



Technical Service Bulletin

SUBJECT:			No: TSB-20-54-002
POOR SOUND QUALITY DURING HANDS-FREE PHONE CALL WITH APPLE CAR PLAY			DATE: April 2020
			MODEL: See below
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

PURPOSE

Customers may report poor sound quality when receiving or making a hands-free phone call using Apple Car Play with the Smartphone Link Display Audio built by JVC Kenwood. Voice quality may get worse and become muffled, making it hard for both parties to hear and understand each other. This may be due to an improper parameter setting for echo and noise processing.

A software update is now available to address this condition. This TSB instructs dealers how to update the Smartphone Link Display Audio in the affected vehicles listed.

AFFECTED VEHICLES

The following models equipped with the JVC Kenwood Smartphone Link Display Audio:

- 2017 - 2019 Outlander
- 2018 - 2019 Outlander PHEV

!! IMPORTANT !!

READ ENTIRE BULLETIN BEFORE ATTEMPTING THIS PROCEDURE!

REQUIRED EQUIPMENT

The update procedure for all audio types requires a dedicated USB flash drive (a.k.a. thumb drive) formatted to FAT32.



A USB version 2.0 standard flash drive (thumb drive) with a **minimum capacity of 4.0 GB**, formatted to FAT32 is required for this procedure. Formatting to FAT32 will erase all data from the flash drive. The flash drive must have no other files or folders saved to it.

Dealers must obtain a flash drive locally. It should be dedicated to this procedure and be kept in a safe place to use when customers ask about any of the conditions mentioned in the PURPOSE section on page 1.

NOTE: Always use a flash drive from a known manufacturer. Some novelty and other lower quality flash drives may not function correctly for this procedure, even though formatted to FAT32. If you are unable to have the flash drive begin or complete the process, try a flash drive from a different manufacturer.



Be sure to copy ONLY the correct Software Version for the vehicle you are updating to the flash drive. Updating a vehicle with another model's software may affect model specific parameters, such as vehicle information not displaying correctly.

DISPLAY AUDIO SOFTWARE VERSION CHART

Model*	Version Information (Settings screen)		Software Version Info (Service Menu screen)
	Old Versions*	New	
2017-2019 Outlander	B, D, E, I, L, N, O, Q, 1E, 1G, 1H	1I	4.4.0106.0500
2018-2019 Outlander PHEV			

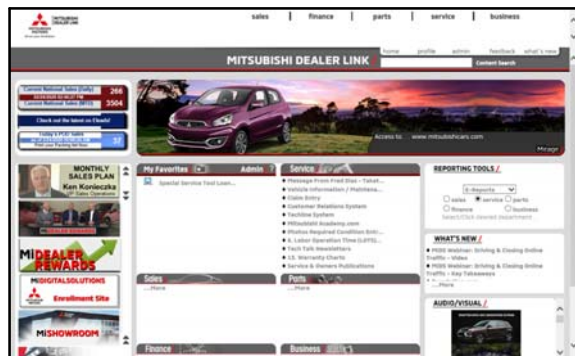
* Any of these versions may be displayed before this software update is applied.

UPDATE PROCEDURE

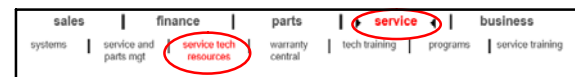
A. Download Software Update File from MDL

NOTE: The software update file must be downloaded to a USB flash drive on a non-MEDIC PC. The file CANNOT be downloaded using the MDL access on your MEDIC.

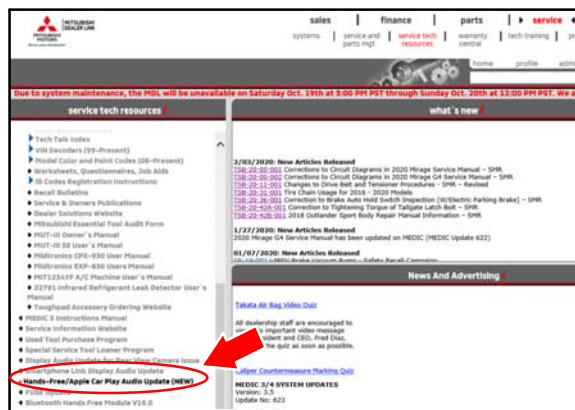
!! IMPORTANT !! Dealers must NOT provide software updates or instructions directly to customers.



