TECH TIPS

Subaru Service and Technical Support Line Newsletter

SPECIAL EDITION

10   2020 OUTBACK/LEGACY COCKPIT GEN1 INFOTAINMENT SYSTEM: HELPFUL OPERATING TIPS

The all-new 2020 Outback/Legacy line has adopted a new Gen4 infotainment system to support the audio/navigation features. Also referred to as Cockpit Gen1 (CP1), it is manufactured by Denso and consists of two modules: a Cockpit Control Unit (CCU) and a dual 7" display Audio unit or a 11.6" Audio/Navigation display system also known as the Center Information Display (CID). We have already received some great feedback from the field reflecting the technological advancements and ease of operation. In addition, we have noted some operational differences compared to the Gen 3 / 3.1 Harman systems. Some of the topics reported so far include:

Map Orientation:

During Navigation operation, the map orientation can be changed between 2D north-up, 2D heading-up and 3D.
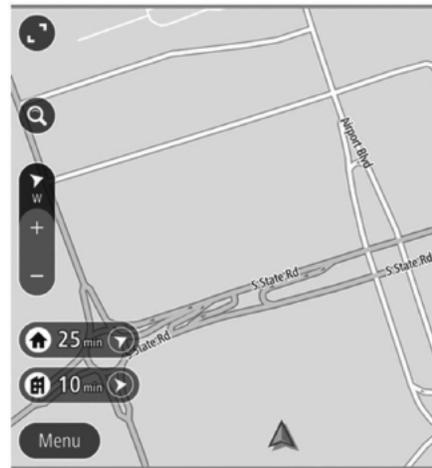
▶**2D north-up**   ▶**2D heading-up**   ▶**3D heading-up**
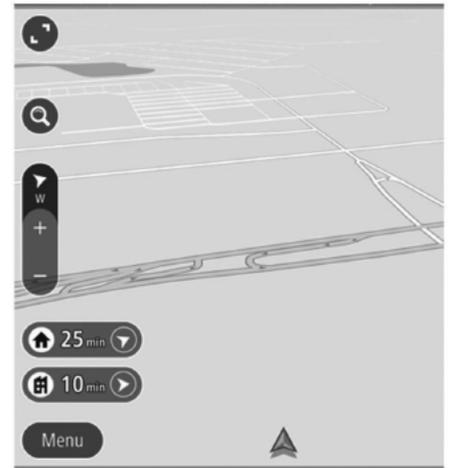
It should be noted the map orientation defaults to 2D north-up, 2 mile scale whenever the ignition key is cycled off-on. This is a normal operating characteristic.

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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.

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NAVI Does Not Show Correct Location:

It is possible during Delivery Mode for the NAVI GPS display to show Manhattan, NY location all the time. This is a default setting for GPS in this mode. Other indicators of Delivery Mode are the arrow is gray color and clock is off. If a customer presents with this concern, confirm the PDI fuse is in the delivery position and not open.

