ATTENTION:	IMPORTANT - All				
GENERAL MANAGER	Service Personnel				
PARTS MANAGER	Should Read and				
CLAIMS PERSONNEL	Initial in the boxes provided, right.				
SERVICE MANAGER	© 2015 Subaru o	f Ameri	ca, Inc.	All right	ts r

SERVICE BULLETIN

APPLICABILITY:	2015MY Legacy and Outback Models
	Equipped with 6.2" Clarion Display Audio
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.

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.

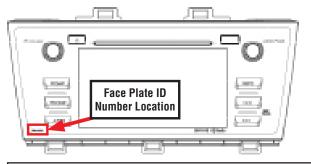
The procedure will involve downloading the applicable update file from Subarunet then loading it onto a flash drive for installation.

# **PRODUCTION CHANGE INFORMATION:**

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

MODEL	STARTING VIN	CHANGE DATE	
Legacy	F3020224	Ostober 0014	
Outback	F3249073	October, 2014	

# **APPLICABLE CLARION AUDIO UNITS:**



# CB604UL, CB614UL and CB624UL

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

### 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.

#### SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotiveproducts in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



QUALITY DRIVEN® SERVICE

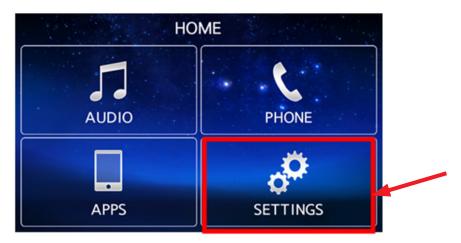


**REVISED: 02/03/16** 

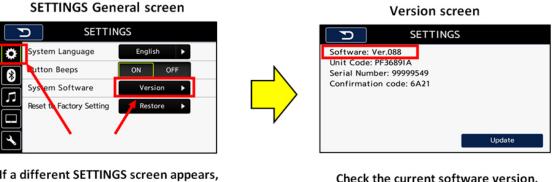
# **SERVICE PROCEDURE / INFORMATION:**

### **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.

# 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:

	Downloads
	for Audio/Navi
<u>20</u> :	11 Forester-Impreza Clarion i-Pod Track Display (TSB 15-145-10)
Cla	rion Bluetooth Audio Streaming Download Files (TSB 15-165-13)
Те	chnical Service Bulletins 15-182-15 & 15-183-15 F10 Head Unit Operating Software Update Files
	2015MY Legacy & Outback w/ F10 NAVIGATION Update File #1
	2015MY Legacy & Outback w/ F10 NAVIGATION Update File #2
	2015MY Legacy & Outback w/ F10 7" DISPLAY AUDIO Update File #1
	2015MY Legacy & Outback w/ F10 7" DISPLAY AUDIO Update File #2
	2015MY Impreza & XV Crosstrek w/ F10 NAVIGATION Update File #1
	2015MY Impreza & XV Crosstrek w/ F10 NAVIGATION Update File #2
	2015MY Impreza & XV Crosstrek w/ F10 7" DISPLAY AUDIO Update File #1
	2015MY Impreza & XV Crosstrek w/ F10 7" DISPLAY AUDIO Update File #2
	2015MY WRX w/ F10 NAVIGATION Update File #1
	2015MY WRX w/ F10 NAVIGATION Update File #2
	2015MY WRX w/ F10 7" DISPLAY AUDIO Update File #1
	2015MY WRX w/ F10 7" DISPLAY AUDIO Update File #2
Те	chnical Service Bulletin 15-186-15 Clarion Audio Bluetooth Pairing Update Files
	470347505v087 MainMicom-USA-H.exe
	470347605v087 MainMicom-USA-ML.exe
Те	chnical Service Bulletin 15-188-15 Clarion Display Audio Update
	2015MY Legacy & Outback w/ 6.2" Clarion Display Audio

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".