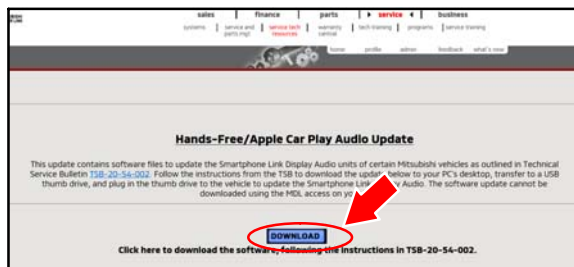
1. On your PC desktop, create a new folder and title it **"Hands-Free Apple Car Play Audio Update."**
2. Open a web browser and access the MDL.



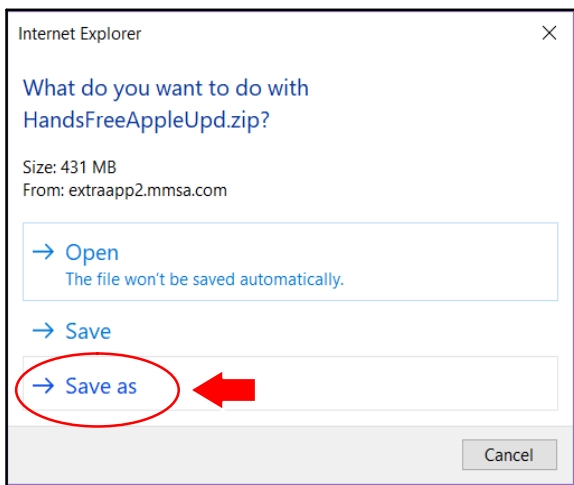
3. From the MDL Main Page, choose "service" -> "service tech resources."



4. In the LH column, under "service tech resources," click on **"Hands-Free/Apple Car Play Audio Update."**



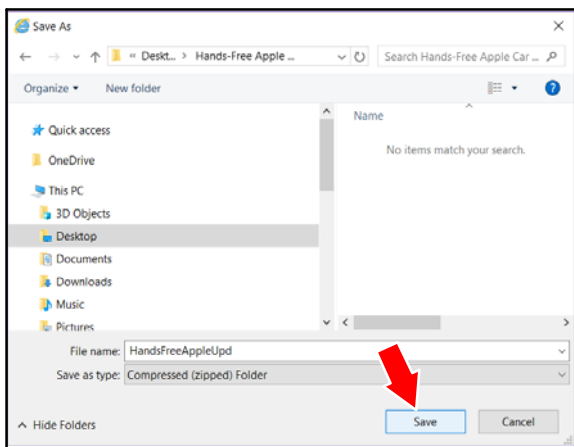
5. Click on the **"DOWNLOAD"** button.



6. When the "File Download" window appears, click **"Save as."**

NOTE: A download progress window will appear. Do not click on the "Cancel" button.

The download progress window will close when the download is complete.



7. A **"Save As"** window will appear.

8. In the window, navigate to your new folder (e.g., "desktop\Hands-Free Apple Car Play Audio Update") and click to select it.

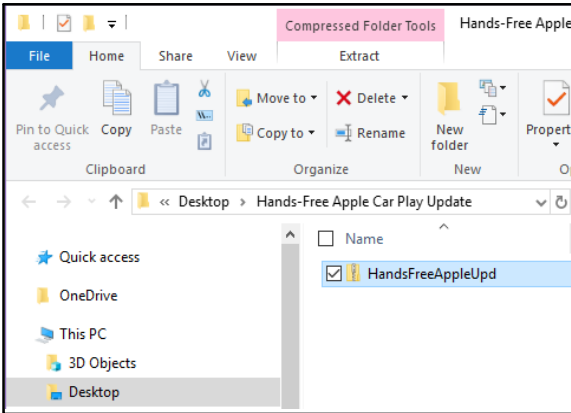
9. Click **"Save"** in the window.