Following Delivery Mode or Memory Initialization
(map icon is gray)
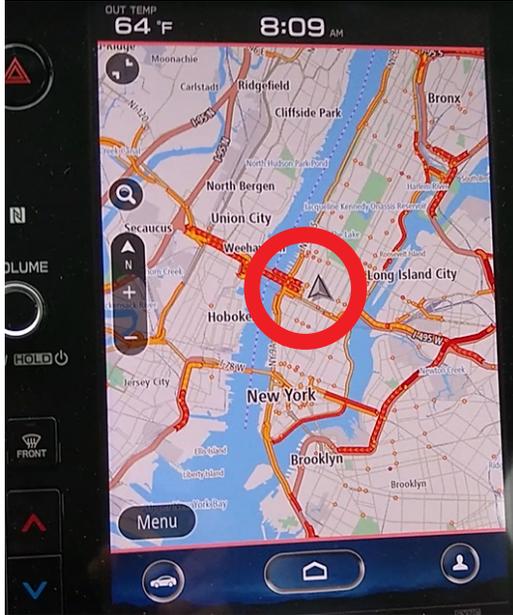
Normal Operation
(map icon is blue/green)
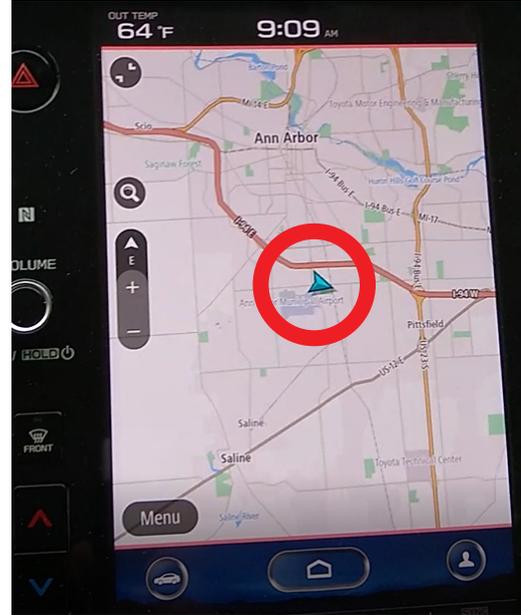
After the PDI Fuse is moved, the GPS starts receiving a signal to update the map to the current location. As soon as the GPS receives the current location, the map icon will turn cyan (blue/green) and the clock resets.

Please note, the syncing process time varies depending on the available GPS signal strength. Driving the vehicle (while avoiding frequent direction changes) for a few miles will expedite the process.

Artwork Appearance on the Center Information Display:

It is a normal characteristic for the SXM station artwork to disappear from the Cockpit Gen1 (CP1) Gen4 infotainment system CID when the vehicle is in motion.

Artwork is displayed when stopped or parked

Artwork is NOT displayed when moving

This behavior occurs when using all audio sources including Bluetooth streaming and Media.

Please explain to customers this is a normal operating characteristic intended to reduce distraction. Replacing the head unit will not change this characteristic.

Engine Auto Start-Stop Operation:

The Auto Start-Stop feature operates automatically to save gasoline and reduce emissions when the vehicle is stopped. However, there may be times when this feature needs to be deactivated. Follow the sequence provided below to deactivate Auto Start-Stop:

1. Touch the Vehicle Icon on the Home screen
2. Touch the Others tab on top
3. Move the Auto Start-Stop slider to OFF.
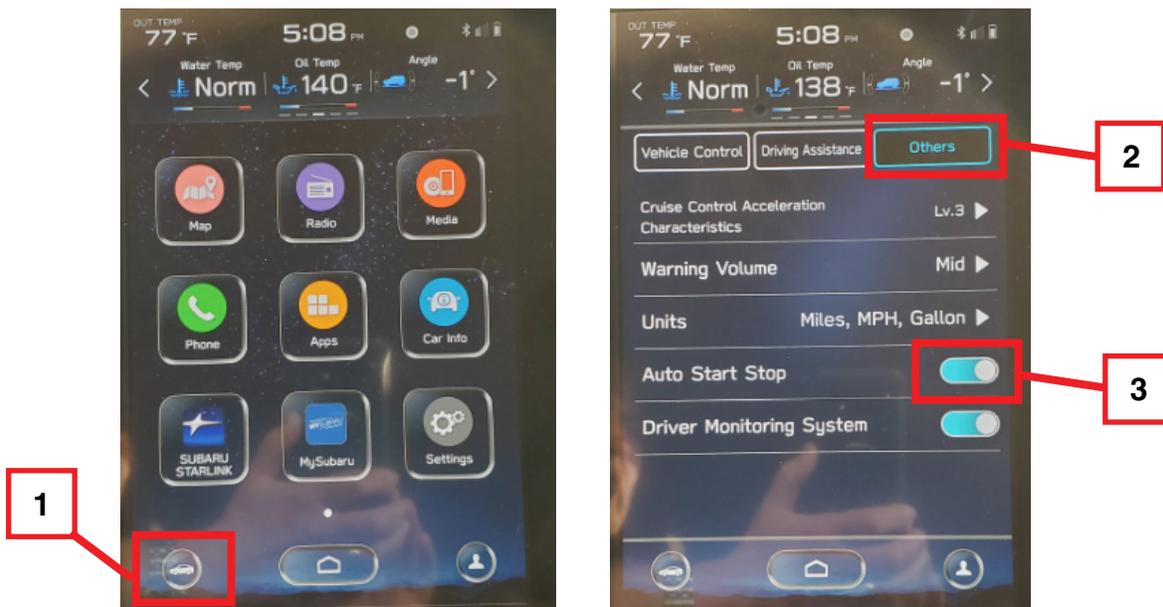
NOTE: Auto Start-Stop always defaults to ON whenever the ignition key is cycled off-on.

