SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY:	2020MY Legacy and Outback with Gen 4 Denso CP1 system	**NUMBER:** 15-268-20
SUBJECT:	USB Map Data Update Procedure for Denso Gen 4 Navigation Equipped System	**DATE:** 07/27/20

INTRODUCTION:

Starting January 17, 2020 the first TomTom map update for Gen 4 Denso CP1 navigation equipped vehicles was made available. While the map update process is user friendly, we ask that retailers assist customers with the map update download, if requested, as a courtesy and an opportunity to build retailer loyalty, ensure customer retention and keep with the Love Promise. Retailers may also want to install this map update on any certified pre-owned or pre-owned vehicles in their inventory. Retailers are welcome to do this on their own. Retailers can use the site (dealer.subaru-maps.com) which is unique for retailers and not the same as what customers will be using at home. If the retailer service, sales, and/or parts managers do not have a login, please create an account from this page. You might have to wait for an approval email, once your retailer email has been approved.

MATERIALS REQUIRED:

- Windows PC or MAC
- A valid e-mail address to register in website
- Subaru VIN planning to update
- USB 2.0 or 3.0 drive, at least 64GB in size (we recommend SanDisk®, Kingston®, Transcend® or Verbatim® brands)

## SERVICE PROCEDURE / INFORMATION:

NOTE: Gen 4 map installation is independent of any software update. Unlike Gen 3/Gen 3.1 Harman map updates, there is no software installation as part of the Gen 4 map updates.

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Step 1: Prepare the USB with the Map Data:

