

- 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 PROGRAM BULLETIN

APPLICABILITY: 2018 MY Legacy
 2018 MY Outback
 2017-2018 MY Impreza
 2018 MY Crosstrek
 2018 MY BRZ*

NUMBER: WUA-86R

DATE: 01/03/19

REVISED: 01/22/19

SUBJECT: Harman Kardon Head Unit Reprogramming

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to update the Harman Kardon head unit on certain vehicles with the latest version of software.

AFFECTED VEHICLES:

Vehicles included in this service campaign are equipped with certain levels of head unit hardware and software. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available

Model Year	Carline	Affected Units
2018	Legacy	Refer to Vehicle Coverage Inquiry for WUA-86 Service Program Applicability
2018	Outback	
2017-18	Impreza	
2018	Crosstrek	
2018	BRZ*	

**HIGH / Navigation - equipped head units only.*

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

DESCRIPTION OF THE REPAIR:

Subaru Retailers will reprogram the head unit software on affected vehicles with the latest version at no charge to the customer.

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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is 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.</p>
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RETAILER RESPONSIBILITY:

Retailers are to promptly perform this update on all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the update has been made before selling or releasing the vehicle.

Any vehicles listed in a service program that are in the Retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Updated in accordance with the repair procedures outlined in this Service Program Bulletin.

OWNER NOTIFICATION:

Subaru is in the process of acquiring registration data and will notify affected vehicle owners by first class mail within the next 60 days. Retailers will be advised when owner renotification begins.

RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

IMPORTANT: Retailer affected VIN lists include information for vehicles affected by this service program. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the sole purpose of completing this service program.

SERVICE PROCEDURE:

Affected Vehicles / Audio Units:

Vehicle Model	Audio Unit Type (High, Mid, Base)	Audio Unit Part Number
2017-18MY Impreza & 2018MY Crosstrek	NAVIGATION (HIGH)	86271FL60A
	8-Inch Display Audio (MID)	86201FL62A
		86201FL63A
	6.5-Inch Display Audio (BASE)	86201FL60A
86201FL61A		
2018MY Legacy / Outback	NAVIGATION (HIGH)	86471AL65A
		86471AL66A
	8-Inch Display Audio (MID)	86431AL65A
86431AL66A		
6.5-Inch Display Audio (BASE)	86431AL61A	
2018MY BRZ	NAVIGATION (HIGH ONLY)	86271CA670

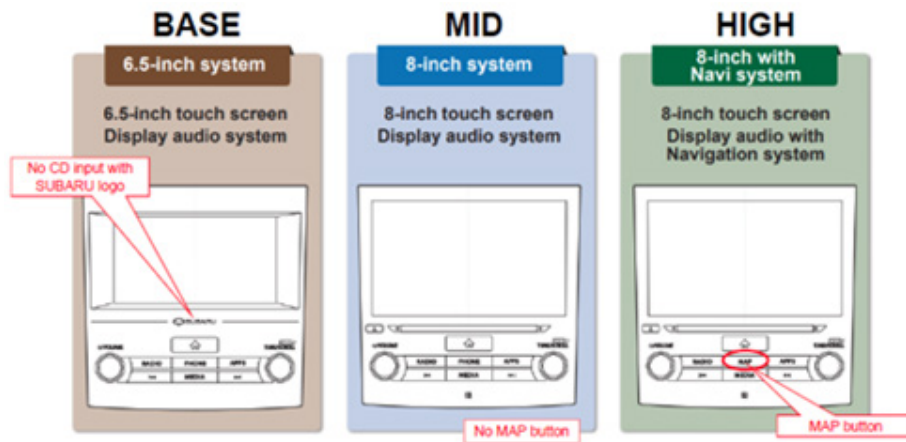
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The following information addresses reprogramming file availability and a software update installation procedure to provide optimization to Harman Gen 3 Audio and Navigation head units utilized in the models as listed above. The procedure will involve either downloading the software update files from Subarunet (or using those sent directly from Nuspire) and transferring them onto a flash drive for head unit installation. It is VERY IMPORTANT to read and understand this information completely before proceeding.

