ATTENTION:

GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

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

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: All 2012 to 2015 Models Equipped with Fujitsu Ten (F10) Generation 1 (Gen1) Audio / Navigation Systems

SUBJECT: New SD Card Software Update Procedure

NUMBER: 15-193-16R
DATE: 02/25/16
REVISED: 11/29/16

INTRODUCTION

This bulletin announces a new procedure for updating the operating software used in F10 Gen1 audio / navigation systems. This new procedure eliminates the need to exchange the head unit / SD card to obtain software-related updates and operating enhancements.

Legacy & Outback

Other Models

This new, user-friendly method will take the place of any previous software update procedures and is applicable to the original or previously exchanged SD cards.

NOTE: This procedure is NOT to be used for updating Map update cards as shown here with a red "X". To update the software on a Map Update card, the customer must contact HERE for assistance at: 1-866-462-8837 (M-F 8AM-6PM CST).

SERVICE PROCEDURE / INFORMATION

The new Gen1 software update procedure consists of 4 basic steps:

• **Step 1**: Take the time to review the Symptom Chart below completely and confirm the condition you are attempting to address is included. If the condition is not on the Symptom

Continued...

Chart, updating the SD card will most likely NOT change it. The condition may be a normal characteristic of the operating system software.

- **Step 2:** Confirm the head unit's **current** operating system software version number.

- **Step 3:** (If suitable) update the head unit's SD card using the new FTEN updating tool which was included in the October, 2015 SSM Software update.

- **Step 4:** After updating the SD card is complete, confirm successful installation of the new updated software version by verifying the head unit's **new** operating system software version matches the number shown on the table found on pg. 10 of this bulletin.

Symptom ID#	Symptom Description	Vehicle / Model Year (MY) Applicability				
		Impreza / XV Crosstrek	WRX / WRX STI	Forester	Legacy / Outback	BRZ
	SYMPTOM CHART for Gen. 1 Fujitsu-Ten (F10) SD Card Updating Software Tool					
1	1- System Inoperative (no power)	12MY	12MY	12MY	13MY	13MY
	2- Cannot press / utilize "I Agree" soft key	13MY	13MY	13MY	14MY	14MY
	3- Navigation system freezes	14MY	14MY	14MY		15MY
	4- Voice Recognition (VR) feature / mode inoperative		15MY	15MY		
2	Vehicle Speed shown in diagnosis data is inaccurate (1.6 times higher than normal)	14MY	14-15MY	13-15MY	13-14MY	14-15MY
3	Improve Navigation system operation when GPS signal error potential is high	13-14MY	14-15MY	13-15MY	13-14MY	13-15MY
4	Navigation guidance voice sounds garbled / distorted	14MY	15MY	14-15MY	14MY	15MY
5	1- A "Beep" sound is heard when the word "next" is spoken while Call List screen in VR mode is displayed or when VR procedure times out	14MY	14-15MY	13-15MY	13-14MY	14-15MY
	2- Bluetooth (BT) Audio operation cuts out intermittently					
	3- Incoming calls (although BT icon displayed) cannot be answered					
	4- BT reconnects erratically					
6	During Route Guidance, the spoken distance provided when pressing MAP button is incorrect. This only occurs when the Verbosity Level is set to "Compact".	14MY	14-15MY	14-15MY	14MY	14-15MY
7	1- Increase speed of Route Guidance calculation	14MY	14-15MY	14-15MY	14MY	14-15MY
	2- Increase speed of Destination Arrival calculation					
	3- Recognition of Subaru of America address					
	4- Decrease "I Agree" soft key response time					
	5- Delete House Number display and move compass to top of screen					
	6- Uniform and consistent display of system icons and voice commands					
	7- Removal of unnecessary functions to smooth Navigation scrolling and animation					
	8- Lower audio volume when using Navigation Guidance					
	9- Delete "Outskirts/Suburb of" display					
	10- Change soft key title from "Done" to "Next"					
	11- Addition of soft key for Guidance Volume to Menu Top screen					
	12- Increase size of "TUNE" & "TRACK" Up/Down, "ON" & "Off" Hook soft keys					
	13- Change to "Leave Highway" notification					
	14- Reduce size of Caution message display					
	15- Move BT Settings to "Phone" menu					
	16- Increase field size available for XM station names					
	17- Increase font size of Point of Interest (POI) addresses					
	18- Update XM Traffic logo					
	19- Mute Voice Guidance during phone calls					
	20- No message display during back-up camera operation					
8	1- System freezes after selecting a route and trying to change language	14MY	14-15MY	14-15MY	14MY	14-15MY
	2- When using XM Traffic, N, S, E & W directions are displayed as their opposites					
	3- Increase number of Route Saved entries to 100					
	4- System resets when playing certain music files using USB memory					
	5- Trip Monitor display erratic					
	6- Caller ID display inoperative in BT mode					
	7- Freezes when searching for an address using VR and "Please wait" is displayed					
9	Increase memory availability of main processor for Navigation function	14MY	14-15MY	13-15MY	13-14MY	14-15MY
10	1- Refine map matching area to provide more accurate vehicle location display	14MY	15MY	15MY	14MY	14-15MY
	2- Add yellow and green (to red) for road conditions when using XM Traffic					
	3- Change default destination setting from "Country" to "Country or State / Province"					
11	Correction for Map screen going black concern when Target road for map matching is not included in the map data and GPS reception conditions are poor	14MY	15MY	15MY		
12	Remember last XM channel used even when using other bands afterward	14MY	15MY	15MY		15MY
13	Incorrect pop-up notification of incoming BT-Mail message		15MY	15MY		15MY
14	1- Reset occurs at start-up when last mode selected was USB Audio	12-14MY	13-15MY	12-15MY	13-14MY	13-15MY
	2- BT Handsfree call using VR is disabled when playing aha Radio					
15	BT Handsfree phone quality improvement	12-14MY				
16	BT Handsfree phone quality improvement		15MY			

