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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015MY Legacy and Outback Models Equipped with 6.2" Clarion Display Audio	**NUMBER:** 15-188-15R **DATE:** 09/24/15 **REVISED:** 02/03/16
SUBJECT: Reprogramming File Availability to Improve Audio Unit Performance	

INTRODUCTION:

This bulletin announces the reprogramming file availability and installation procedure to address the following customer concerns when operating the Clarion 6.2" Display Audio unit:

- **Concern:** Slow start-up time (approximately 18 seconds) for the FM menu screen to display
  Improvement: Reduced start-up time to 12 seconds.

- **Concern:** Delay (approximately 14 seconds) before guidelines on back-up camera display appear
  Improvement: Reduced delay to 12 seconds.

- **Concern:** Back-up camera display freezes (for 2 to 10 seconds) when shifting into reverse after switching the ignition on
  Improvement: Modified software to eliminate freezing of back-up camera display.

- **Concern:** Delay (up to 10 seconds) before back-up camera display is shown after shifting into Reverse when a USB memory device and / or an iPhone is connected
 **Improvement:** Reduced delay to 2 seconds.

The procedure will involve downloading the applicable update file from Subarunet then loading it onto a flash drive for installation.

PRODUCTION CHANGE INFORMATION:

New audio units with updated software were incorporated into production per the table below:

MODEL	STARTING VIN	CHANGE DATE
Legacy	F3020224	October, 2014
Outback	F3249073	

APPLICABLE CLARION AUDIO UNITS:

Face Plate ID Number Location
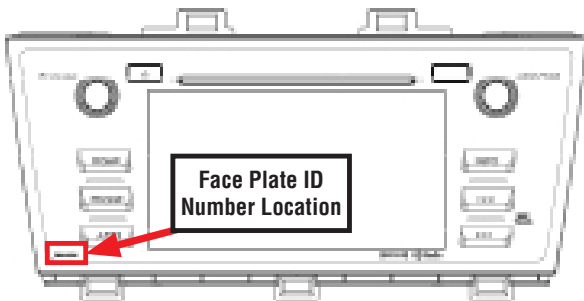
CB604UL, CB614UL and CB624UL

The audio unit model number is displayed on the lower left of the faceplate as shown below.

Continued...

SERVICE PROCEDURE / INFORMATION:

Step 1: Software Version Check

- Switch the ignition and audio unit **ON**.

- Press the **HOME** button.

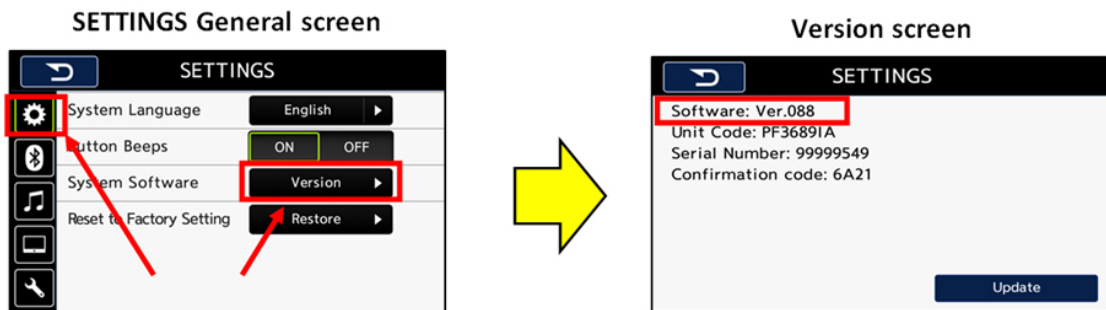- Touch "**SETTINGS**" soft key on the HOME screen.
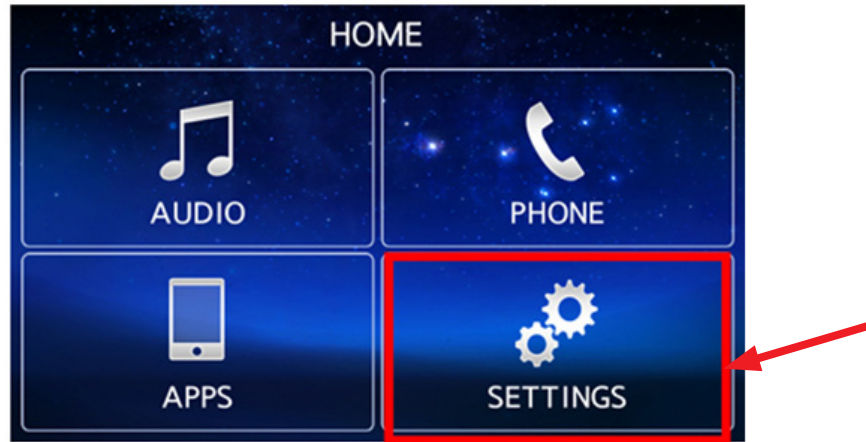
- From the **SETTINGS** screen, check the Software Version number.

If a different SETTINGS screen appears, touch the "General" tab.   Otherwise press the Version soft key on the screen to display the unit's current software version.

Check the current software version.

- If **Ver.088**, proceed to the USB drive formatting / file download and reprogramming procedures listed below.

- If **Ver.095** or higher and any of the conditions outlined in the Introduction of this bulletin are verified, order and install a replacement exchange audio unit from Clarion following normal exchange unit procedures.