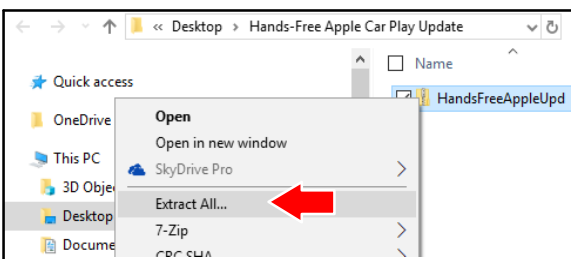
NOTE: A download progress bar will appear. Depending upon your connection, it can take a few minutes to download the file.



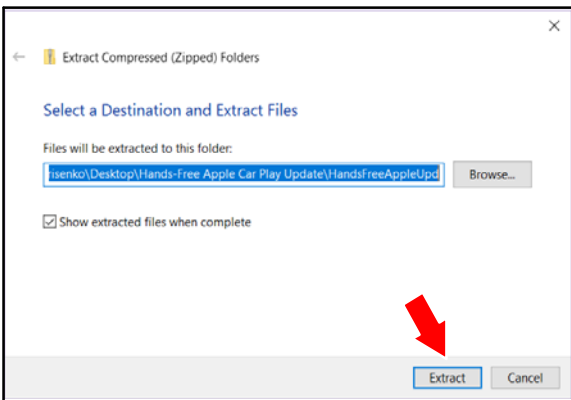
10. When download is completed, Click **"Open folder."**



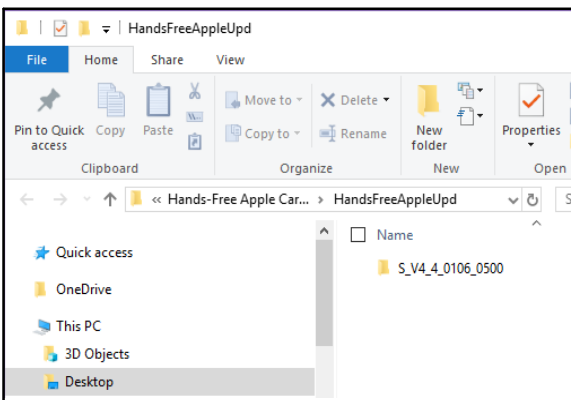
11. A File Explorer window opens showing the zip file in the destination folder created earlier.



12. Select the Zip file, right-click, and select "Extract All..." to extract the files to this folder.



13. Click "Extract" in the window.
NOTE: A progress window will appear. Depending upon your connection, it can take several minutes to extract the file. The window will close when the extraction process is complete.



14. A new File Explorer view shows the extracted folder. You may keep this window open for the next process (Transfer Files to USB Flash Drive).

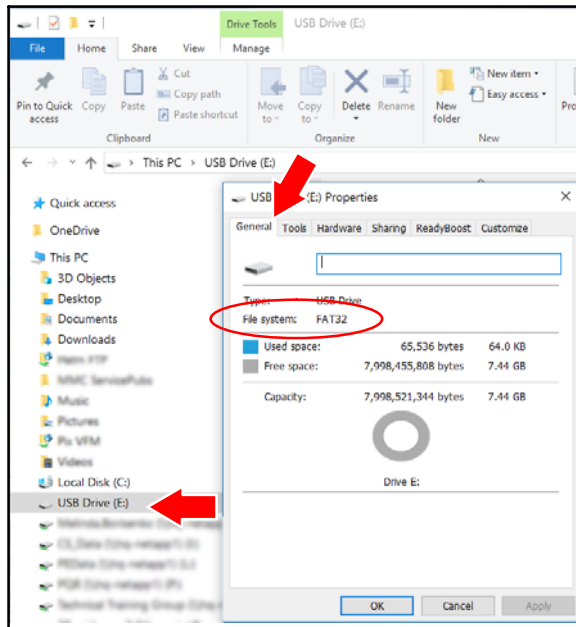
NOTE: Keep a copy of the "Hands-Free Apple Car Play Update" files on your PC in case your USB flash drive is lost or damaged.