Sound Output Delay Following the Cockpit Gen1 (CP1) Reboot

During the reboot function of the Cockpit Gen1 (CP1) Gen4 infotainment system (following ignition Off/On), multiple functions are being configured: Telematics system, Audio system, HVAC system, Combination Meter Display, Center Information Display, mobile application functions and the Navigation system (where applicable). **NOTE:** Tasks and operations dedicated to safety are given the highest priority. This is the reason why operation of some controls like turning of the volume knob or touch display might appear out of sync and have small amount of lag. The same applies to the sound output having a slight delay following the system reboot. This is a normal operating characteristic.

Voice Recognition (VR) Operation When Using the CarPlay or Android Auto Application

When using the CarPlay / Android Auto application, it is important to note a *short* press (quick press/ release) of the Talk switch on the steering wheel to start the VR system invokes the native on-board VR application, *not* Siri or Google. This is different behavior from the Harman Gen 3 Head Unit. This is done to allow the use of VR for HVAC or media options control, while the CarPlay/ Android Auto application is launched on CP1. This detail is important to keep in mind when using the VR feature for functions like voice to call or voice to text.

For example, due to the CarPlay protocols, placing a call using the native on-board VR by calling a contact name isn't possible. When CarPlay is active, a *long* press of the Talk button will activate Siri and allow calls to be made using the phone's contact list. Alternatively, calls can be made using the native on-board VR when prompted, by speaking the desired phone number.

To recap, when CarPlay or Android Auto are in use, placing handsfree phone calls using contact names is not possible using the native VR system. When CarPlay or Android Auto are active, a short press of the Talk button activates only the native VR system which can be used for HVAC and other settings.

When using CarPlay or Android Auto, a *long* press of the Talk button will activate Siri / Google Assistant to allow their use in making handsfree calls using the phone's contacts.

The native VR can only be used to call contacts, when CarPlay or Android are NOT in use unless the customer chooses to dial by phone number rather than by contact..

REMINDER: To start Siri / Google Assistant, while using CarPlay / Android Auto press and HOLD (long press) the Talk switch on the steering wheel.

On-board Voice Recognition Activated   **Siri Activated**

The same is true when using the voice to text function. To start Siri/ Google Assistant, press and HOLD the Talk switch on the steering wheel. This will initiate change-over from the native on-board VR system to Siri / Google.

Android Auto Volume Adjustment:

There are instances while using Android Auto when the audio volume intermittently cannot be adjusted. Instead, the notification volume is being adjusted when the volume control knob is used as shown below.
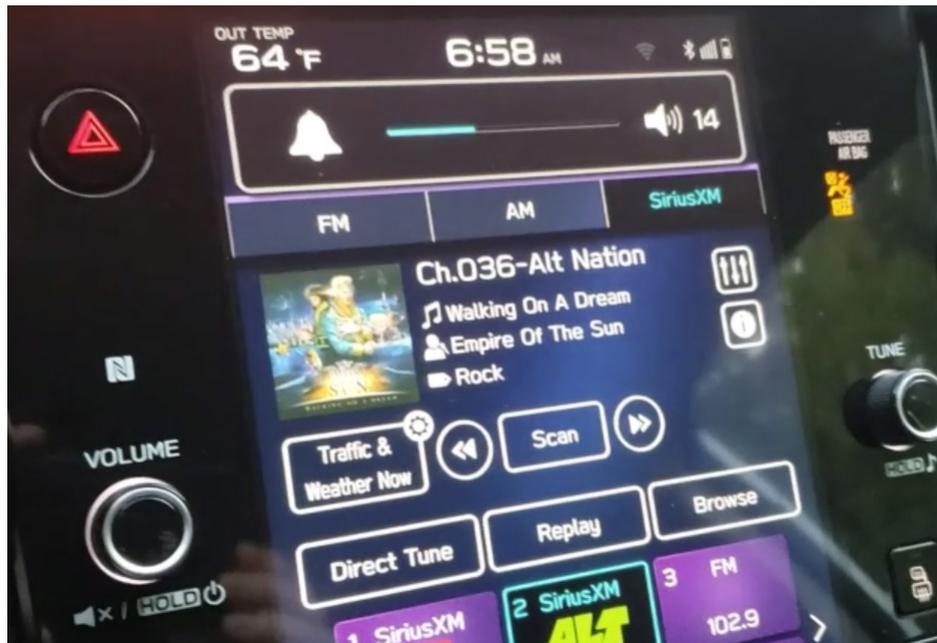
This condition can occur because Android Auto operation is being prioritized over the Cockpit Gen1 (CP1) Gen 4 infotainment system. This condition is temporary and will clear eventually. To expedite clearing and regain faster volume control for the audio source, there are some work arounds. One option is to relaunch Android Auto by disconnecting and reconnecting the phone to the CP1 system or short press the Talk button to start the native VR and say "cancel" after the beep is heard. The procedure from the Owner's Manual regarding sound output shown below can also be used. Replacement of the head unit will not prevent this condition from occurring. Always confirm the customer has the latest Android Auto and Google application updates installed on their device as regular enhancements are released to ensure the best experience when using Android Auto.

TROUBLESHOOTING ISSUES COMMON TO THIS SYSTEM

Symptom	Cause	Action
The touch screen becomes unresponsive during operation.	An error has occurred in the system.	Press and hold the "**VOLUME**" knob for 10 seconds or longer to reset the system.
The sound suddenly stops working.		
Only the background is displayed on the screen and no icons appear.		

Android Auto launch

NOTE: The vehicle has to be parked and the parking brake (EPB) has to be on, in order to complete initial pairing process between the Cockpit Gen1 (CP1) Gen 4 infotainment system and a phone running Android Auto application. When connecting a phone to the USB port, please follow the messages displayed on CP1 CID and the phone. See below an example.

It is a good practice to confirm an undamaged genuine cable to connect the phone as well as the phone is properly set up to accept connection with a new vehicle.

CP1 system   **Phone**
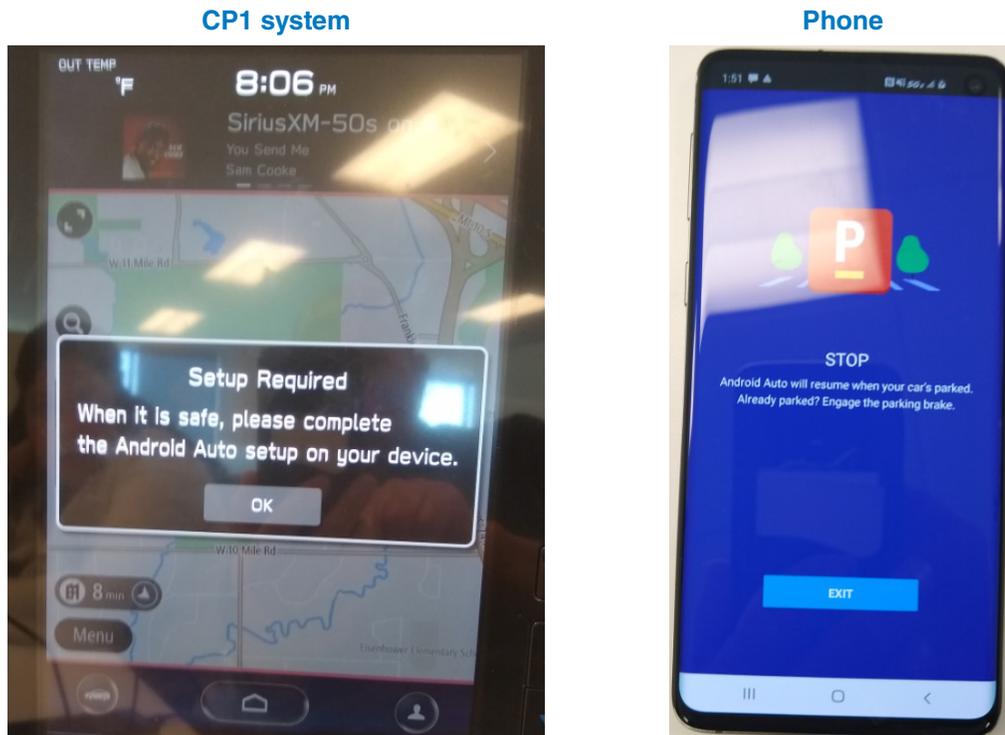
Android Auto Connection Failure