VERY IMPORTANT: If an exchange is determined to be necessary, a detailed description of the problem **MUST** be supplied in the space provided on the Exchange Form.
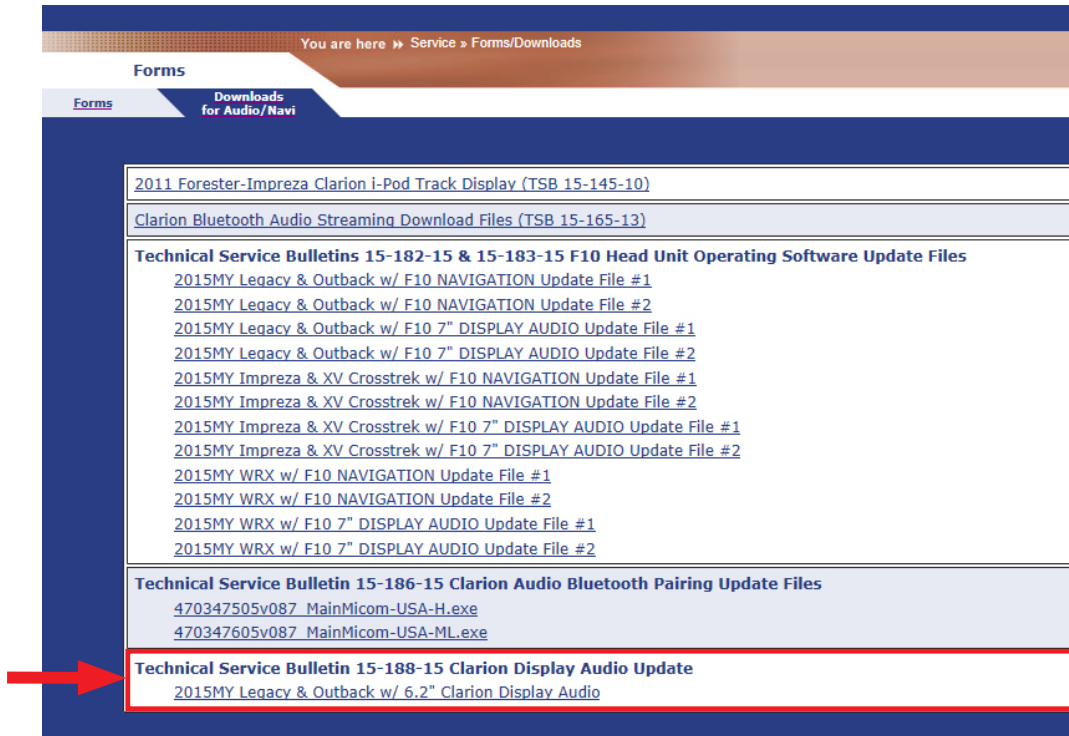
Continued...

Step 2: Prepare the USB Memory (flash drive)

Materials Required:

1 empty, USB 2.0 storage devices (flash drive) will be needed to perform the update procedure. The device should be dedicated to storing and transferring these updating files only. It should also be no more than 4GB in size and contain a FAT32 file format before downloading the update files onto it.

All the Clarion update files are accessible for downloading from Subarunet under: Service>>Forms / Downloads>>Downloads for Audio/Navi page then clicking on the following hyperlink:

[Click Here to Access the Downloads for Audio/Navigation Information on Subarunet](#)

The Subarunet page shown above will display and contain links to the Clarion update files.

VERY IMPORTANT: Before attempting to download any data files, confirm the PC and flash drive you are using are not infected with any virus. The flash drive will need to be formatted for FAT32 following the steps below.

USB Flash Drive Formatting Procedure:

• Install a flash drive into an available USB port on your PC.

• Click Start (this is located in the lower left corner of the desktop screen) then, in the Search programs and files box, type "explorer".

Continued...
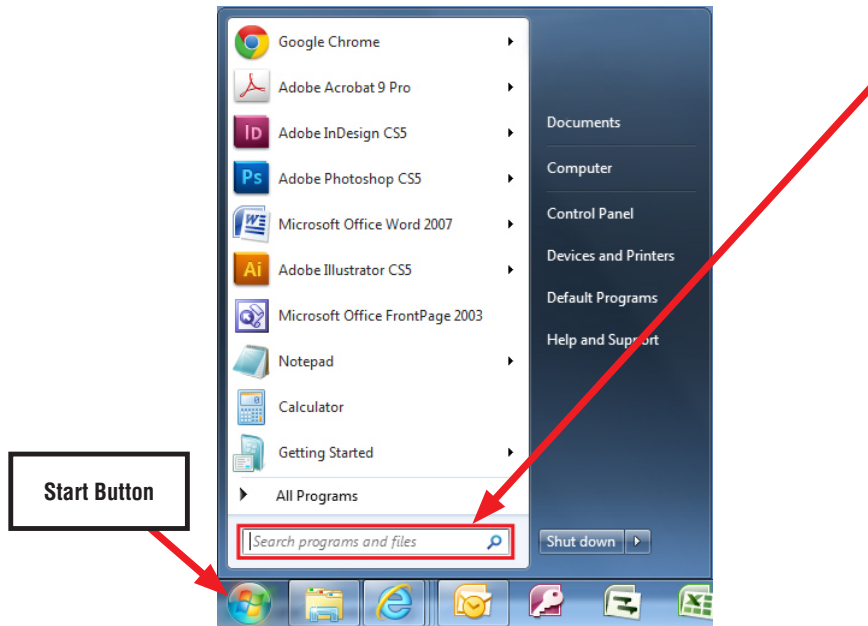
Start Button

NOTE: On SDS Notebook you may also press the My Documents button on the GUI Home Screen.