	Google Chrome	•		
	Adobe Acrobat 9	Pro 🕨		
	D Adobe InDesign C	.55 •	Documents	
	Ps Adobe Photoshop	• CS5 •	Computer	
	Microsoft Office	Word 2007	Control Panel	
	Ai Adobe Illustrator	CS5 •	Devices and Printers	
	Microsoft Office F	FrontPage 2003	Default Programs	
	Notepad	•	Help and Suprort	
	Calculator			
	Getting Started	•		
Start Button	All Programs			
	Search programs and	files 🔎	Shut down 🕨	

**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.

Programs (4)
Contract Con
Windows Explorer Displays the files and folders on your computer.
Control Panel (4)
<ul> <li>Change the search provider in Internet Explorer</li> <li>Turn autocomplete in Internet Explorer on or off</li> <li>Change how web pages are displayed in tabs</li> </ul>
Documents (5) standard About_the_Web_Graphics_Project
$\wp$ See more results
explorer × Shut down >

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

Organize 👻 System properties Uninstall or charge a program Map network drive Open Control Panel	9: • 🖬 💋	
Kavorites     Desktop     Downloads     Recent Places     Libraries     Div Downloads     Recent Places     Libraries     Downloads     Recent Places     Downloads     Recent Places     Downloads     Downloads     Downloads     Recent Places     Downloads     Downloads     Downloads     Recent Places     Downloads     Downloads	Removable Disk (F-) 25.6 GB free of 29.8 GB	
D50001420 Domain: soa.soaad.com Memory: 4.00 68 M71WINTv3 base image Processor: Inte(R) Pentium(R) CP		Continue

**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.

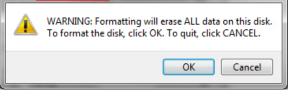
• Right click the picture for "Removable Disk" then select "Format".

😧 💭 🕫 🖡 🕨 Computer 🕨 💌	<b>6</b> 9	Search Computer 🔎
Organize 🔻 Eject Properties System properties Uninstall or change a program Map network drive Open Control Pane	el	
<ul> <li>★ Favorites</li> <li>▶ Dexitop</li> <li>▶ Decktop</li> <li>▶ Downloads</li> <li>™ Camputer</li> <li>▶ Videos</li> <li>▶ Petures</li> <li>♥ Videos</li> <li>▶ Network Location (5)</li> </ul>		Sea for Vin Les Share with Open as Portals - Porce Combine suppo. ed files in Acrobat
E Removable Disk (f		Format Eject Cut Copy Create shortcut Rename
Removable Disk (F) Space used: Total size: 23.8 GB Removable Disk Space free: 25.6 GB File system: FAT32		Properties

• 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.

ganize 🔻 Eject	Properties	System properties	Uninstall or change a program	Map network drive	Open Control Panel	•= <b>•</b>	1 0	
Favorites	A Hard D	Disk Drives (1)						
Desktop		Local Disk (C:)						
Downloads		236 GB free of 297 GB						
Recent Places	4 Device	s with Removable	Storage (3)					
Libraries	0		Storuge (5)		Removable Disk (F	0		
Documents	DVD	DVD RW Drive (D:)	DVD RW D	rive (E:)				
Music					25.6 GB free of 29.8	3 GB		
Pictures	Netwo	rk Location (5) —			(	23		
📲 Videos					Format Removable Disk (F:)			
					Capacity:			
Computer					29.8 GB			
Removable Disk (F					File system			
-					FAT32 (Default)	•		
Network					Allocation unit size			
					16 kilobytes	-		
					Restore device defaults			
					Restore device defaults			
Removable D			Total size: 29.8 GB		Volume label			
Removable Dis	k Space	e free: 25.6 GB	File system: FAT32					
	/				Format options			
					Quick Format			
					Create an MS-DOS startu	p disk		
					Start	Close		
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• Click "OK" when the following window appears.