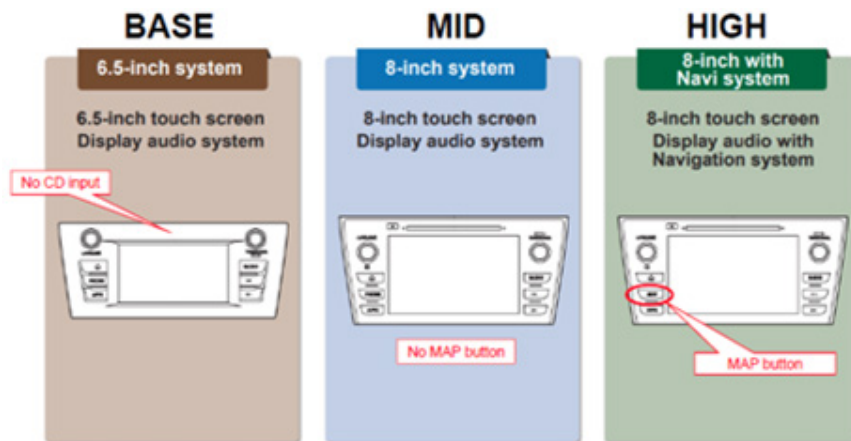
This procedure and the related reprogramming files apply to the following audio / navigation head units:

Multimedia System Type	Descriptive Features
6.5 Inch Display Audio System (Base)	No CD slot / Eject Button
8.0 Inch Display Audio System (Mid)	Phone Button in Top Row Center
8.0 Inch Audio / Navigation System (High)	Map Button in Top Row Center

2017-18MY Impreza and 2018MY Crosstrek:



2018MY Legacy / Outback and BRZ:



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MATERIALS REQUIRED:

TSix (6) 6GB (MINIMUM) USB 2.0 or 3.0 flash drives which are readily available at most office supply retailers will be needed to perform these updates.

Recommended Flash Drives:

- Kingston®: Data Traveler G3, G4, SE9 or the Hyper-X Series



- SanDisk®: Cruzer Series, Ultra Flair



- Transcend®: JetFlash 300, 600 or 790



- Verbatim®: Store 'n' Go



NOTES:

- The USB flash drives can be USB 2.0 or 3.0.
- The USB flash drive **MUST** be reformatted to NTFS before loading any files to it. NTFS is not the standard format on most USB flash drives.
- The update files are not overly large but, during the reprogramming procedure, the head unit backs up some files to the USB drive. For this reason, sufficient USB drive memory size is required, especially for the High / Navigation units.
- The flash drives should be dedicated to storing these reprogramming files only. Do **NOT** use any flash drives which contains or requires the use of file management, encryption, file backup or other software to function properly.

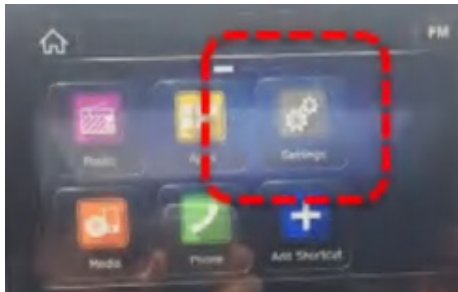
IMPORTANT:

- This new update includes all the previously released WTN-74 enhancements (Impreza). Therefore, if the WTN-74 is still open, only the WUA-86 should be performed. SOA will handle closing out the open WTN-74 coverage as necessary.
- This new update also includes corrections to the map data related to Subaru Retailer locations.

