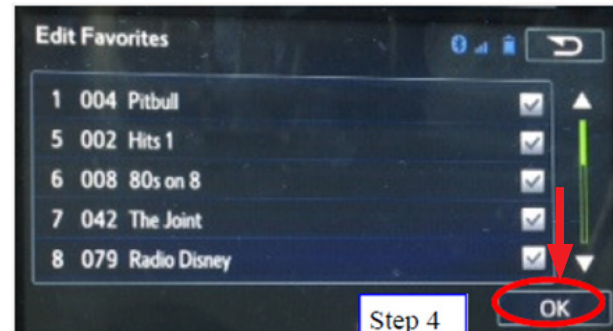


2. Press the Settings button. 



3. On the SXM Options screen, press the "Smart Favs Setup" button

4. Select 5 of the SXM presets to be the Smart Favorites and press "OK"



5. The Smart Favorites will now be displayed with the clock icon  as shown below.



**NOTE:** Stations selected as "Smart Favorites" will have the ability to open the cache screen and listen to previously stored broadcast content using the "Tune Start™" feature. See pg. 75 of the Owner's Manual for more information.

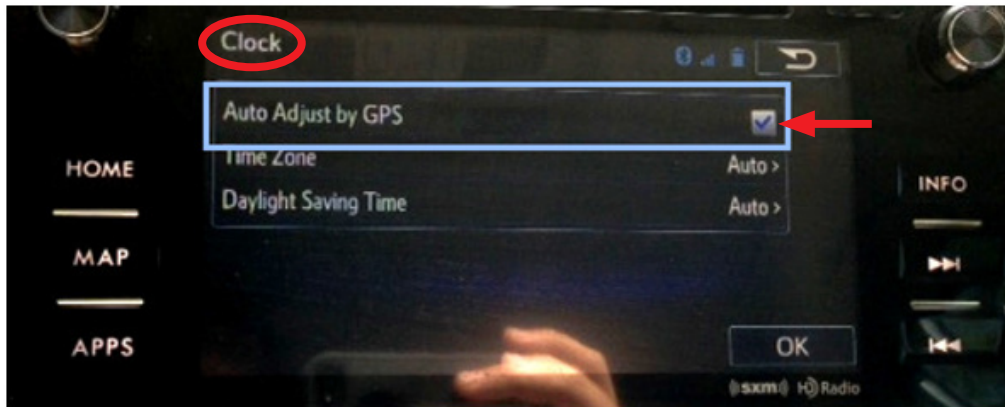
Continued...



**CONDITION #23:** The clock display on HVAC panel is incorrect even when “Auto Adjust by GPS” is selected on the Clock settings menu.



The correct time is 4:59 pm but HVAC display shows 8:59 pm.



**CAUSE:**

When a map SD card is removed from the AVN unit or the map SD card cannot be read properly by the AVN unit, the time displayed on the HVAC panel will automatically default to Greenwich Mean Time (GMT). In this case, the GMT is 4 hours “ahead” of local time.

**RECOMMENDATION:**

1. If the user wants to operate the AVN unit without the map SD card installed and still have the correct time shown on the HVAC panel, access the Clock settings menu, uncheck “Auto Adjust GPS” then manually reset the correct time using “+” and “-” buttons to the left of the clock display as shown below.



2. If the map SD card is installed in the AVN unit, but the maps and / or time is not being displayed correctly, it may be due to a defective map SD card or possibly a faulty AVN unit.

**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.**