Update Your STARLINK ® Multimedia Software

2020/2021 Outback and Legacy with 11.6-inch display

Your Subaru is equipped with over the air "OTA" software update capability. Follow these steps to update your software to improve performance and functionality and add all new features.

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 USB drives from the vehicles USB ports.

- **We suggest adjusting the climate controls to your desired settings in case they become unavailable during the update process.**

Need Help Along the Way?

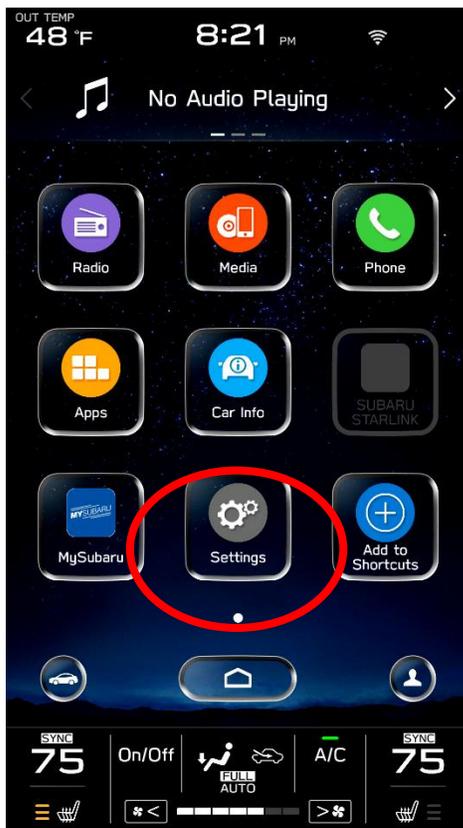   **Contact Subaru's Customer Advocacy Department**

    Contact your Subaru Retailer to schedule an appointment for the update to be completed

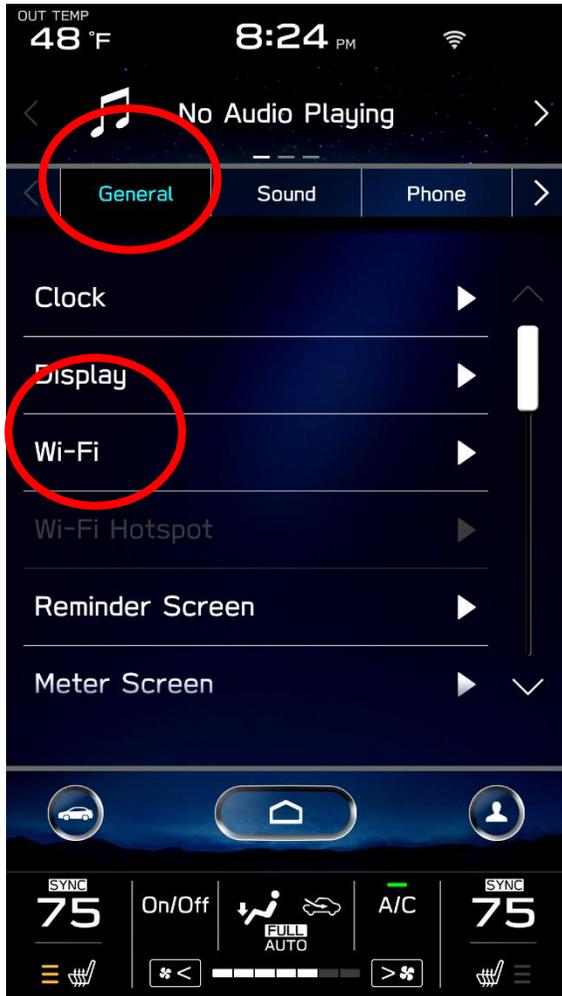**Step 1- Connect your Subaru to an active Wi-Fi connection:**

- **Connecting your Subaru to your Wi-Fi connection is a one-time process that will allow you to quickly get updates for your vehicle in the future.**

- You can use one of two Wi-Fi sources.