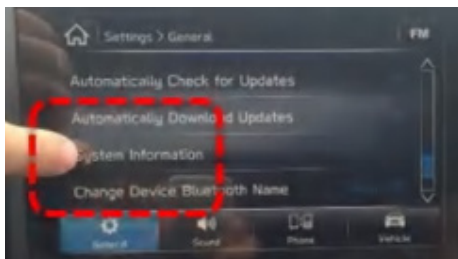
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Step1- Verify the currently installed Software Version ID using the following steps:

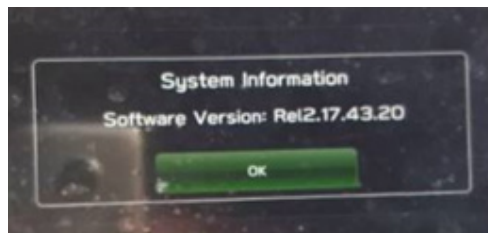
- After starting the engine, from the HOME screen, touch “Settings”.



- From the Settings > General screen, scroll down to and then touch “System Information”.



- Confirm the current Software Version ID. If the Current Version is **Rel_UO.18.43.20**, **STOP** as this latest update has already been installed. Otherwise, proceed to **Step 2** below.



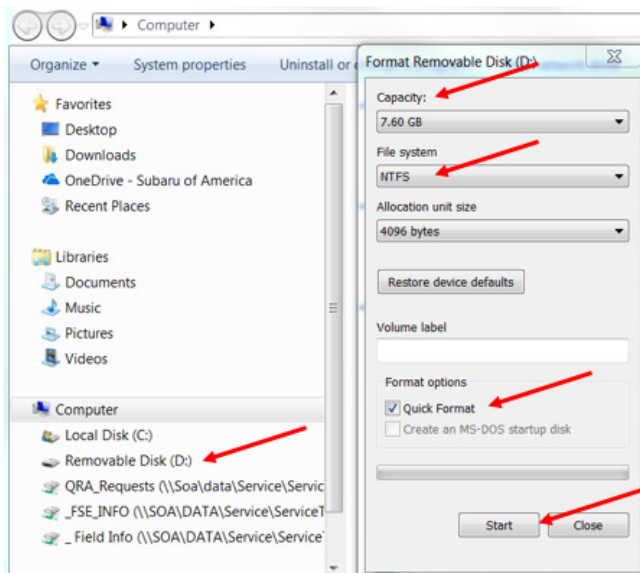
(EXAMPLE photo)

Step 2- Prepare the USB:

CAUTION: Do not use any USB flash drive which utilizes file organizing software or an operating system.

- Make sure the USB flash drive contains no other files.
- Right click on the corresponding “Removable Disk”.
- Select “Format”.
- From the File System drop-down menu, select “NTFS”
- Check the “Quick Format” box (if not already done).
- Click on “Start” to format the USB flash drive.

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The new reprogramming files are available for download from Subarunet using the normal audio / navigation system file update download procedure: Go to Subarunet, select Service Operations and Technical>>Forms/Downloads>>Downloads for Audio/Navi then click on the applicable Hyperlink to download the file(s) to your system:

“BASE-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-18-BRZ-HARMAN AUDIO UPDATE-NOVEMBER 2018”

“MID-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-18-BRZ-HARMAN AUDIO UPDATE-NOVEMBER 2018”

“HIGH-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-18-BRZ-HARMAN AUDIO UPDATE-NOVEMBER 2018”

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

IMPORTANT:

- If the files are being **downloaded from Subarunet**, they will be .zip files and must be unzipped before they can be used. An EXAMPLE image of the Subarunet links page is provided below.



- If the files were **sent directly from Nuspire**, they are ready to use and **do not** need to be unzipped before they can be used.

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Step 3- Load the downloaded update file onto the USB flash drive:

IMPORTANT NOTES:

- **NEVER** change the update file names after downloading them.
- **NEVER** save any other files on the same flash drive.

There are various types of USB flash drive available from many suppliers. If the head unit does not recognize the USB flash drive during the reprogramming process, re-format the flash drive in **FAT32** using above process instead of NTFS as previously specified. If the USB flash drive is still not recognized, use a USB flash drive from different supplier.