NOTE: The items listed in this section (7) are operational enhancements requested by SOA based on user-supplied feedback and do not indicate a malfunction with the operating system.

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Before proceeding, confirm the "FTEN" icon is displayed on the Select Monitor GUI screen as shown below. If the FTEN icon is not displayed, verify the SSM software version currently installed on the PC being used. If your system does not have the October, 2015 or newer software version installed, contact Nuspire at: 1-877-782-7404 to request the update.

Once presence of the FTEN icon has been verified, proceed to Step 1 below.

Step 1: Confirm the head unit's current operating software version.

- Confirm the vehicle's battery is fully charged.

- Record the customer's navigation guidance volume, handsfree ringtone and ringtone volume settings.

- Turn the ignition key to the ACC position (or press Push Start button once, foot off brake pedal). The opening screen below will be displayed.
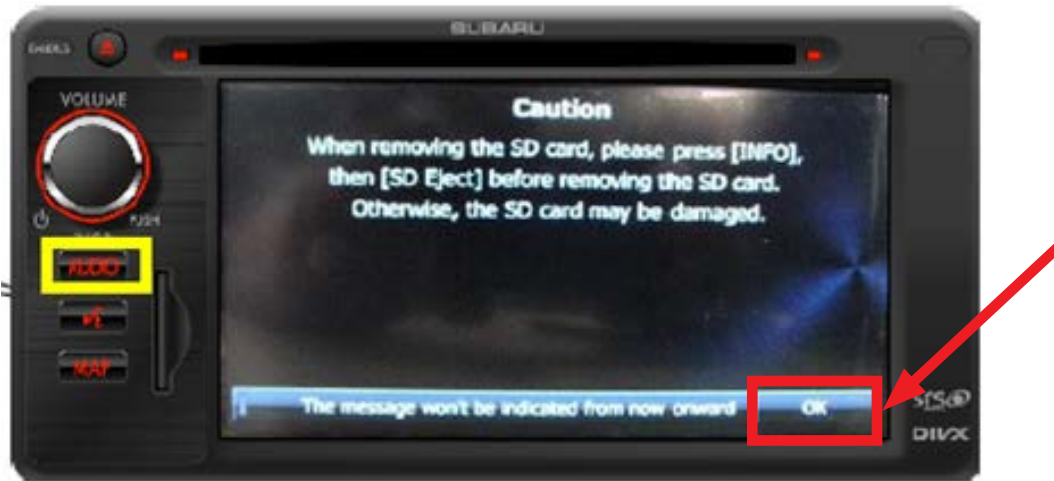