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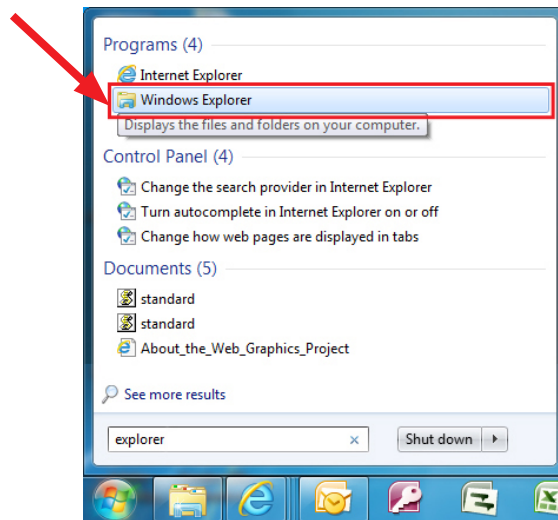
- In the next window, choose the **Computer** section on the left. Locate "**Removable Disk**"

NOTE: Always confirm 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.
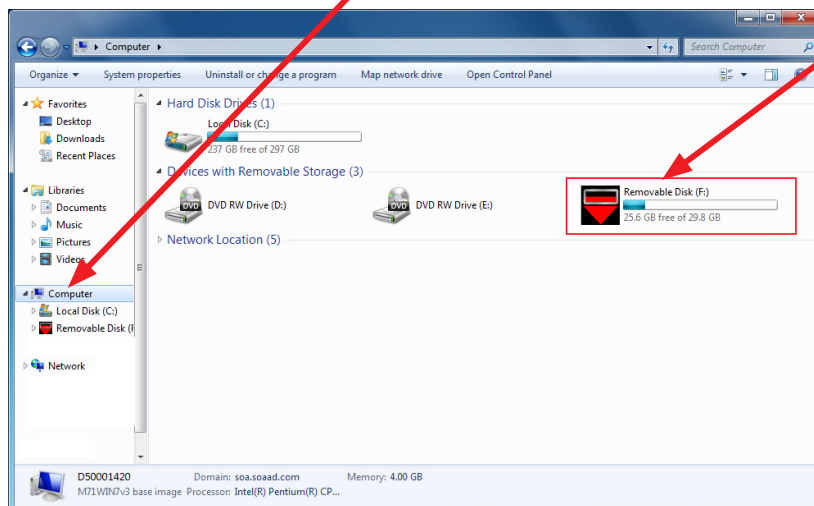
- Right click the picture for "**Removable Disk**" then select "**Format**".
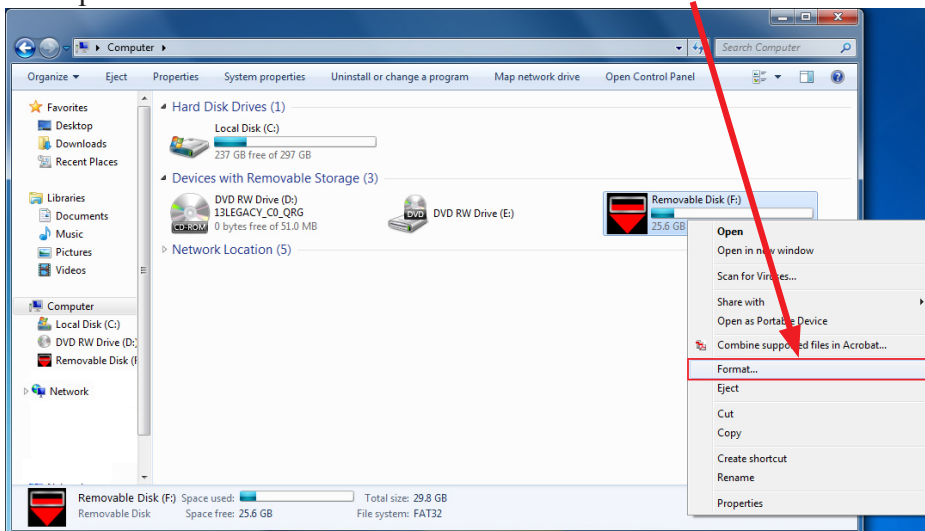
- When the "Format" dialog box appears, make sure the option labeled "File System" is set to **FAT32** and the **Quick Format** box is checked as well. Then, click the "**Start**" button.
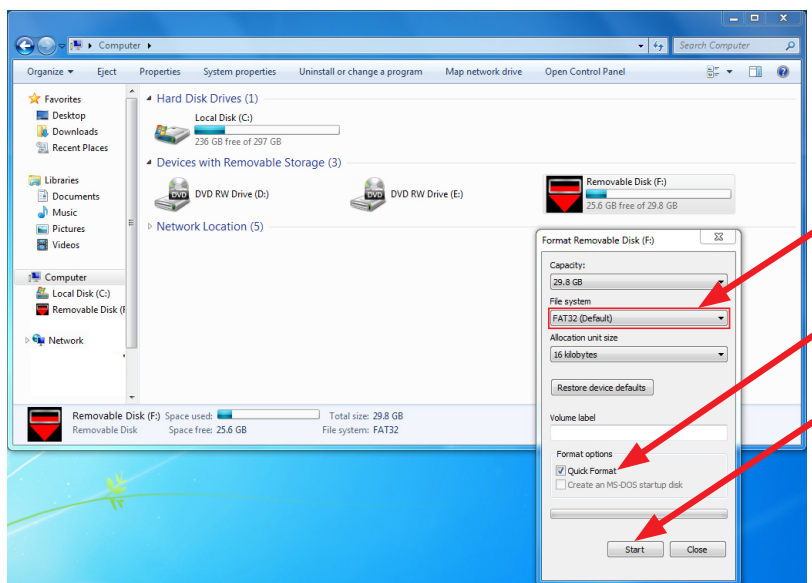
- Click "**OK**" when the following window appears.
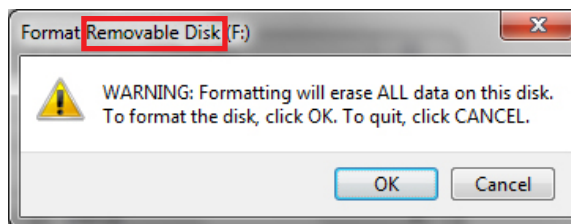
- The drive will start formatting and display this window when it is finished. Click "**OK**" to complete the process.