- Insert a USB flash drive (16 GB MINIMUM) to be used for (in this example) updating the BASE head unit into the PC.
- Once the USB flash drive is located and ready for use, proceed to next step.
- From the SDS GUI (Desktop) click / open My Documents.
- Navigate to the USB flash drive (Removable Disk) and double click on it to access the drive.
- Right Click on the drive and select Format.
- Change the File System to **NTFS**.
- Check the box for Quick Format and then press Start. This will erase any existing files.
- When the warning dialog box opens, click “OK”.
- Once formatting is complete, click “OK” then click “Close” to exit the format dialog box.

Follow “A” when using files downloaded from Subarunet.

Follow “B” when using the files sent directly to the SDS notebook from Nuspire.

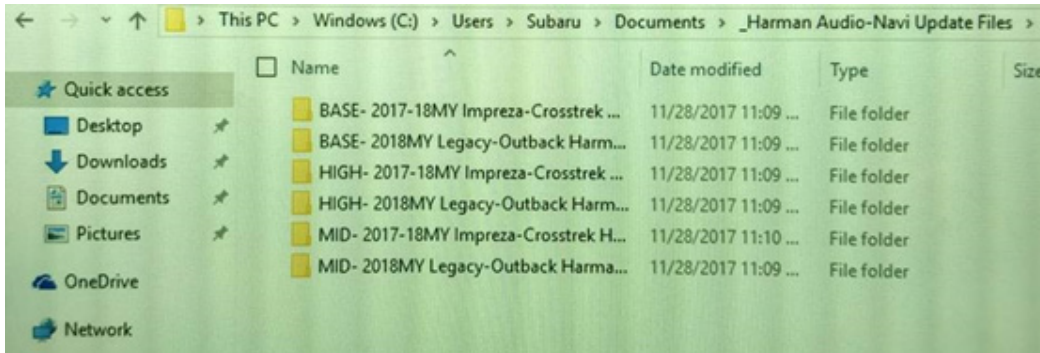
“A” When using update files downloaded from Subarunet:

- Go to Downloads.
- Once the files have been downloaded from Subarunet, click on the Downloads folder and then sort by Date Modified to bring the most recent files to the top of the list.
- Open / display the contents of File folder “_Harman Audio-Navi Update Files”.
- Click on “Extract All Files”.
- From the dialog box, browse to My Documents then click on “Extract”.
- Open / display the contents of the 6 related Update File folders.
- Double-click on the required file (for this example, select the file entitled “BASE-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-18-BRZ-HARMAN AUDIO UPDATE-NOVEMBER 2018”).
- Copy ONLY the “Update” folder then paste (or click / drag) it to the “clean” USB flash drive as listed (Removable Disk) in the directory.

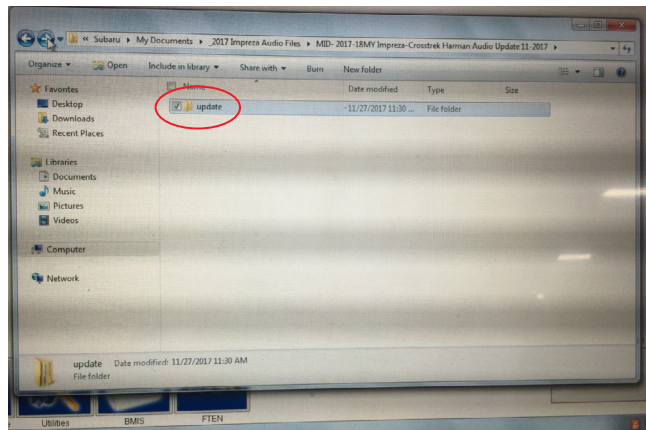
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“B” When using update files sent directly from Nuspire:

- Go to My Documents on the GUI screen to display the list of available update files shown below.
- Sort by Date Modified to bring the most recent files to the top of the list. The folder is named: _Harman Audio-Navi Update Files. It contains the six folders shown in the EXAMPLE photos below.



- Double-click on the required file (for this example, select the file entitled “BASE-17-18 Impreza-18 Crosstrek-18-Legacy-Outback-18-BRZ-HARMAN AUDIO UPDATE-NOVEMBER 2018”) and the Update file will display as shown.