- Two "CAUTION" screens will be displayed next, press **"I Agree"** and **"OK"** soft keys to proceed.

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- When the third **"CAUTION"** screen is displayed which references removal of the SD card, press the AUDIO button as shown below.

NOTE: If the OK button on the blue bar shown here was pressed earlier, this screen will not appear. Either way, press the **AUDIO** button to proceed.

- Press the down arrow **"V"** then the **"Info"** soft keys on the screen.

- On the next screen, press the **Software Version** soft key.

IMPORTANT: Even though "SD Eject" is displayed, DO NOT eject the SD Card at this time.

- Compare the displayed software version to the chart shown in the table below. Confirm the **last 4 digits** of the head unit's software version number are **BEFORE** (lower than) the "After Reprogramming" version number shown in the table below.

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MY	Vehicle	SD Card Parts Number	Audio Software Version after Reprogramming
12	Impreza	86283FJ600	Ver.40.1025
12	Impreza WRX	86283FG600	Ver.45.1025
13	Impreza WRX	86283FG620	
14	Impreza WRX	86283FG630	Ver.69.2009
15	Impreza WRX	86283VA600	Ver.70.2010
15	Impreza WRX	86283VA620	
13	Impreza_XV Crosstrek	86283FJ610	Ver.63.1025
14	Impreza_XV Crosstrek	86283FJ620	Ver.67.2009
14	Impreza_XV Crosstrek	86283FJ640	
12	Forester	86283SC600	Ver.43.1025
13	Forester	86283SC620	
14	Forester	86283SG600	Ver.60.2009
14	Forester	86283SG620	
14	Forester	86283SG630	
15	Forester	86283SG640	
15	Forester	86283SG670	
13	BRZ	86283CA620	Ver.44.1025
14	BRZ	86283CA630	Ver.68.2009
15	BRZ	86283CA640	Ver.68.3005
12	Legacy_Outback	86283AJ67A	Ver.46.1025
13	Legacy_Outback		
13	Legacy_Outback_Aha	86283AJ68A	Ver.46.2009
14	Legacy_Outback_Aha	86283AJ66A	
14	Legacy_Outback_Aha	86283AJ69A	Ver.66.2009

- If the head unit's version number is equal to or higher than the version number shown in the table, the procedure is complete as the system is already utilizing the latest version available.

- If the head unit's version number is before (lower than) the version number shown in the table, proceed to **Step 2** and update the SD card using the new FTEN updating tool.