    1. Your home Wi-Fi (if it reaches your driveway or parking location)
    2. Your phone's Wi-Fi hotspot (if your phone and data plan are capable)

        - **NOTE**: This update uses at least 100MB of data so, choose a WI-FI connection with no data restrictions. Wi-Fi connections that require acceptance or login to a web page (such as a coffee shop or hotel) cannot be used

- To connect to whichever Wi-Fi source you prefer, follow these steps:

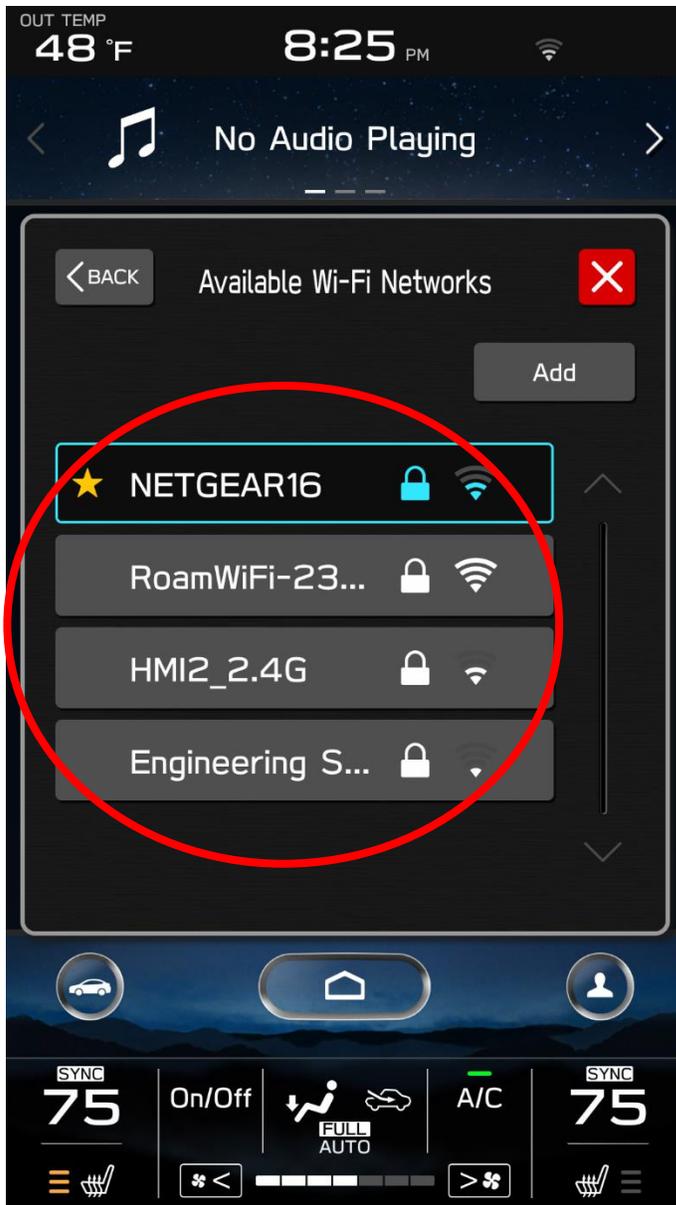   1. Go to **Settings** on your vehicle multimedia screen.

2. Select **General**
3. Then Select **Wi-Fi**
4. Ensure Wi-Fi is turned on and then select **"Available Wi-Fi Networks"**

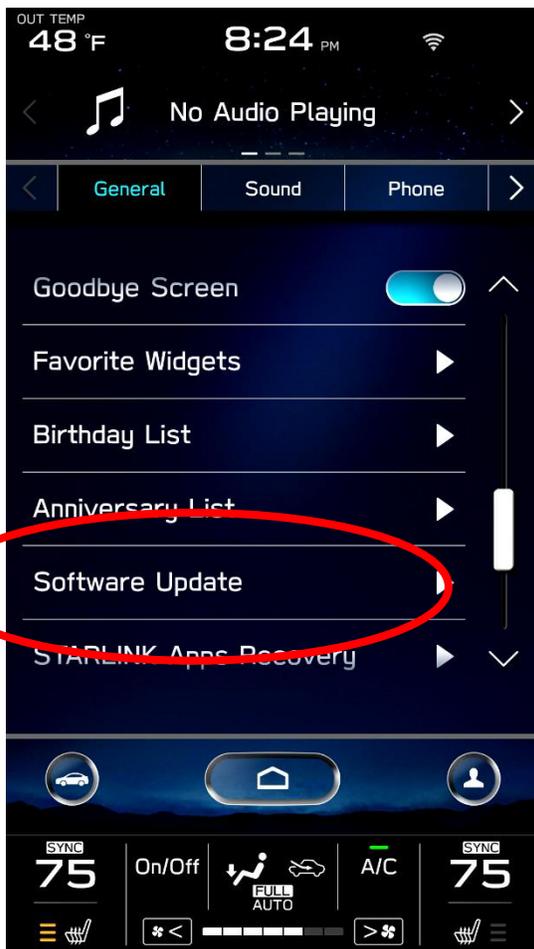5. Select your Wi-Fi network of choice and enter a password if required.