Reports have been received regarding a communication error message displayed on the phone as shown below.

When this message is displayed on the phone after connection to the Cockpit Gen1 (CP1) Gen 4 infotainment system, the Android Auto application fails to launch. Investigation has shown the source of this error is on the phone side and could be resolved by re-syncing communication disconnecting and reconnecting the phone. The communication error number (12 shown in the example) is irrelevant. Please explain this to the customer, when reviewing a similar issue. Replacing the head unit will not resolve this condition as it is not the cause of the error. It is a good practice to confirm an undamaged genuine cable is being used to connect the phone as well as the phone is properly set up to accept connection with a new vehicle.
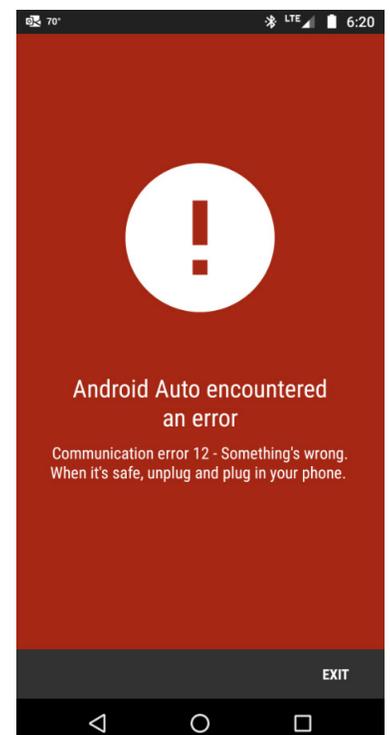
Phonebook Contacts Download and Favorites:

There has been some confusion regarding the phone contact transfer process. When assisting with questions about the phonebook download process, start by verifying the option is enabled in the Cockpit Gen1 (CP1) Gen 4 infotainment system using the following screen shots as a guide.