Step 2: Update the head unit's SD card using the new FTEN updating tool.
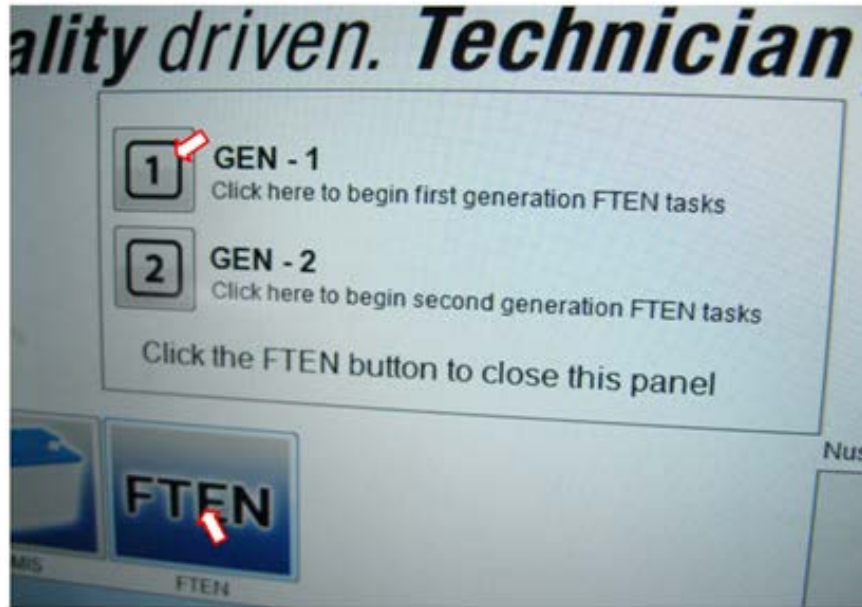
- Confirm the ignition key (or Push Start switch) is in the "OFF" position.

- Remove the PDI fuse from the Main Box (M/B under-hood fuse box). Confirm the audio system will no longer power up with the key in the accessory position before proceeding. If it still powers on, the incorrect fuse was removed from the M/B.

- Using your finger, lightly press the SD Card inward and then release to eject it from the head unit.

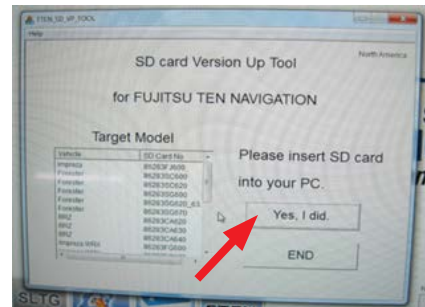- Confirm the lock tab is in the "up" or "unlocked" position as shown below.

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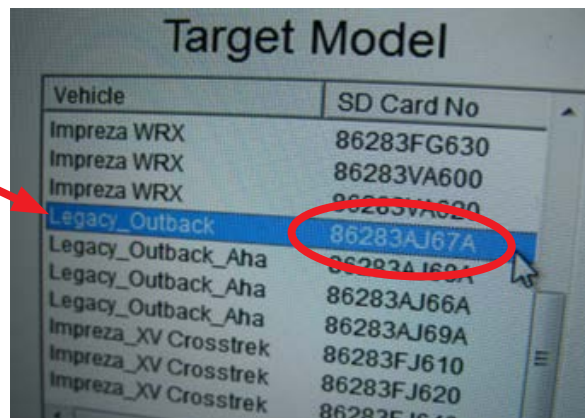- Single-click on the FTEN icon then click on **"1"** for Gen-1.

NOTE: The Gen-2 button is not active as of the publication date of this bulletin.

- Insert the SD card into the card slot of the PC (or use a USB memory card reader if necessary) then click on "Yes, I did".
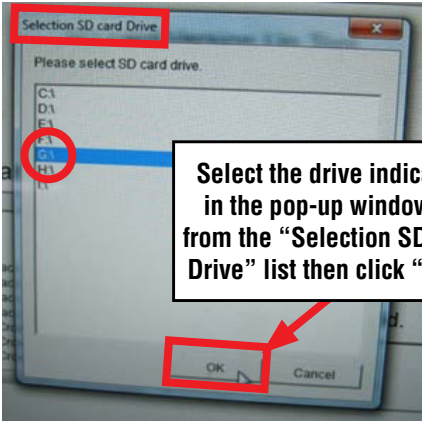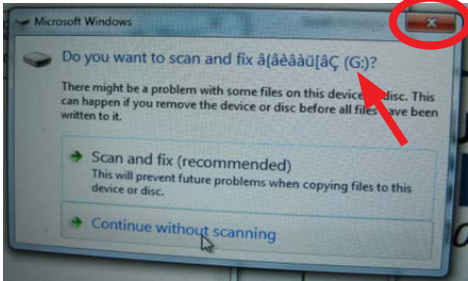

- Select the vehicle and SD Card Number from the Target Model list. Click on the desired selection to highlight it.