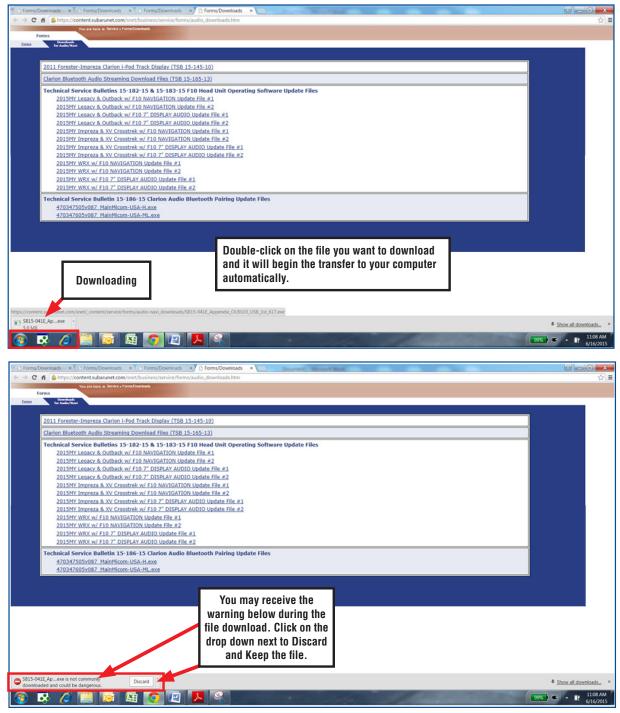
• The drive will start formatting and display this window when it is finished. Click "**OK**" to complete the process.

Format	Removable Disk (F:)	×
0	Format Complete.	
		OK

х

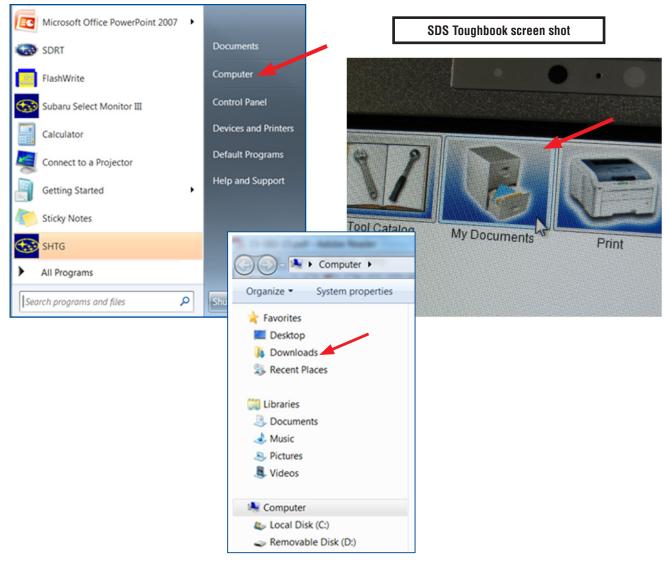
#### **Step 3: File Download Procedure:**

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.

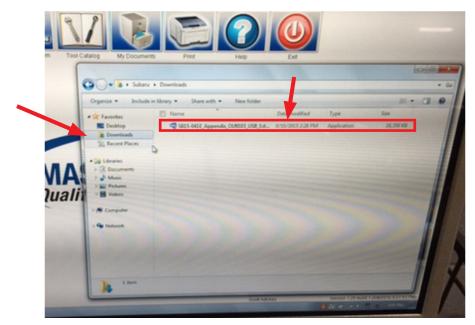


Once the download is complete, you will need to locate the update file, unzip it then save the unzipped version to the USB flash drive. **NOTE:** If you have not already done so, follow the procedure above for re-formatting (removing any existing files) your flash drive.

- 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".