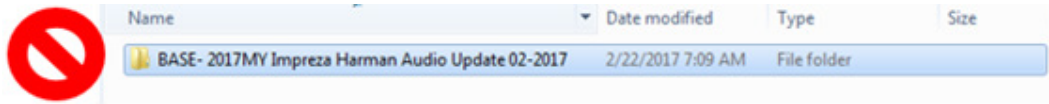


- Click on the Update file and either copy / paste or click / drag it to the USB flash drive.
- Once the folder named “Update” is loaded onto the USB flash drive, right click on the drive and select “Eject”.
- Remove the USB flash drive after the prompt appears that says “Safe to Remove Hardware”.
- Mark the USB to indicate the head unit it will update (BASE in this example).
- Repeat the above steps to create the MID and HIGH USB flash drives.

Continued...

Step 4- IMPORTANT: Install the update folder for the head unit being reprogrammed ONLY. Do not install all three update folders onto the same flash drive at the same time.

NOTE: Do not copy the entire File folder.



Copy **ONLY** the File folder named “Update” to the USB flash drive.

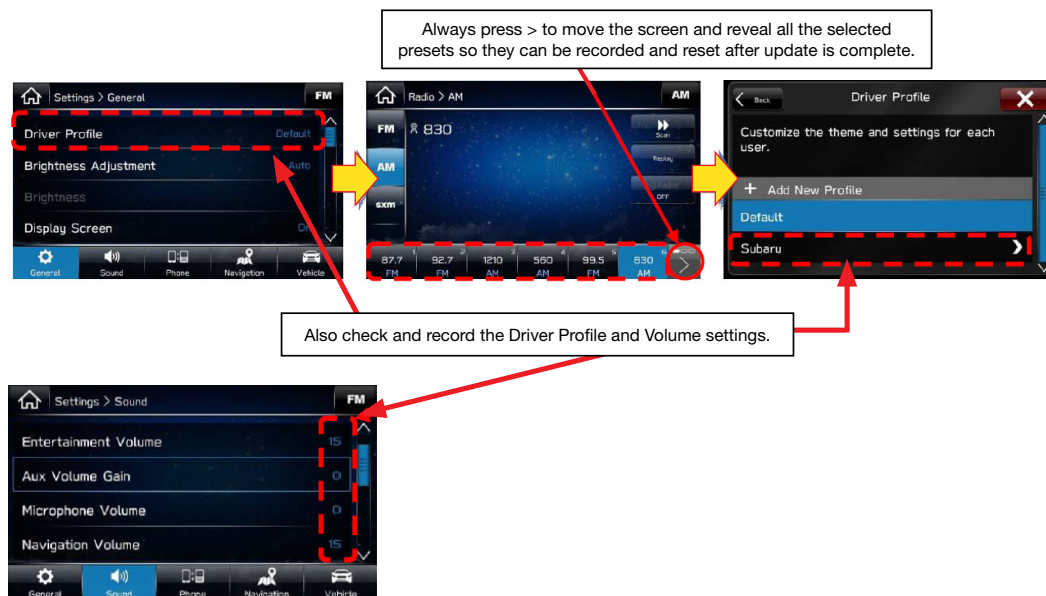


- After the download is complete, NEVER change the folder names.
- To avoid confusion, label the flash drive with the file contents (e.g. BASE, MID or HIGH).
- Confirm there is a folder named “update” on the flash drive.
- After confirmation, move to the car and either start the engine or follow the procedure as outlined in document GR8-1100 on STIS for use of the GR8’s Power Supply Mode.

CAUTION: Confirm one final time the head unit you are about to update matches with the USB flash drive you have selected. Attempting to install the incorrect update file will disable the head unit.