B. Transfer Files to USB Flash Drive

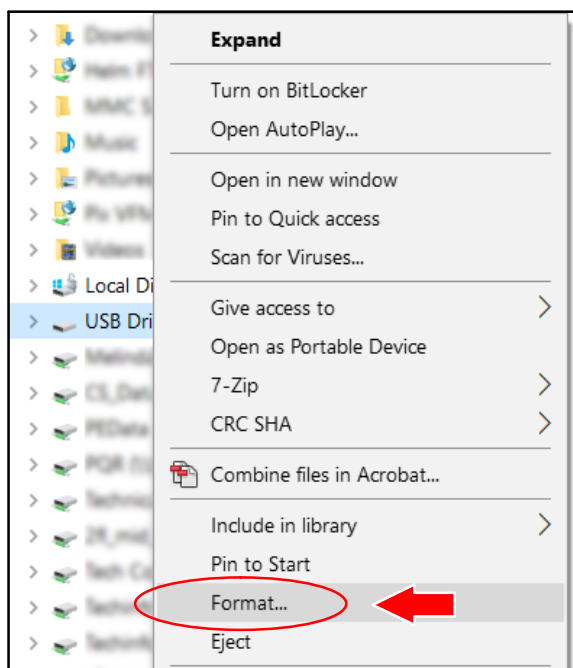
⚠ CAUTION This procedure includes steps to determine the USB flash drive file format and reformat it to FAT32 if necessary. If you must reformat your USB flash drive **MAKE SURE YOU DO NOT REFORMAT YOUR HARD DRIVE**. On newer PCs, the C:\ drive usually contains the PC's operating system and the D:\ drive is usually the factory image backup. If you mistakenly select either of these drives, it will be reformatted and all data on that drive will be erased.

1. Check your USB flash drive's format.
 - a. Connect your flash drive to a USB port on your PC.
 - b. Depending on your Windows version, a window may display with options. Select the option to "Open folder to view files."
If you do not see the option window, open File Explorer. Right click on the "Start" button at the lower left corner of your screen. Depending upon your Windows version, click "Explore" or "File Explorer."

NOTE: The instructions below are for a PC with Windows 10 operating system.

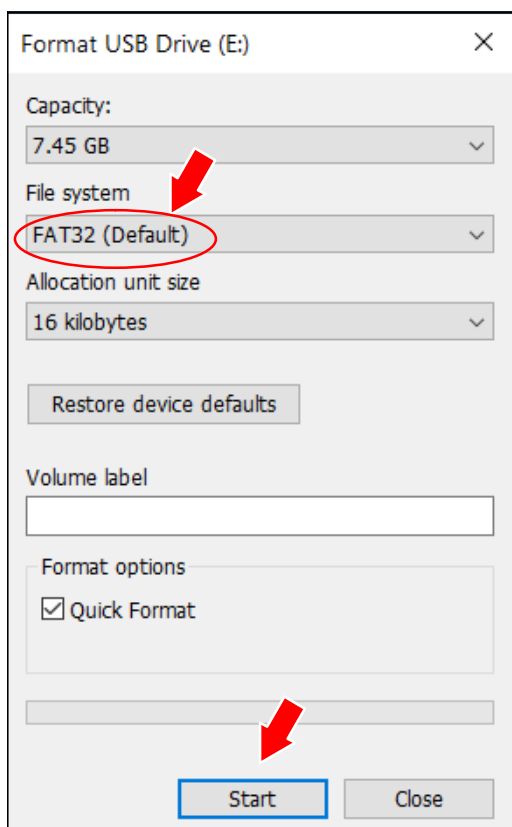


- c. A new window opens. Locate your flash drive [e.g., USB Drive (E:)] in the left hand column.
- d. Right-click on the drive and a menu will appear. Click "Properties" at the bottom of the menu.
- e. The "Properties" window (shown) opens. Select the "General" tab at the top of the window, and check whether "File System" shows "FAT32."
 - If your flash drive is NOT formatted to FAT32, proceed to step 2 below for formatting instructions.
 - If your flash drive is formatted to FAT32, reformatting is not necessary. Proceed to step 3.