Step 3: File Download Procedure:

Now that the flash drive has been formatted, the update file must be downloaded. Download the update file to your PC from the Subarunet links. The screenshots below will take you through the steps required to get the selected update file onto your flash drive and ready to use.
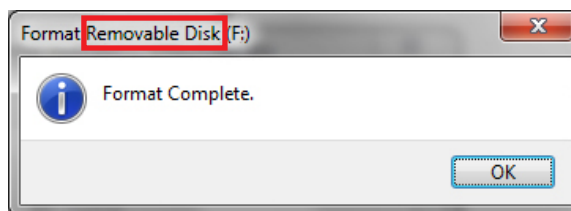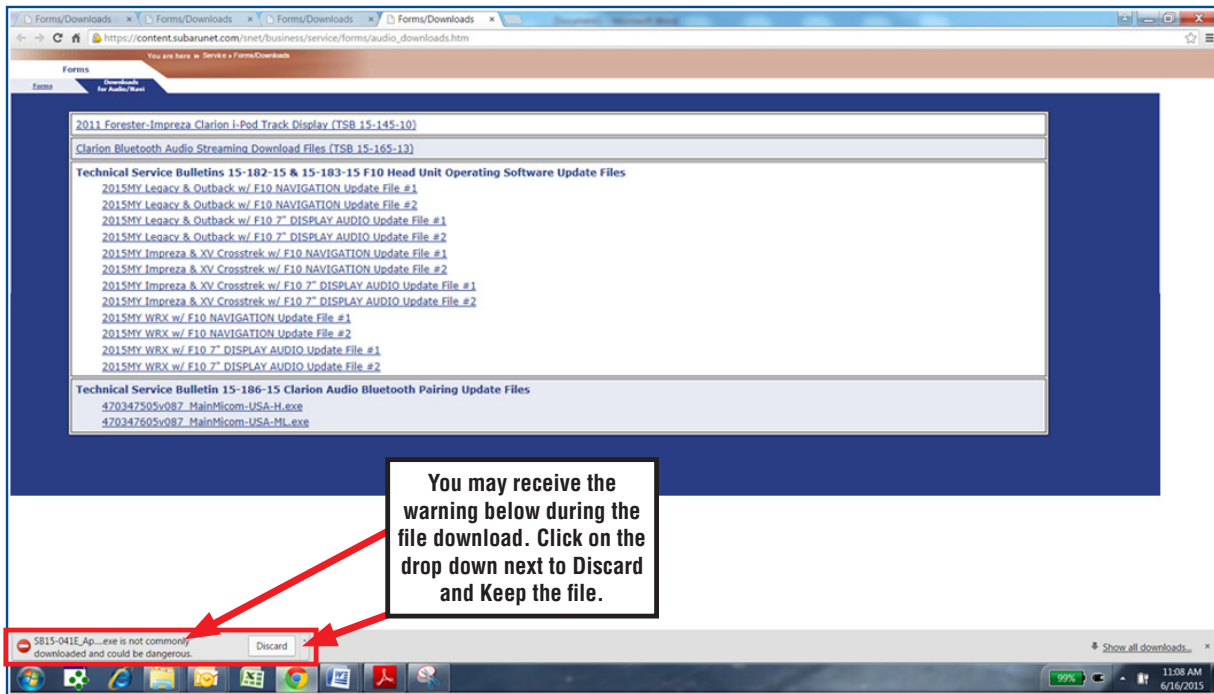

Downloading

Double-click on the file you want to download and it will begin the transfer to your computer automatically.