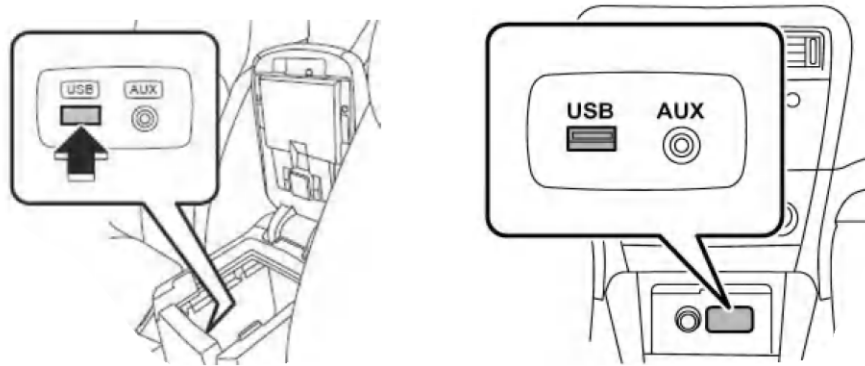
Step 5- Update Installation:

IMPORTANT: Always record the customer’s radio station presets, volume and Driver Profile settings before proceeding further. The customer’s radio station presets and volume settings will likely need to be reset once the update and re-boot procedures are completed.



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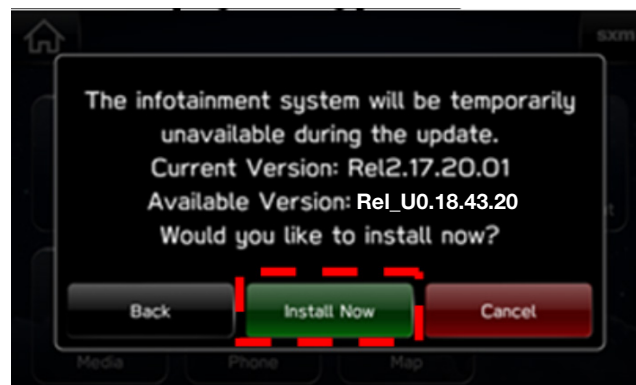
- With the engine idling (or GR8 connected), plug the flash drive into the USB Port.



- After the unit “authenticates” the USB flash drive, press “Next” and after the second screen is displayed, press “Next” again.



- The current and available software version information will be displayed. The Available Version I.D should be **Rel_UO.18.43.20**.




- After confirming the Available Version, press “Install Now” to start the reprogramming process.

NOTES:

- The screen will go blank (black) for a brief period after installation begins.
- If a “Do you want to retry” is displayed, press Retry to restart the update.
- The update should take less than 20 minutes to complete.

Continued...

IMPORTANT CAUTION: To avoid possible head unit damage, always confirm the update file on the USB flash drive being used matches the head unit being updated (e.g. a BASE update file is being installed into a BASE head unit). The files are NOT interchangeable between the 3 different audio unit types.

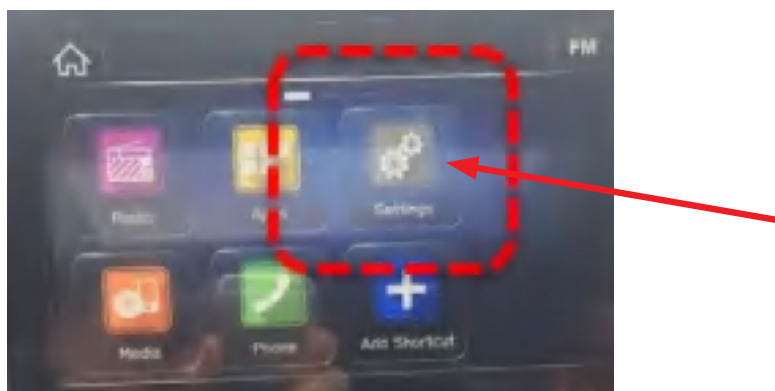
- Do not touch any of the buttons on the head unit while the updating process is taking place.
- If during the updating an error screen is displayed asking “Do you want to Retry”, press “Retry” to restart the update.
- Once the updating process is complete, the head unit will reboot automatically.
- After the reboot completes, press the HOME  button to return to the Home screen.