1) Go to https://subaru-maps.com/#/vehicles.
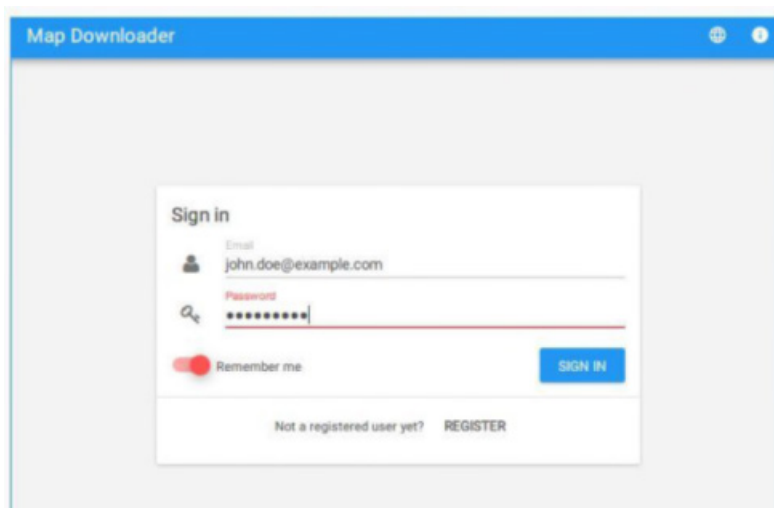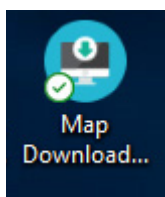
2) Create an Account. You'll have to verify your email address to complete this process.
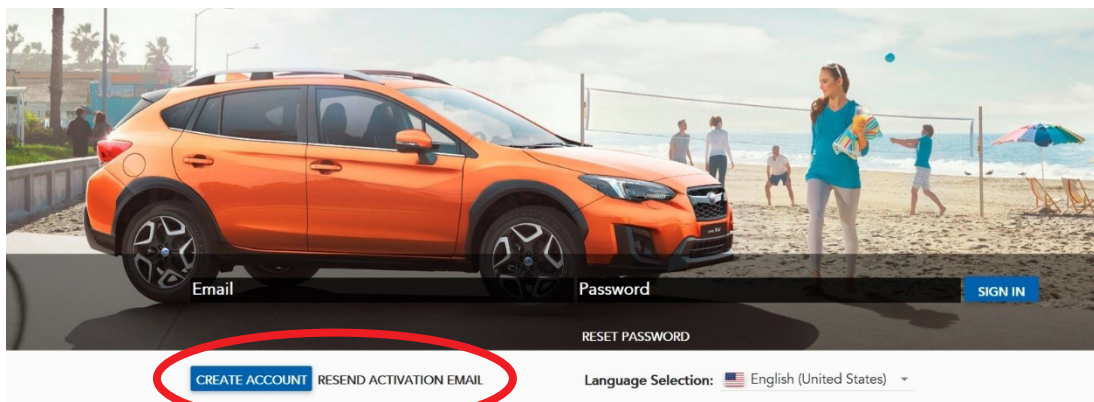
3) Download and install the Map Downloader app for Mac or PC using the link on subaru-maps.com.
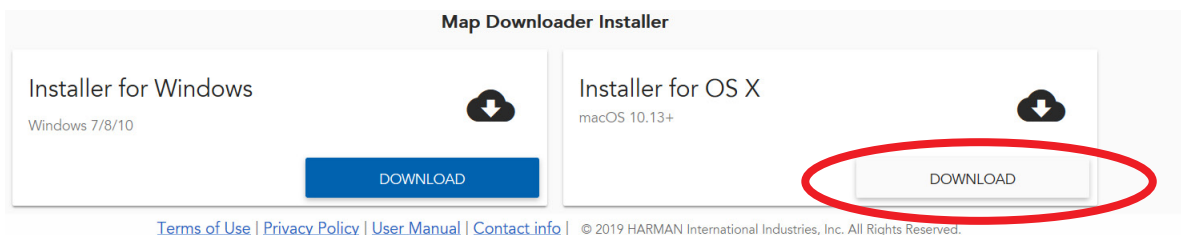
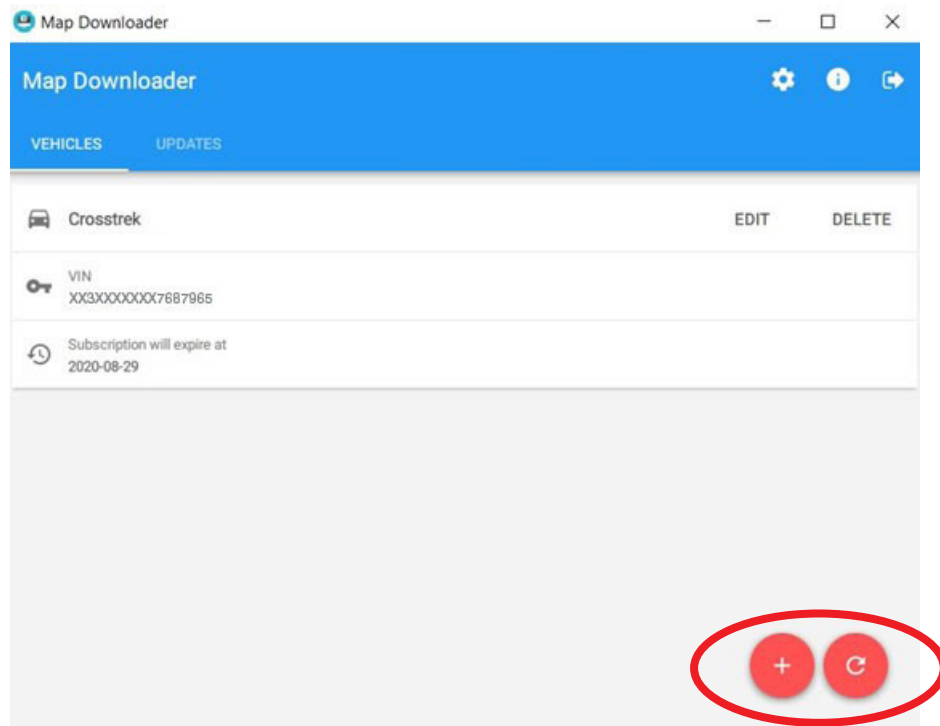**4)** Open the app and login with your newly created account.
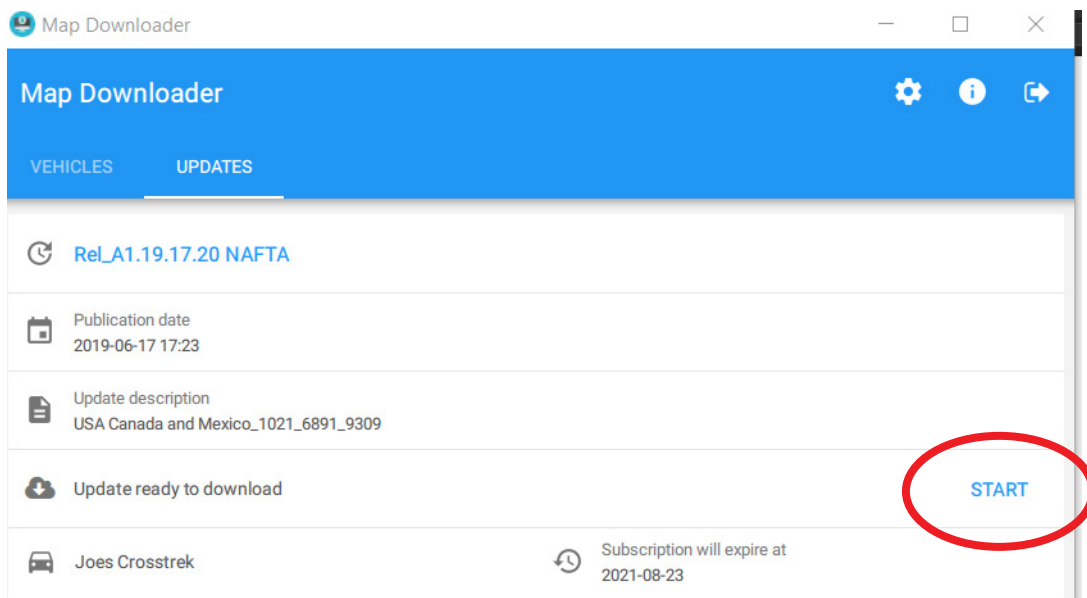