You may receive the warning below during the file download. Click on the drop down next to Discard and Keep the file.
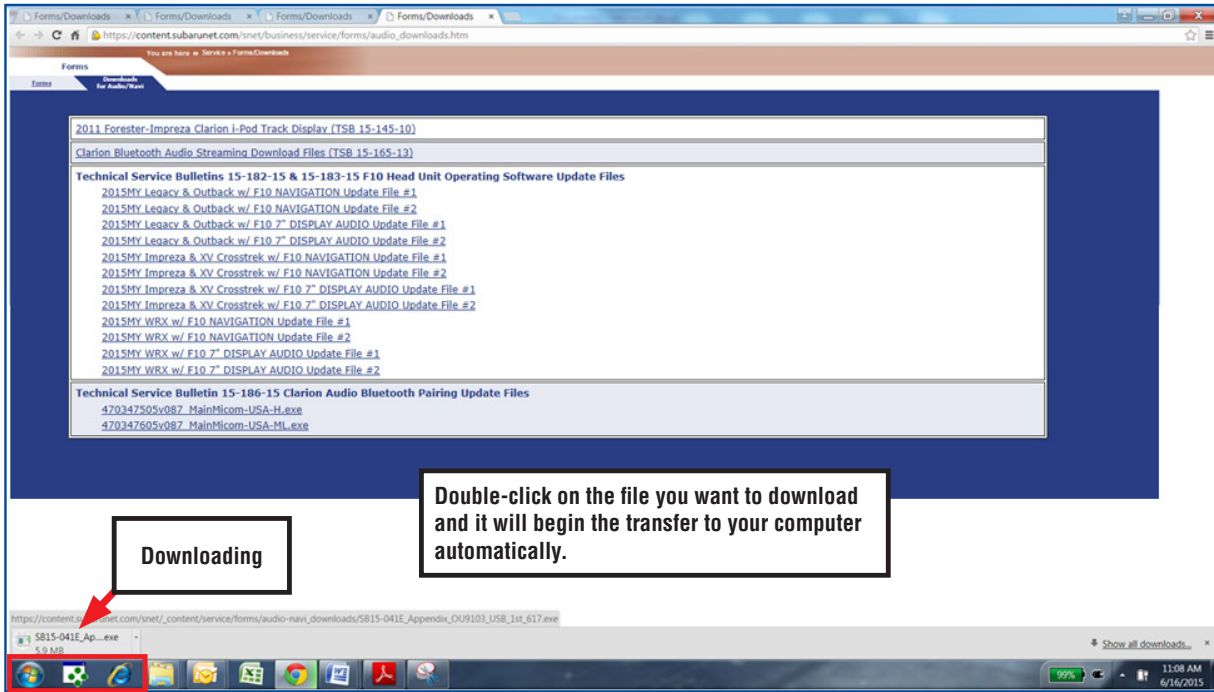
Once the download is complete, you will need to locate the update file, unzip it then save the unzipped version to the USB flash drive. **NOTE:** If you have not already done so, follow the procedure above for re-formatting (removing any existing files) your flash drive.

- Plug the freshly formatted USB flash drive into your computer.

- Go to your Windows Start screen, select "Computer" (or click on My Documents if you are using the SDS Toughbook) then click on "Downloads".

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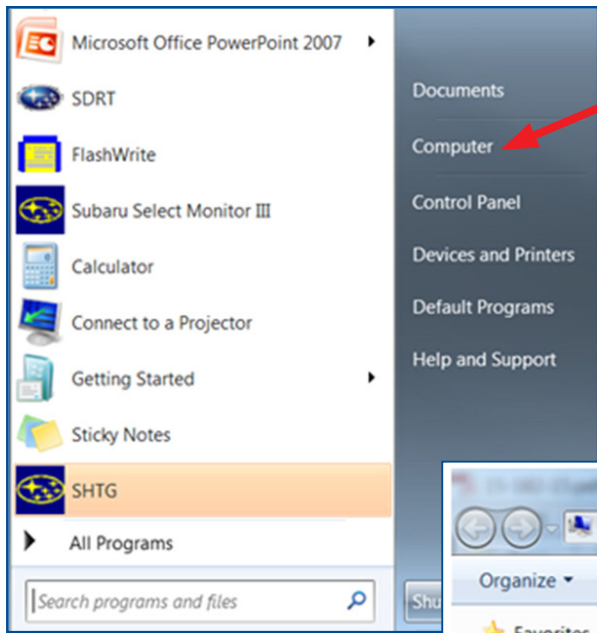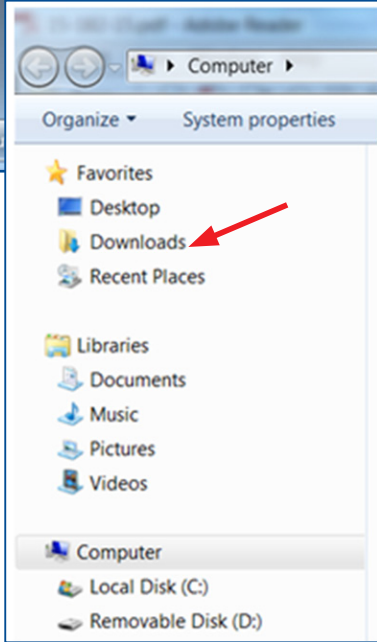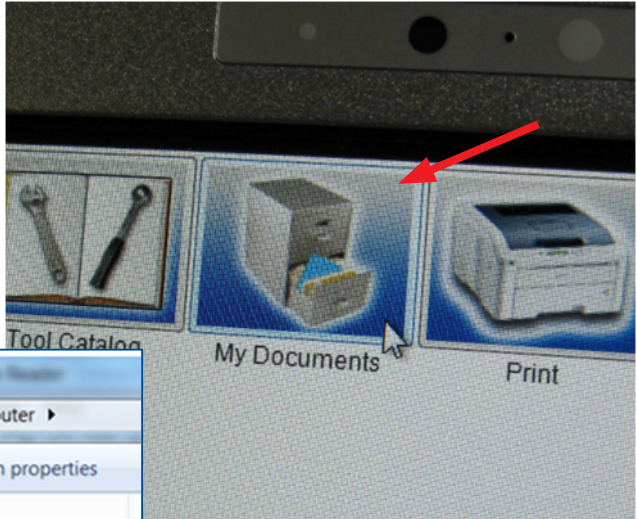
Once your list of downloaded files opens, locate and click on the downloaded update (in this example, "TSB_15-188-15_Clarion_Display_Audio_Update_Files.exe") you are looking for. **TIP:** Click on Date Modified and you can sort the downloaded files by the date they were added which will bring the newest file to the top.
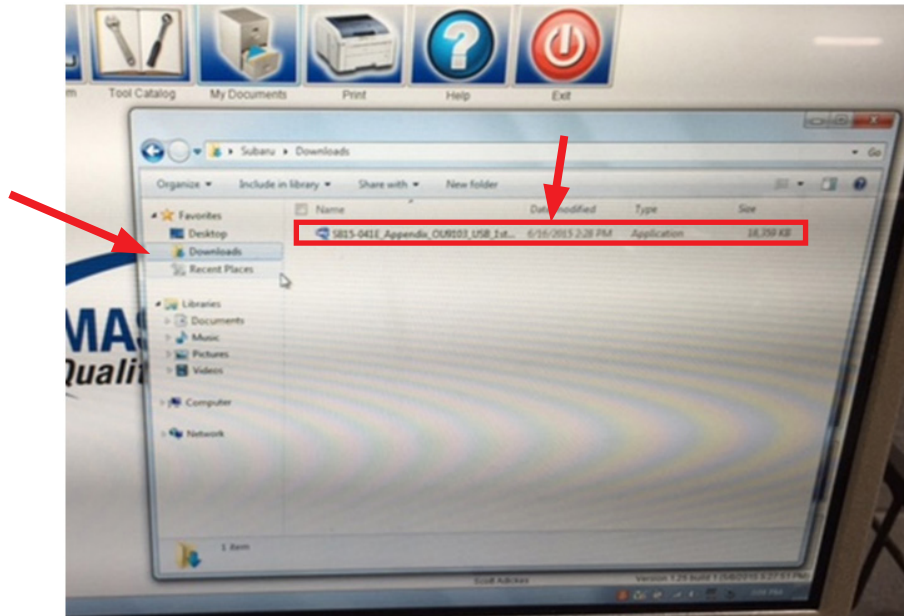
Continued...