2. Format the flash drive to FAT32 as follows:

- a. In the left column of the File Explorer window, right-click your USB drive [e.g., USB Drive (E:)] in the left hand column.
- b. From the list, select "Format." A window for "Format" will appear.
- c. **Confirm you have selected your removable flash drive and NOT your hard drive.**

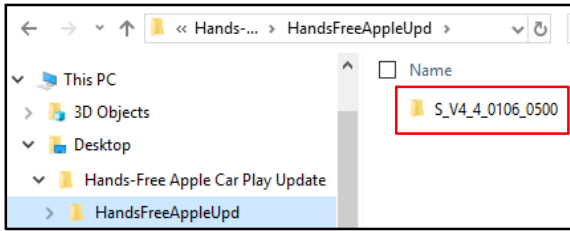


- d. Select "FAT32" in the list for "File system," and press "Start."

NOTE: Formatting the USB flash drive will take several minutes.

⚠ CAUTION

Formatting erases all data from the selected drive. Make sure you select your USB Flash drive. IF YOU SELECT YOUR HARD DRIVE, e.g., "Local Disk (C:)," IT WILL BE ERASED AND REFORMATTED. MAKE SURE YOU DO NOT SELECT YOUR LOCAL HARD DRIVE!!



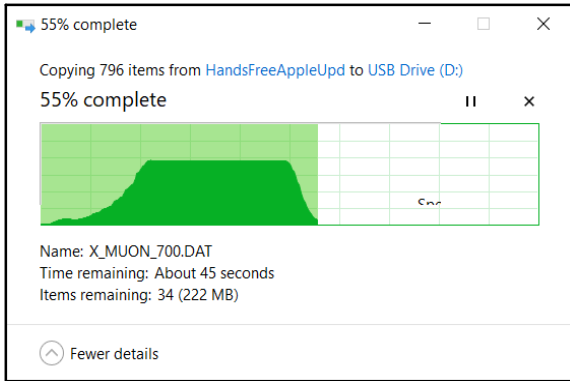
3. Once the USB flash drive is formatted, open the source folder (**Hands-Free Apple Car Play Audio Update**), and open the folder that was extracted from the zip file.

4. Select and copy **ONLY the necessary file folder for the vehicle being updated** to the USB flash drive:

- S_V4_4_0106_0500 (Outlander, Outlander PHEV)

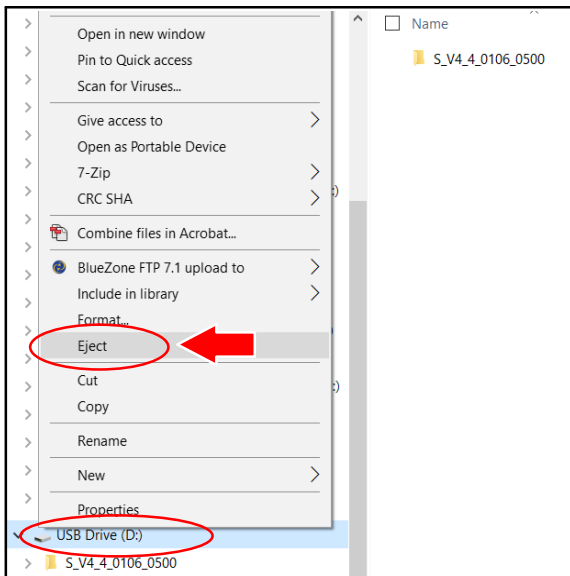
NOTE: Do NOT transfer the zip file or the unzipped folder.

NOTE: The transfer may take several minutes.



5. When the transfer is complete, eject the USB flash drive:

- Newer PC: Right-click on the drive in File Explorer, and select **"Eject."** Then remove the USB flash drive from your PC.
- Older PC: Click the **"Safely Remove Hardware"** icon from the system tray at the bottom right of your computer screen. Remove the USB flash drive from your PC when advised it is safe to do so.