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5) Press the "+" button on the bottom right to add a vehicle using your VIN number.

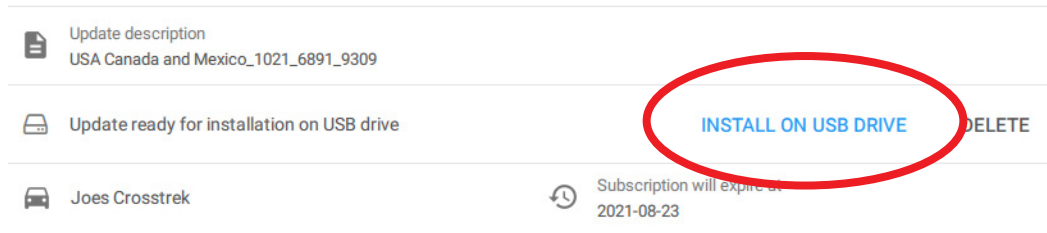**6)** Select the **Updates** tab to see available updates for your Subaru.

7) If there is an update available, select **Start** to begin the download.

    a. Please note, this might take a little while to complete as the map files are large.

8) When the download is complete, plug in the USB drive into your computer.

9) Select **Install on USB Drive**.

   **a.** Please note, all data on the USB will be deleted.

10) Once complete, Remove the USB from your computer and go to your vehicle.

CAUTIONS:

- Move the vehicle to an outside location where the engine can be safely started and kept idling during the update process.
- Never idle the vehicle in a closed space such as a garage even if the garage door is open.
- Once the vehicle is in a safe location, be sure the vehicle is in Park if CVT or Neutral if MT and the parking brake is fully engaged.
- Unplug any devices, cables or other USBs from the vehicles USB ports.

Step 2. H/U Map Update:

1) Start the engine. Allow the audio unit to completely start up by pressing the **"I Agree"** button when it appears and waiting at least 30 more seconds before proceeding.