- Double clicking the update file will bring up a dialogue box with a Security Warning. Click on "Run" to continue.

- Click on "Browse".
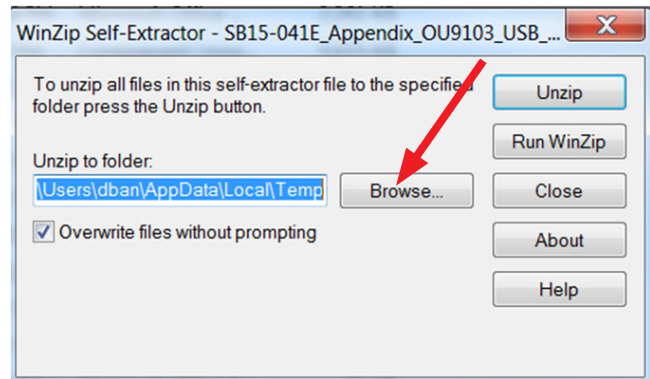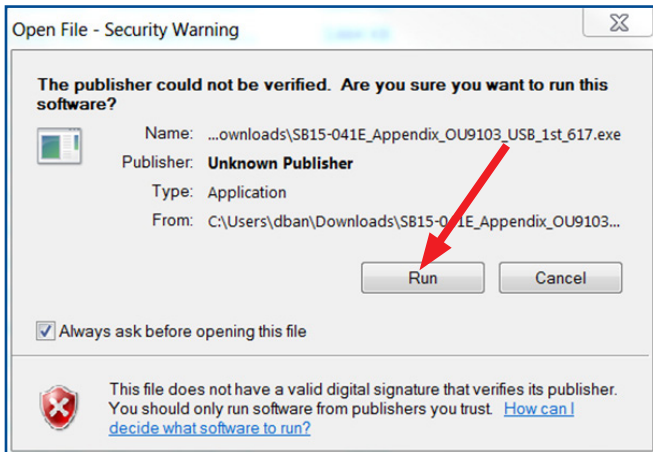
- As shown below, click on "Removable Disk" which is your USB flash drive where you want the unzipped update file(s) to be saved. Click "OK" then click on "Unzip".
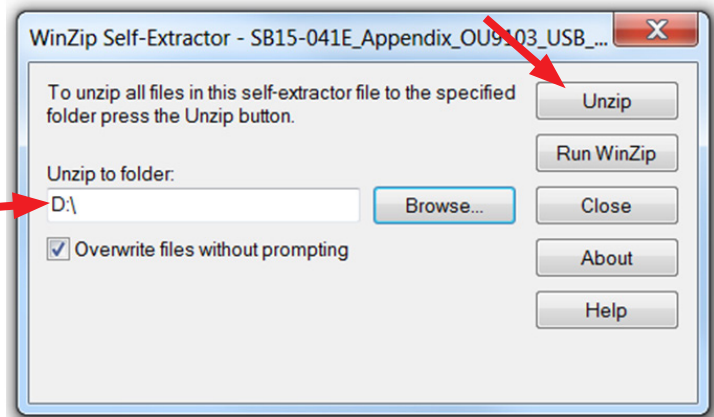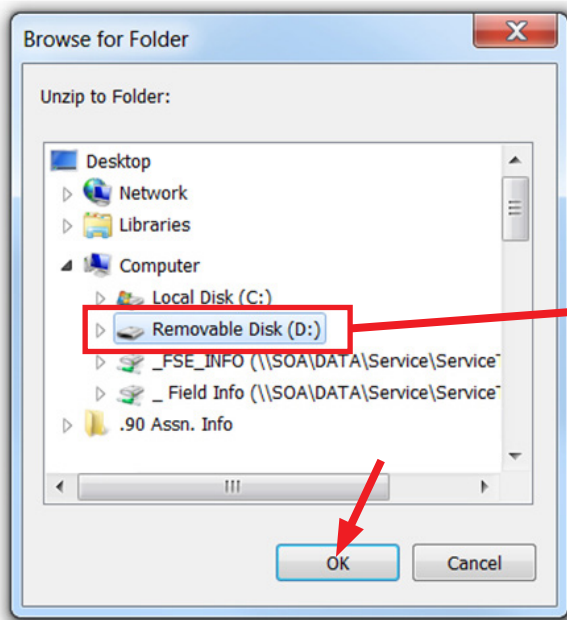
- The update file will unzip and be saved to your flash drive.