C. Vehicle Preparation

1. **Before beginning, inform the customer of the following, and obtain their consent to perform the update:**
 - This update will reset the Smartphone Link Display Audio back to the factory settings.
 - Any previously paired phones will need to be paired to the system again.
2. When customer consent is verified, write down all the customer's audio presets and settings in the table below.

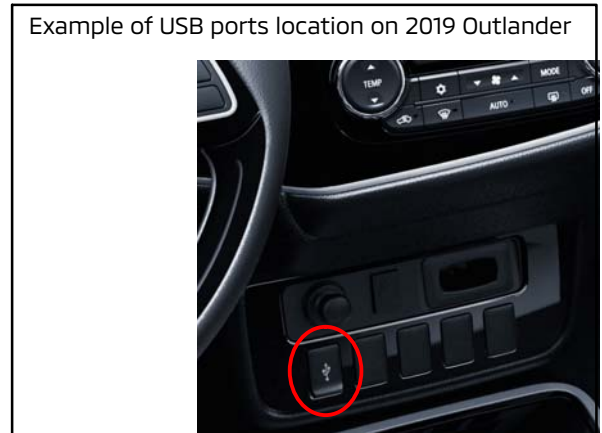
PRESETS	1	2	3	4	5	6
AM						
FM1						
FM2						
SXM*						

* If applicable.

D. Update Smartphone Link Display Audio in Vehicle with New Software

Outlander and Outlander PHEV

1. **For Outlander vehicles:** Turn vehicle ON, and keep the engine idling for the entire update procedure.
For Outlander PHEV: Put vehicle in READY mode for the entire update procedure.
2. Plug in the USB flash drive containing the **CORRECT software update file* for that vehicle** into the vehicle's USB port.
***Refer to step 4 of "B. Transfer Files to USB Flash Drive" in this TSB for correct file identification.**
 - Depending on model year, USB ports are located inside the center console or in the front lower dash. For front dual ports, either port may be used for the update.



NOTE: The images in the following procedure are for example only. Actual screens may vary slightly.



3. Before starting the update process, confirm the current software version.
 - a. Touch the "Settings" icon on the Home screen.

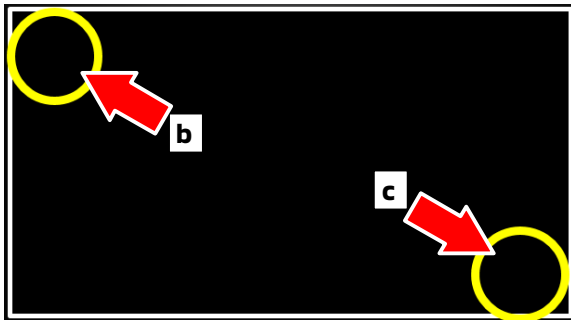


- b. On the Settings screen, touch the "Information" tab and check the Version Information.

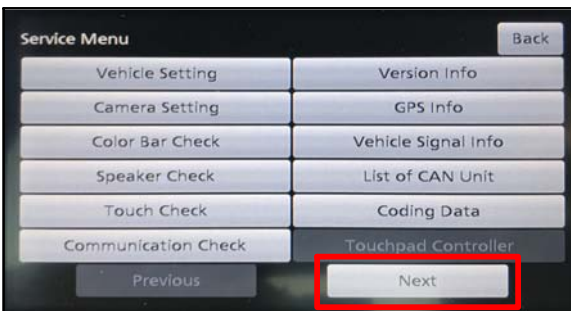
NOTE: If necessary, scroll to the right or left to see the Information tab.

- c. Compare this to the version shown for the applicable model in the **"Display Audio Software Version Chart,"** on page 2 of this TSB.
- d. If the version displayed matches one of the "Old" versions for the model, then the Smartphone Link Display Audio needs to be updated with the new software.

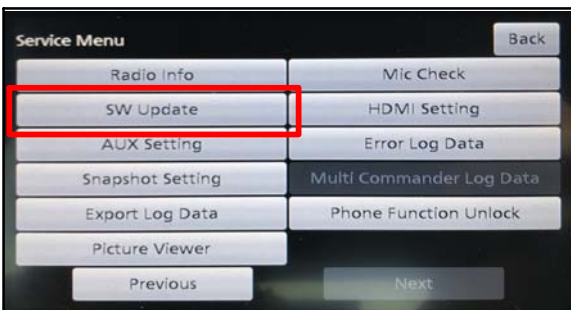
4. Update the Smartphone Link Audio Display software.