2) Plug the map update USB into your vehicle's front USB ports

3) Select "Settings" on your infotainment screen

    a. Select **"Navigation"** and then select **"Map Update"**

    b. Select **"USB"** and Select **"Install Now"**
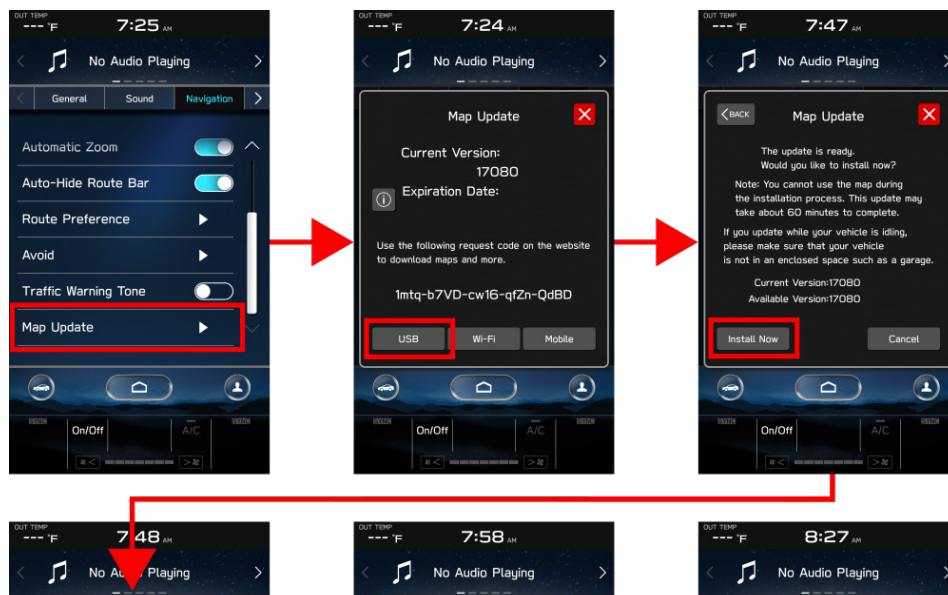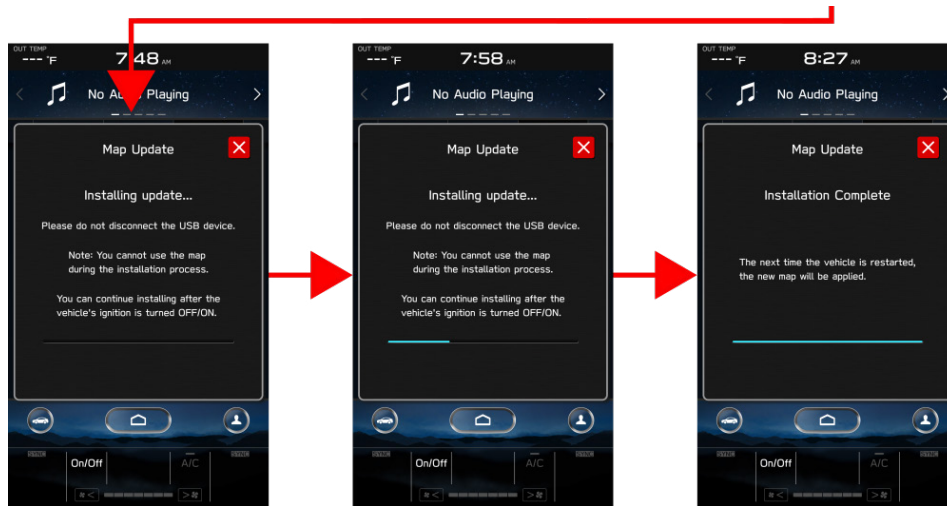
NOTE: you can press the home button and continue using your infotainment system, while the update is installing. You can also drive the vehicle if needed. **Please note that the navigation system will not be operational during the update process.**

4) Once complete, you can remove the USB. **Please restart your vehicle to complete the process**.

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.