After clicking on the required selection, one or both of the pop-up windows shown below will appear. These screens identify the drive the SD card is using ONLY. In this case, the SD card is using the "G" drive of the PC. DO NOT click on any of the choices provided in either pop-up. Once the referenced drive is identified, click on "X" in the upper right-hand corner to close the window(s).
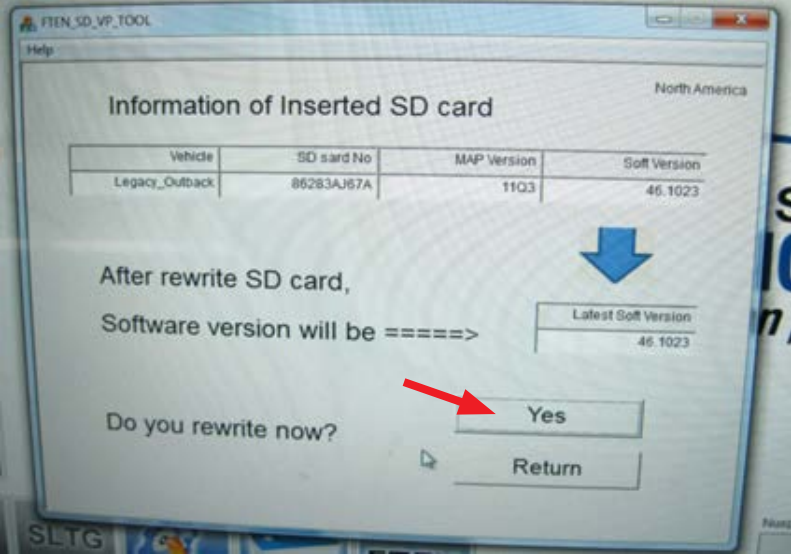
Continued...

> **Identify the drive being used (in this case "G") then close the pop-up by clicking on "X". This will vary depending on the PC's settings.**
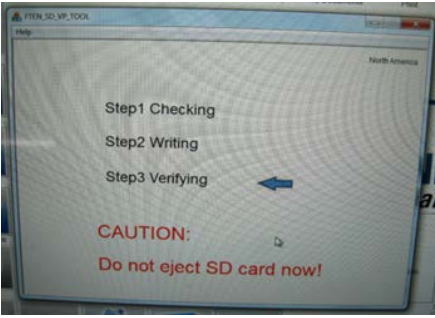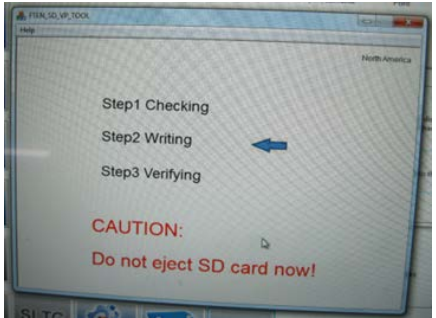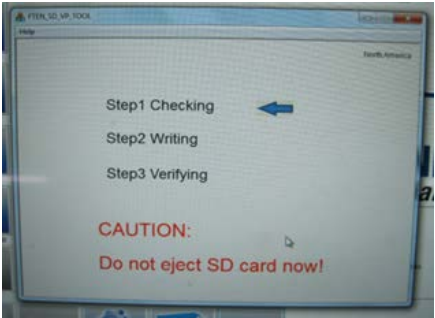

> **Select the drive indicated in the pop-up window(s) from the "Selection SD card Drive" list then click "OK".**

- From the Selection SD card Drive screen shown above, right, click on the applicable drive.