- Confirm the update file (and flash drive) is ready to use by going back to Start > Computer (or My Documents on the SDS Toughbook) and double clicking on "Removable Disk" to display the drive's contents as shown in the examples below. If OK, proceed with the software installation procedure below.

IMPORTANT NOTES:

- Do not change the update file names after downloading them.

- Do not save any other version update files onto the same flash drive.

CAUTION: Confirm one last time the file on the USB flash drive and the head unit it will be installed in match per the table below before installing it.

FACE PLATE ID NUMBER	UPDATE SOFTWARE FILE NAME
CB604UL	
CB614UL	TSB_15-188-15_Clarion_Display_Audio_Update_Files.exe
CB624UL	

NOTE: Because of the time it takes to perform these updates, SOA recommends connecting the Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature when performing these updates. Once the GR8 is connected to the vehicle, as long as the battery is fully charged, it takes less than 3 minutes to boot-up the charger, select the Power Supply Mode, and have the vehicle's battery voltage stabilized and ready for updating. **VERY IMPORTANT:** This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by Subaru of America, Inc. (SOA). If the GR8 indicates the vehicle's battery must be charged, charge the battery using the GR8 before proceeding to update the audio unit while using the Power Supply Mode.

Step 4: Reprogramming Procedure:

NOTE: Because of the time it takes to perform these updates, SOA recommends connecting the Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature when performing these updates. Once the GR8 is connected to the vehicle, as long as the battery is fully charged, it takes less than 3 minutes to boot-up the charger, select the Power Supply Mode, and have the vehicle's battery voltage stabilized and ready for updating. **VERY IMPORTANT:** This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by Subaru of America, Inc. (SOA). If the GR8 indicates the vehicle's battery must be charged, charge the battery using the GR8 before proceeding to update the audio unit while using the Power Supply Mode.

NOTE: If a GR8 is unavailable, this reprogramming procedure can also be done with the engine idling.

- Switch the ignition and the audio unit **ON**.

- Insert the USB drive into the USB port.

   4-1: Press the **HOME** button.

   4-2: Touch "**SETTINGS**" soft key on the **HOME** screen.

Continued...

4-3:

SETTINGS General screen

If a different SETTINGS screen appears, touch the "General" tab. Otherwise press the Version soft key on the screen to display the Update soft key.

Version screen

Software: Ver.088
Unit Code: PF36891A
Serial Number: 99999S49
Confirmation code: 6A21

Update

Press the Update soft key. A "Searching for the program" screen will appear.

Searching for the program

Update

Start updating the program?

Do not install while driving.

Yes   Later

Update

- After the "Searching" screen changes to the "Start updating" screen, press **Yes** to begin the updating process.

NOTE: If any of the three error screens shown below appear after the Searching screen instead of the Start updating screen, check the USB memory then start over from **4-3**.

No USB memory.

Update

No program found in the USB memory.

Update

Unable to read the program from the USB memory.
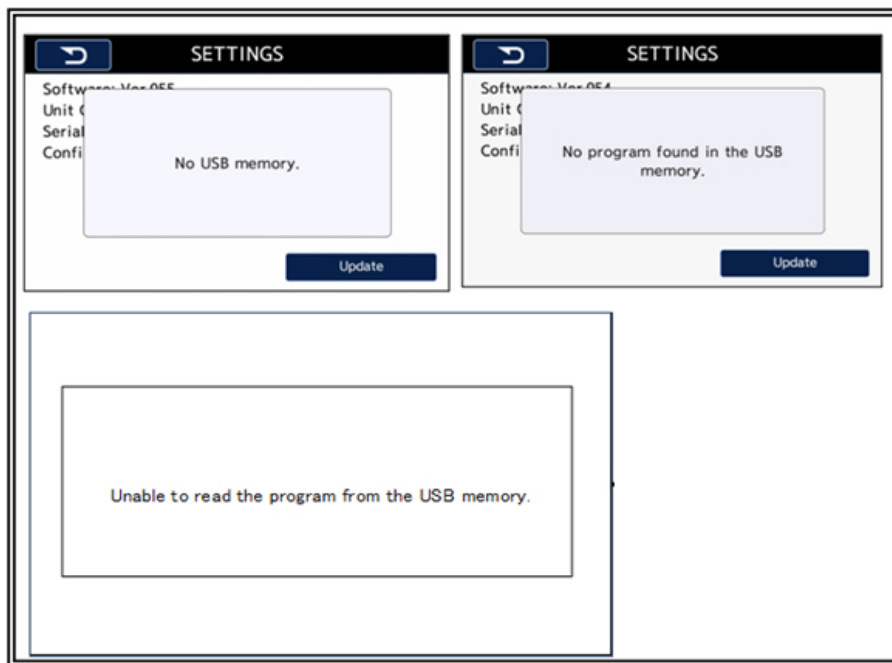
Continued...