> o **Take note of the Wi-Fi signal strength in the top right corner of the screen.** If you only have 1-2 bars with your selected network, download speeds will likely be slow. Choose a stronger network if possible or move the vehicle closer to the Wi-Fi device.
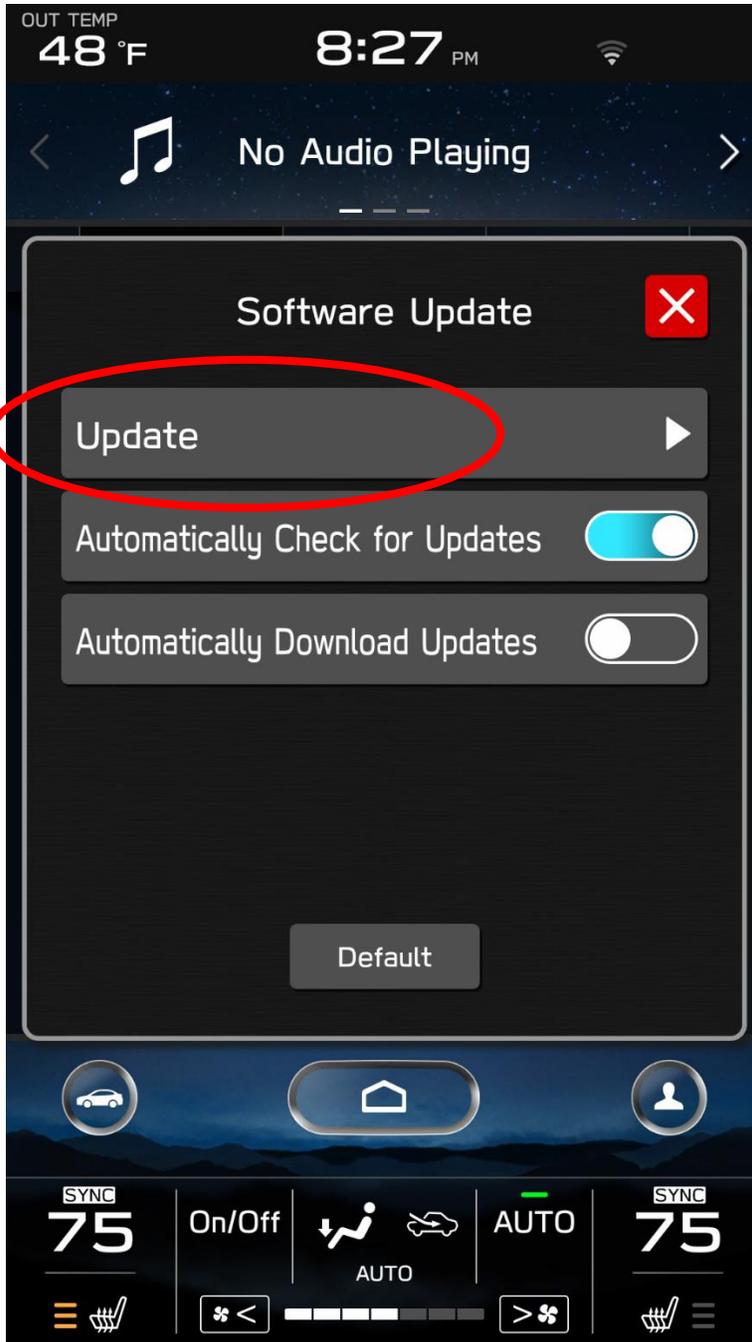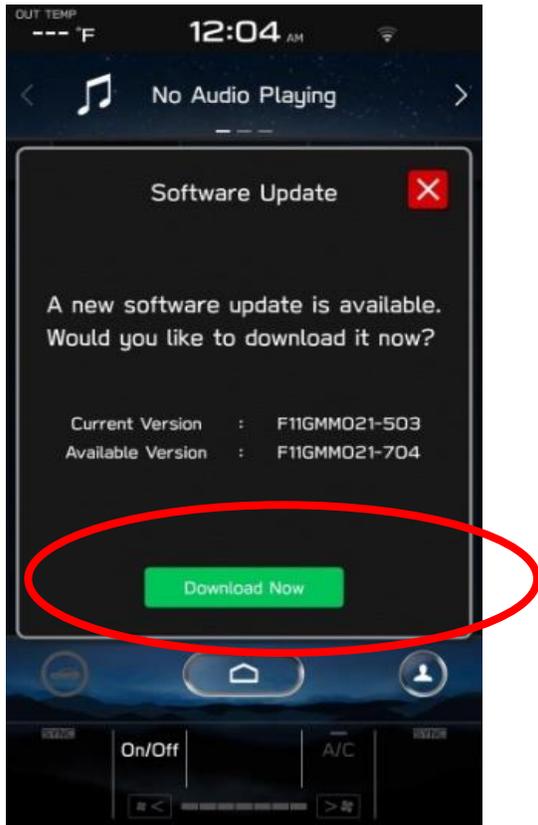
Step 2– Download and Install Updates