- The next screen will provide the current SD card information and what the new software version will be after the update is completed. Note this information on the hard copy of the repair order for future reference.
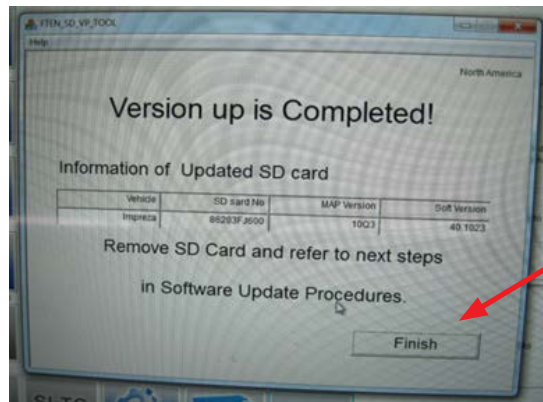

- Click on "Yes" to start the update.

- The updating screen progression is shown below. The procedure takes about 15 seconds.

IMPORTANT: DO NOT remove the SD card during the updating procedure!

- When complete, the screen below will be displayed. Click on "Finish" to end the procedure.

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- Using a permanent marker, place a dot on the face of the SD card as shown in the illustration to identify it as being updated.

Step 3: Confirm successful installation of the new updated software version into the head unit.

- Remove the updated SD card from the PC and insert it back into the card slot of the head unit.
- Re-install the back-up power supply fuse into the M/B.
- Turn the ignition key (or Push Start switch) to the "ACC" or "ON" position.
- After the ignition is switched back on, reprogramming will start automatically and continue for approximately one minute. During this period, the screen will be blank (black).

IMPORTANT NOTES:

- Until the reprogramming process has completed, **DO NOT** turn the ignition switch off or crank the engine as damage to the audio / navigation unit's internal memory may result. If the internal memory becomes damaged, the audio / navigation unit must be replaced.
- **DO NOT** touch the brake pedal.
- **NO** activity (status bar) will be shown on the BLANK screen during the reprogramming.
- **CAUTION:** While screen is BLANK, do not touch the screen, knob or any of the unit's buttons.

- Screen will remain BLANK for at least 60 seconds once the programming starts (**BE PATIENT**).
- When the reprogramming is completed, the start-up screen shown below will be displayed.
- **WAIT** for the programming to complete before touching anything.

- Two **"CAUTION"** screens will be displayed next. Press **"I Agree"** and **"OK"** soft keys to proceed.
- When the third **"CAUTION"** screen is displayed referencing removal of the SD card, press the **AUDIO** button as shown below.

- Press the down arrow "**V**" then press the "**Info**" soft keys on the screen.

Continued...

• On the next screen, press the **Software Version** soft key.

• Compare the displayed software version to the table shown in the illustration below. Confirm the **last 4 digits** of the head unit's software version number match the "after Reprogramming" version number shown in the table below to complete the procedure.

MY	Vehicle	SD Card Parts Number	Audio Software Version after Reprogramming
12	Impreza	86283FJ600	Ver.40.1025
12	Impreza WRX	86283FG600	Ver.45.1025
13	Impreza WRX	86283FG620	
14	Impreza WRX	86283FG630	Ver.69.2009
15	Impreza WRX	86283VA600	Ver.70.2010
15	Impreza WRX	86283VA620	
13	Impreza_XV Crosstrek	86283FJ610	Ver.63.1025
14	Impreza_XV Crosstrek	86283FJ620	Ver.67.2009
14	Impreza_XV Crosstrek	86283FJ640	
12	Forester	86283SC600	Ver.43.1025
13	Forester	86283SC620	
14	Forester	86283SG600	Ver.60.2009
14	Forester	86283SG620	
14	Forester	86283SG630	
15	Forester	86283SG640	
15	Forester	86283SG670	
13	BRZ	86283CA620	Ver.44.1025
14	BRZ	86283CA630	Ver.68.2009
15	BRZ	86283CA640	Ver.68.3005
12	Legacy_Outback	86283AJ67A	Ver.46.1025
13	Legacy_Outback		
13	Legacy_Outback_Aha	86283AJ68A	Ver.46.2009
14	Legacy_Outback_Aha	86283AJ66A	
14	Legacy_Outback_Aha	86283AJ69A	Ver.66.2009

Continued...