Step 6- Turn the ignition OFF, open and close the driver’s door then remove the flash drive from the USB port. If an error screen is displayed asking “Do you want to Retry”, press “Cancel”.

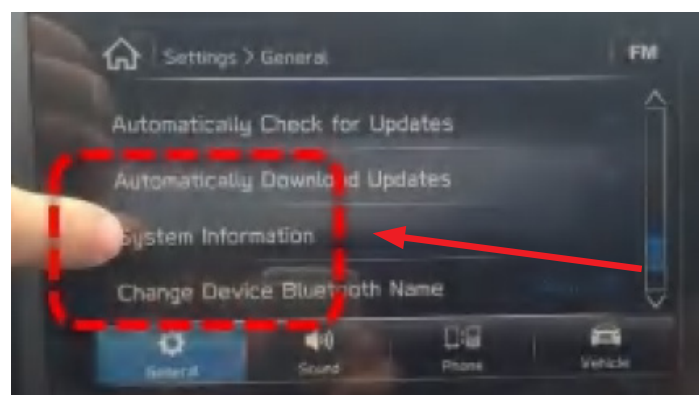
IMPORTANT: Wait **AT LEAST 3 MINUTES** before proceeding to **Step 7**.

Step 7- Verify the newly-installed Software Version ID using the following steps:

- Turn the ignition back ON. The STARLINK screen should be displayed. If the STARLINK screen is not displayed, perform **Step 5** again and be sure to **WAIT AT LEAST 3 MINUTES** before proceeding.
- In some cases, the radio presets may not appear initially.
- From the HOME screen, touch “Settings”.




- From the Settings > General screen, scroll down to and then touch “System Information”.



Continued...

- Confirm Software Version is now “Rel_UO.18.43.20”.




- Press  (Home) to return to the Home screen and shut the engine OFF. Open and close the driver’s door.

Step 8- CRITICAL: Operation Check and Full Re-Boot Procedure:

- 1) Turn the ignition back ON (ACC) and confirm normal system operation.
- 2) Confirm the Home screen is displayed.

IMPORTANT: If during this procedure (all models), the screen goes blank (black) and the STARLINK screen does not appear, the head unit must be replaced. THIS SHOULD BE A **VERY RARE OCCURRENCE**.

- 3) Turn the ignition OFF, open and close the driver’s door then WAIT AT LEAST 3 MINUTES to confirm the unit “times out” or “goes to sleep”.
- 4) Perform 1), 2) and 3) above again (a total of 5 on a 2017MY Impreza) cycles if completing WTN-74 **OR only 2** cycles (1 additional cycle to Steps 1 & 2) if:
 - WTN-74 was previously completed
 - completing this procedure on models other than a 2017MY Impreza.

If normal operation is confirmed, press  to return to the Home screen and shut the ignition OFF to complete the procedure.

IMPORTANT: If during this procedure, the screen goes blank (black) and the STARLINK screen does not appear, the head unit must be replaced. THIS SHOULD BE A **VERY RARE OCCURRENCE**. Contact SOA Techline should this condition occur.

Step 9- If lost during the update process, reset the customer’s radio station presets, volume and Driver Profile settings and if necessary, reset the clock to complete the procedure.

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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Recall/Campaign Code	Claim Type
HARMAN AUDIO / NAVI UNIT REPROGRAMMING (INCLUDES VERSION ID CHECK AND OPERATIONAL CHECKS)	A128-928	0.4	WUA-86	RC
VERSION ID CHECK ONLY	A128-920	0.2		

IMPORTANT: CRITICAL Claim Process Update: When completing the WUA-86 campaign, the post-update software version number **MUST** be entered in the Miscellaneous Detail field when submitting the claim.

REMINDER: On BRZ models, this update applicable to HIGH / Navigation - equipped head units only.

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.

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OWNER NOTIFICATION LETTER



SUBARU

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Notice to Lessors: *Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)*

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