4-4: Updating (File Transfer from USB Flash Drive)

The display will go dark when updating begins. Be patient while the screens change.

About 30 seconds

プログラムの更新を開始します。
The update process will now be started.

Updating starts.

更新中です。
The software is now being updated.

Updating continues....

Update failed Error Screen

更新中にエラーが発生しました。
An error occurred while updating.

更新が正常に終了しました。
電源を切り、再起動してください。
The update completed successfully.
Please switch the power off and on again to reboot.

Updating Completed.

If the reprogramming fails, cycle the ignition switch OFF then back ON again and restart the procedure from Step 4-1.

IMPORTANT: Do not remove the USB or turn the ignition off while software is updating. The updating procedure will take approximately 4 minutes to complete.

4-5: When the "Update Completed Successfully" screen is displayed, switch the ignition off and remove the USB flash drive. The new software will be activated the next time the ignition is switched ON.
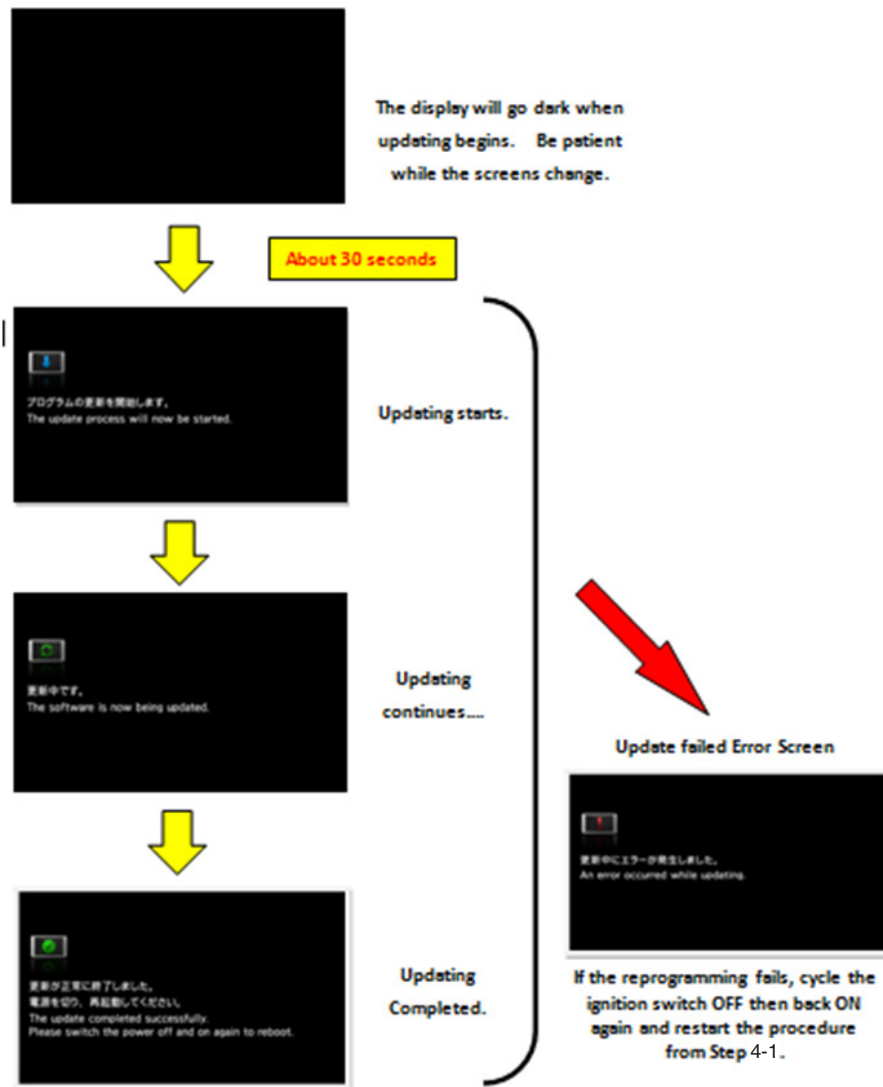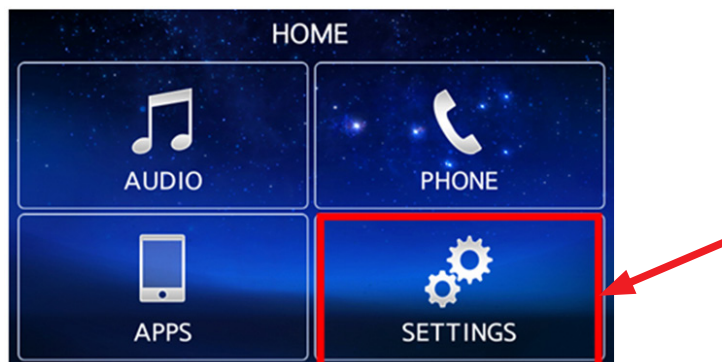
4-6: Press the **HOME** button.

4-7: Touch "**SETTINGS**" soft key on the HOME screen.

Continued...

4-8: Confirm the Version is **Ver.095** or higher to complete the procedure.

WARRANTY / CLAIM INFORMATION:

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

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Clarion Display Audio Unit Operating Software Performance Update	A031-148	ZQT-48	0.6

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.