Special Service Procedure required for activation of Bluetooth Sound Quality software update:

Once successful installation of the updated software version has been confirmed, the head unit must be re-initialized to make the new software for improvement of Bluetooth sound quality operational. All of the other items included in this software update will operate normally immediately.

VERY IMPORTANT: Before continuing with this re-initialization procedure it is important to explain to the customer and request they acknowledge that personal data items currently stored in the head unit memory will be lost and cannot be retrieved or restored. Personal data will be "rebuilt" over time through normal system usage.

The following is a list of personal data items which will be lost during the re-initialization procedure:

Appendix 1. Deleted personal data items

Deleted personal data items

Item	Deleted data
Navigation	• Navigation settings • Map display setting • Route learning function • Indication setting of facilities • Current position
Settings	• Clock setting • Language Setting • Guide tone setting • Skin pattern setting, Opening screen setting (including data registered in "Customised") • Screen settings • Day/night view changeover setting • Voice recognition setting (including song data and phone book data) • Display settings for the "SD Eject" caution screen
General audio	• Volume setting • Sound quality setting • Screen setting
Radio	• AM/FM preset channels • Parental Lock setting
Bluetooth audio	• Bluetooth audio registered data • Settings and edited items related to Bluetooth audio
Handsfree	• Phone book data • Outgoing call history and incoming call history • Speed Dial data • Bluetooth phone registered data • Unread messages and read messages • Reply Messages list • Settings and edited items related to handsfree messages

Step 1: If the ignition key or switch was turned off after completion of the software update:

- Push Button Start Models: WITHOUT STEPPING ON THE BRAKE PEDAL, press the Push to Start button once.
- Key Start Models: Turn the key to the "ACC" position.

The opening screen will be displayed followed by the **Caution** screen.

Touch "I Agree" button.
*If there is a progress bar, this Caution screen will be changed when all the progress finished.

Step 2: Delete the customer's Personal Data.

Push AUDIO button once.

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- Press the **"V"** (down arrow).

Depending on the head unit model, the button displayed on the face might say "**Setup**" instead of "Info".
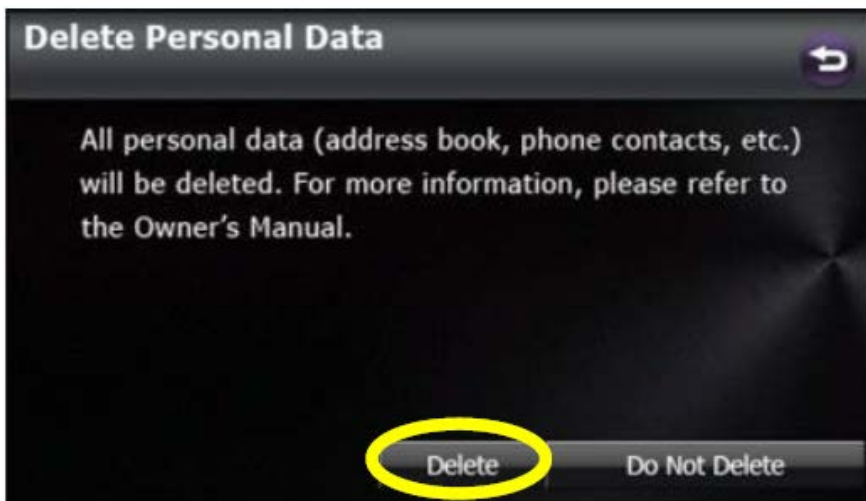
- Press **"Settings"**.