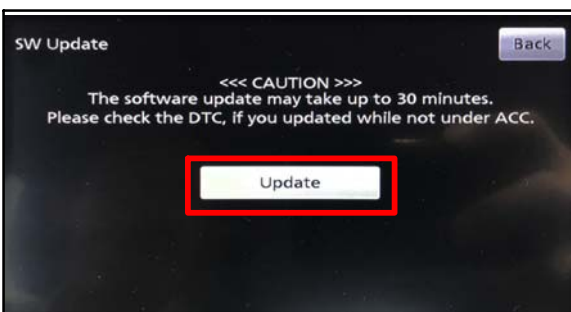
- a. Push and hold the Power button for at least 1 second, until the audio unit beeps and the screen goes blank.
- b. Press and hold the area indicated in the upper left of the screen for 5 seconds, until you hear a beep, then release.
- c. Press and release the area indicated in the lower right side of the screen. Then the "Service Menu" will appear.
- d. On the Service Menu screen, touch the "Next" button to go to the next page.



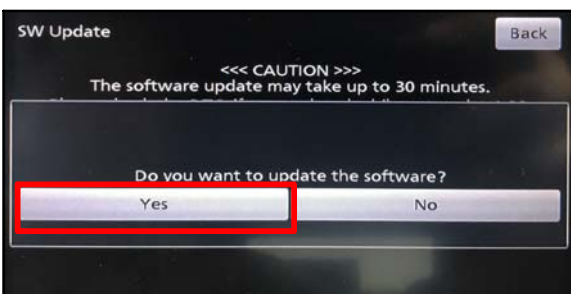
- e. Touch the "SW Update" button on the Service Menu.

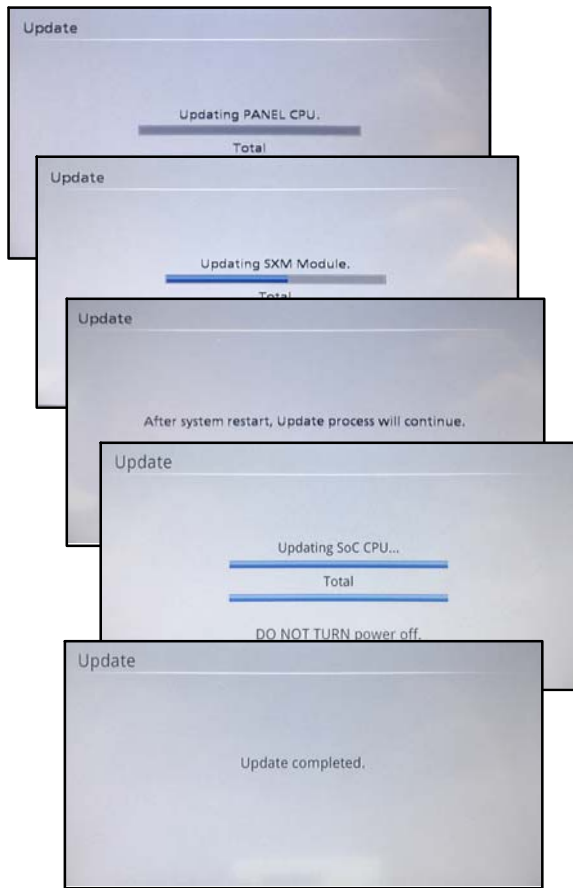


- f. On the SW Update screen, touch the "Update" button.



- g. Touch "Yes" to start the software update.
NOTE: Do NOT turn the power OFF or remove the flash drive during the update.





The system will automatically reboot twice during the update, ending with an "Update completed" screen.

When the update is completed, the Home screen should appear.

5. Reset the Smartphone Link Audio Display system.



a. On the Home screen, touch the "Settings" icon.



b. Touch the "System" tab.



c. Touch the "Reset All" button.