1. Now, lets update your STARLINK system.

2. Go back to the **General** screen under **Settings**,

3. Scroll down and select **"Software Update"**

1. If you'd like, enable "**Automatically Check for Updates**" and "**Automatically Download Updates**" so that in the future, your vehicle will tell you when an update is ready to be installed.
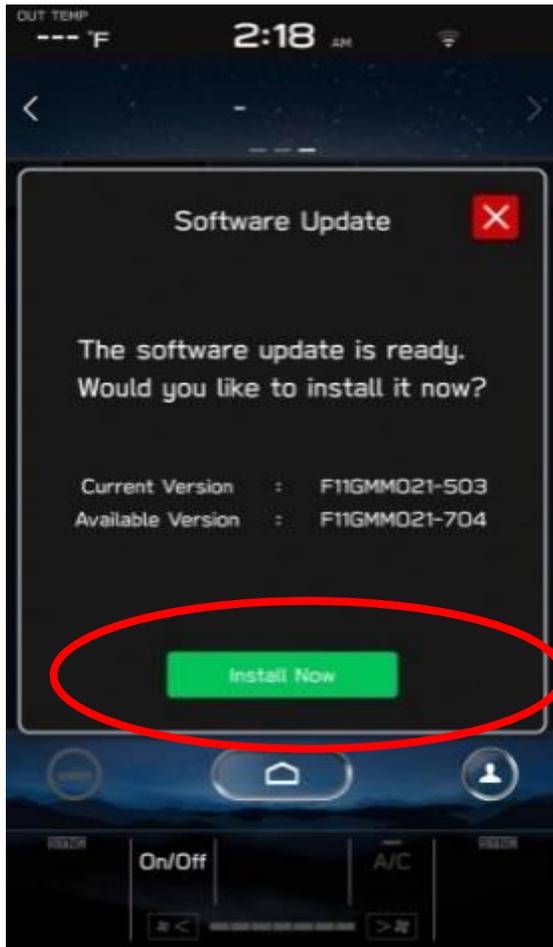
2. For today's update, select "Update"