Continued...
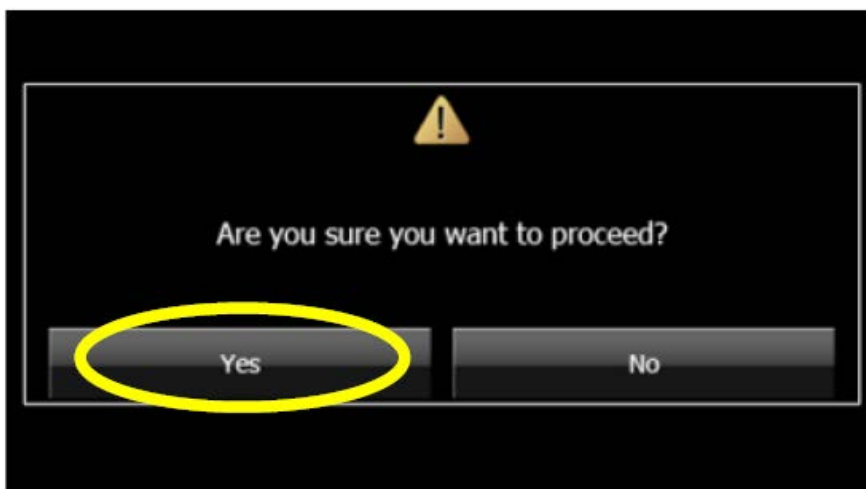
- Press **"Delete Personal Data"**.

- Press **"Delete"**.
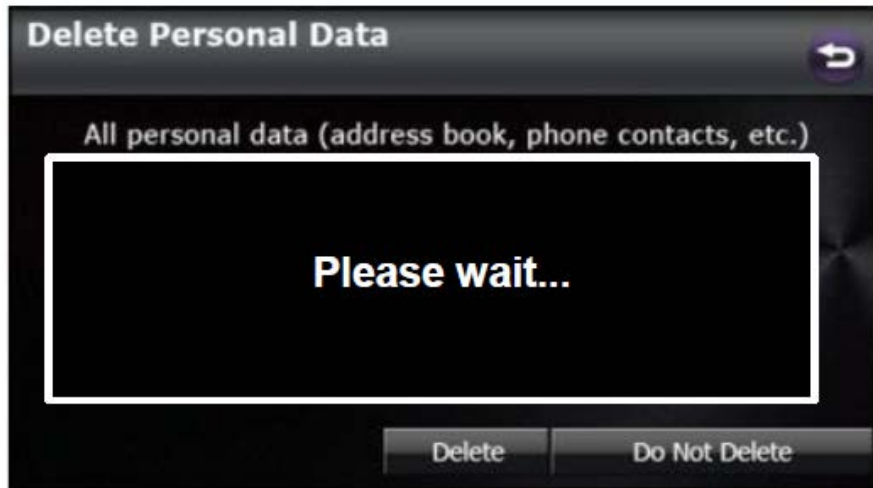

- Press **"Yes"**.

- "Please wait…" will be displayed. When deleting is complete, "Please wait…" will disappear.

IMPORTANT CAUTION: DO NOT turn the ignition off or attempt to start the engine while the deleting process is occurring. Damage to the internal data may result requiring head unit replacement. When the procedure is complete, the screen shown below will be displayed.

- Use the back arrow to exit the Settings screen.
- Cycle the ignition off and wait at least one minute before turning the ignition on again.
- Reset all presets before pairing any phone(s) as initial loading of contacts following phone pairing may require additional time.

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WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period or covered by a Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

LABOR DESCRIPTION	LABOR OPERATION #	LABOR TIME	FAIL CODE
F10 GEN 1 AUDIO/NAVI SD CARD REPROGRAMMING	A067-088	ZPP-48	0.5

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.