NOTE: The "Reset All" function deletes all the customer's settings. Be sure the customer has been informed of this beforehand.

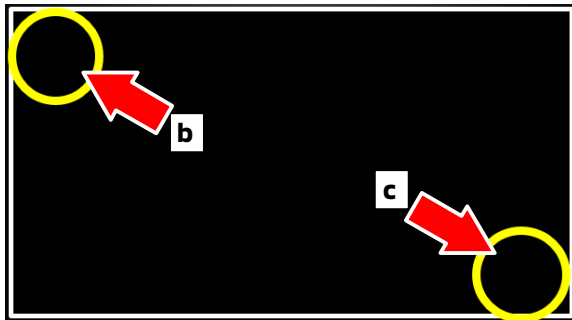


d. Touch "Yes" on the next 2 screens to continue resetting the system.

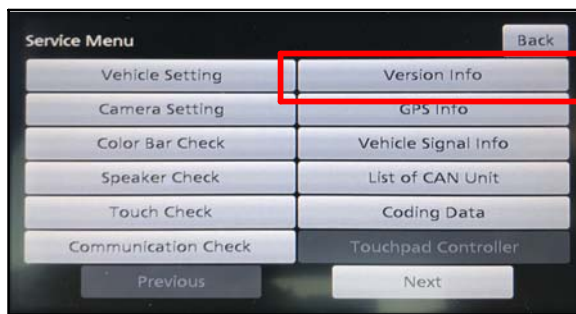


The system will reboot one more time after resetting.

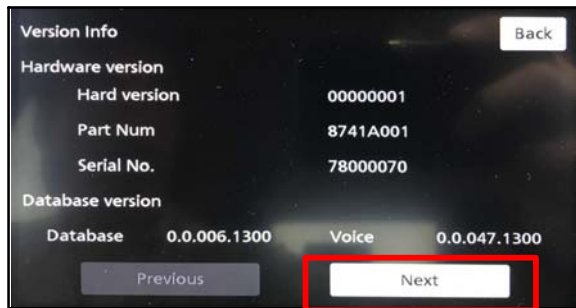
6. Verify the software version has been updated.



- a. Push and hold the Power button for at least 1 second, until the audio unit beeps and the screen goes blank.
- b. Press and hold the area indicated in the upper left of the screen for 5 seconds, until you hear a beep, then release.
- c. Press and release the area indicated in the lower right side of the screen. Then the "Service Menu" will appear.
- d. On the Service Menu screen, touch the "Version Info" button.



e. Touch the "Next" button.



f. Confirm the software version has been updated and matches the New version shown for the applicable model in the "**Display Audio Software Version Chart**," on page 2 of this TSB.



7. Confirm software version in Settings.

a. Go back to the Home screen, and touch the "Settings" icon.

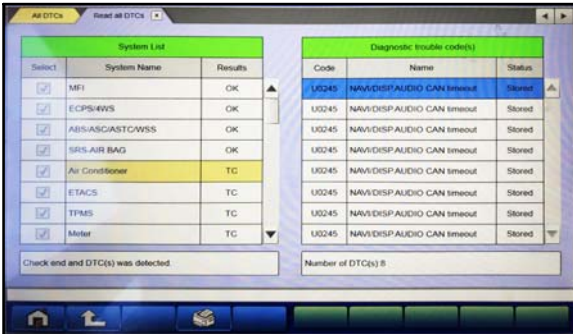




- b. On the Settings screen, touch the "Information" tab and check the Version Information.

NOTE: If necessary, scroll to the right or left to see the Information tab.

- c. Verify that the version shown matches the "New" version for the applicable model in the "Display Audio Software Version Chart," ("11") on page 2 of this TSB.



8. Connect a MEDIC laptop/tablet to the vehicle, and perform an "Erase and Read All DTCs" using MUT3-SE.

NOTE: DTC U0245 may be stored in several systems as a result of this update.

9. Verify that the issues described on page 1 of this TSB are no longer present.
 10. Reset the customer's audio presets.

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Reprogram Smartphone Link Display Audio Software	545013YH	55Z	5D0	0.3 hrs.

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100)