Home -> Settings-> Phone-> Phonebook/Recent Calls

If the customer still cannot access the phonebook or messages, check the phone's Bluetooth settings to ensure all related sharing settings are enabled.
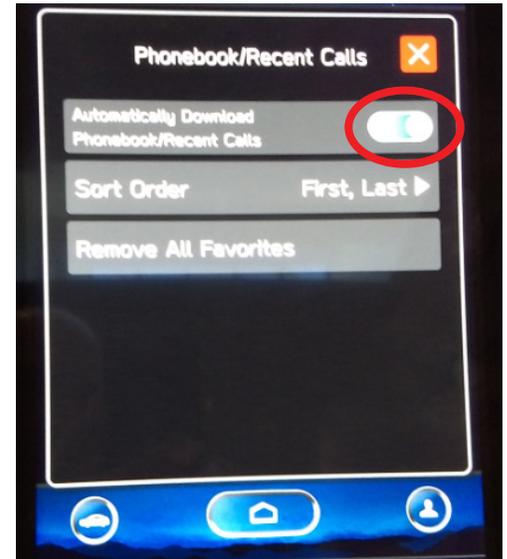
Android Device
Select the gear icon next to your vehicle device name. Ensure all settings are enabled.
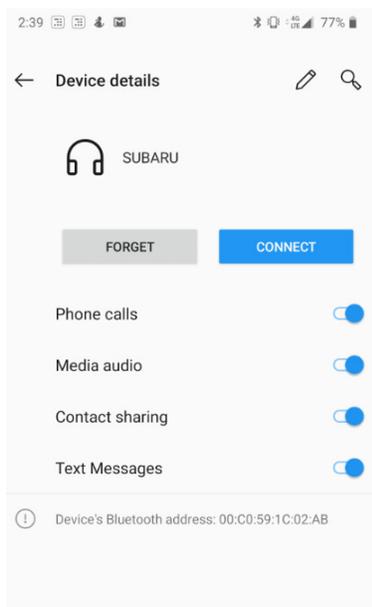
Apple Device
Select Bluetooth setting, then under "MY DEVICES" click on the "i" symbol next to connected device to confirm "Sync Contacts" and "Show Notifications" options are enabled as shown below. It is strongly recommended to restart the vehicle to finalize the pairing process and ensure all devices are in sync.

The system can store up to 2000 phone numbers. The total number of phonebook contacts transferred from the phone would be equal or less because it depends on the amount of data each contact contains (multiple phone numbers, address, email, etc.).

As for Favorites, remember the CP1 system's Favorites list and that of the paired phone are not synchronized. The Bluetooth phone's favorite list will not be downloaded automatically even after the phonebook data has been downloaded from the Bluetooth phone. The customer must manually register the contacts in the Favorite list. The maximum number of Favorite contacts is 15.

Playback of the Audio Files Using A USB Memory Device:

The USB Audio playback screen can be accessed by using the Media icon on the home screen.

There are no restrictions for the brand or size of the USB Memory device. All work with the CP1 system as long as they meet following requirements:

CONNECTING A USB MEMORY DEVICE/ PORTABLE DEVICE

- USB communication formats: USB 2.0 LS (1.5 Mbps)/FS (12 Mbps)/HS (480 Mbps)

- File formats: FAT 32

- Supported file extensions: m4a/aac, mp3, wma, wav, flac, m4a (it is recommended to remove from the USB memory device all files in the format not supported by the CP1 system).
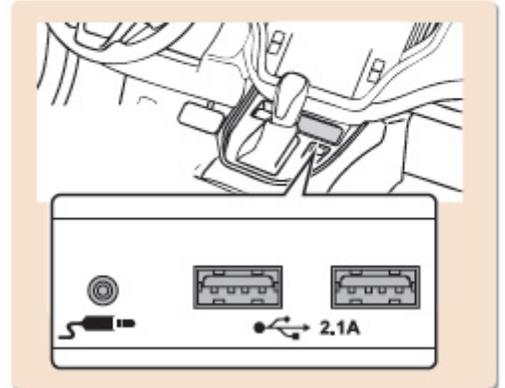
NOTE: Either front USB port is able to playback audio files. In case two USB memory devices are connected, the one connected first will be used by the system for playback operation.

QMR to Document Infotainment Concerns:

Please remember to enter QMRs to report infotainment concerns. This will help us to analyze the root cause and prepare timely countermeasures when applicable. Of course, it is very important to provide as much as detail as possible accurately when describing the concern. Start by selecting the correct Fail Code. As a convenience, applicable codes and description are listed below.

Fail Part ID	Fail Code Description
ZTF	Base Level Center Information Display
ZTR	Mid/High Level Center Information Display
ZTG	Base Level Cockpit Control Module
ZTS	Mid Level Cockpit Control Module
ZTH	High Level Cockpit Control Module

This information is also available from the Labor Time Guide or from Warranty Administrator. Thank you in advance for your cooperation.