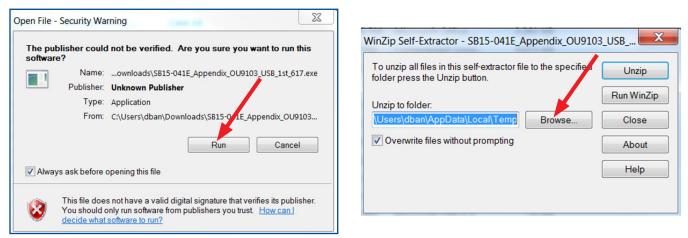


Once your list of downloaded files opens, locate and click on the downloaded update (in this example, "TSB\_15-188-15\_Clarion\_Display\_Audio\_Update\_Files.exe") you are looking for. **TIP:** Click on Date Modified and you can sort the downloaded files by the date they were added which will bring the newest file to the top.

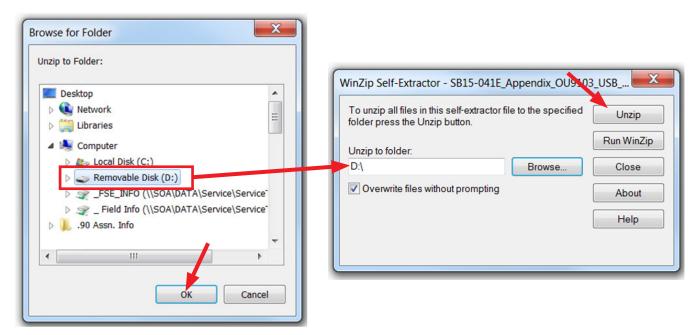


Continued...

- 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.

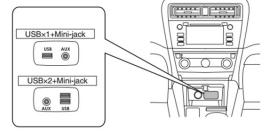
# **Step 4: Reprogramming Procedure:**

**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.

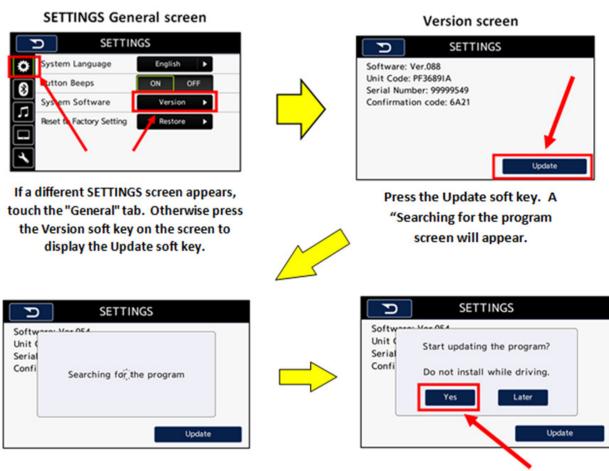
4-1: Press the **HOME** button.



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



4-3:

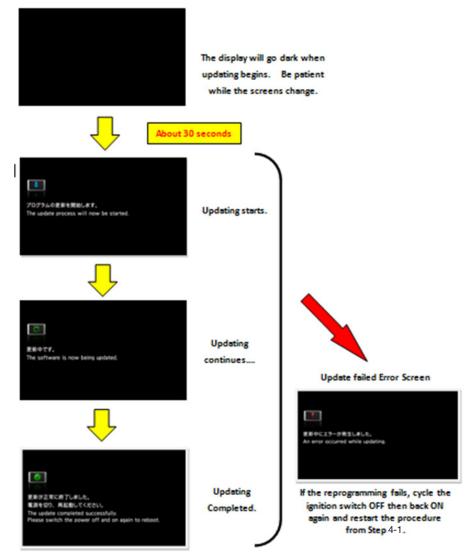


• After the "Searching" screen changes to the "Start updating" screen, press **Yes** to begin the updating process.

**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**.

SETTINGS	Settings
Software: Mar AEE	Software Mac AE Unit (
Unit (	Serial
Serial	Confi No program found in the USB
Confi No USB memory.	memory.
Update	Update
Unable to read the program from the USB	memory.

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



**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.



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	FAIL	LABOR
	OPERATION #	CODE	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.