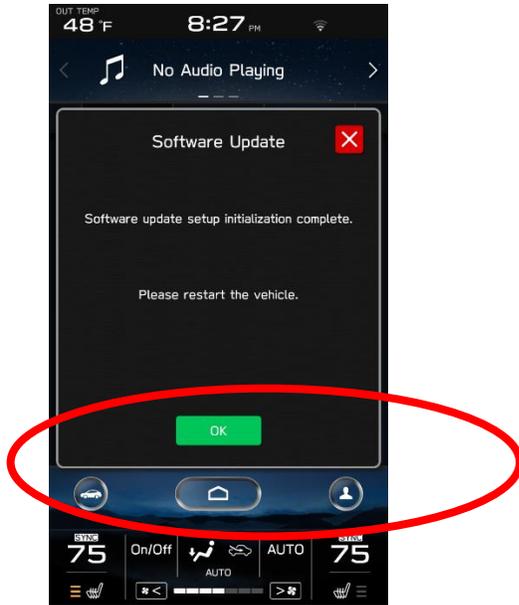3. If an update is available, select **Download Now**

- **If you receive a "No Server Response" error, try moving the vehicle closer to your Wi-Fi source for a stronger signal. Or try using a phone hotspot instead.**

- **If the system says "Software Up to Date"**
    1. Go to Settings, General, System Information. If your version ends in **"4"** such as **F11GXXXXX-XX4**, you are already up to date.
    2. If you are not at this version, ensure the clock time is correct.
    3. If the issue persists:
        - **Contact Subaru's Customer Advocacy Department**
        - **Contact your Subaru Retailer to schedule an appointment for the update to be completed**

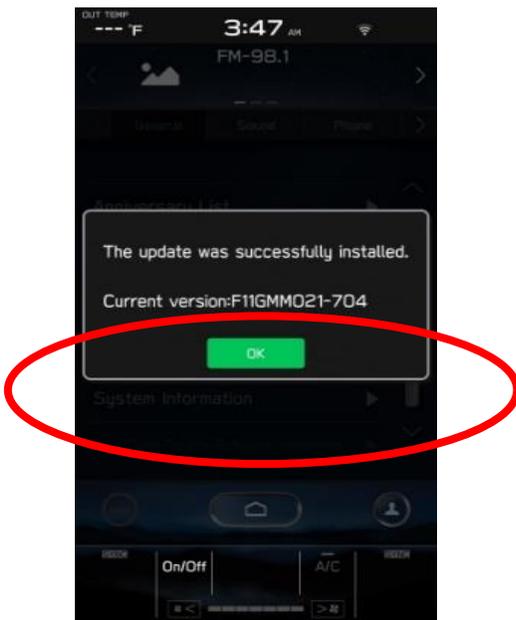4. **Once the download is complete, select "Install Now"**

5. **The install process might take up to 30 min. Feel free to leave the vehicle if needed.**

6. Once complete, you will see the below pop up.
7. <mark>Press OK. **Then**, **turn your vehicle completely off. Ensure all screens are black and let the vehicle sit for at least 5 min to complete the update process. We'd recommend exiting the vehicle during this time since HVAC will be unavailable.**</mark>

8. After 5 min, restart the vehicle. You should see a "**software update complete**" message. The update will now be complete. If you don't see this message, try turning the car off and waiting another 5 min before restarting.
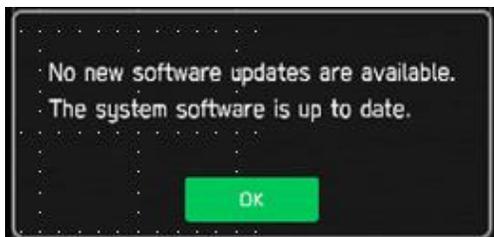
Troubleshooting

1. What if I get the below server response error message when downloading the update?

Tips:

1. Check your internet connection to ensure its active and shows full bars of connectivity.
2. Try moving the vehicle closer to the Wi-Fi source.
3. If that's not possible try a different Wi-Fi connection such as a phone hotspot.
4. If issue persists:
   - **Contact Subaru's Customer Advocacy Department**
   - **Contact your Subaru Retailer to schedule an appointment for the update to be completed**

2. What if the system says I'm up to date when checking for updates?

Tips:

1. Go to Settings, General, System Information. If your version ends in **"4"** such as **F11GXXXXX-XX4**, you are already up to date.
2. If you are not at this version, ensure the clock time is correct.
3. If the issue persists:
   - **Contact Subaru's Customer Advocacy Department**
   - **Contact your Subaru Retailer to schedule an appointment for the update to be completed**