

**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 INFORMATION BULLETIN**

**APPLICABILITY:** All 2020-21MY Subaru Vehicles with Gen 2 Telematics and OEM Navigation Equipped Infotainment Systems

**NUMBER:** 15-265-20R

**DATE:** 07/07/20

**SUBJECT:** “Destination to Vehicle” Gen 2 Telematics Feature

**REVISED:** 01/14/21

**INTRODUCTION:**

This Service Information Bulletin provides an overview and basic instructions for use of the “Destination to Vehicle” feature of the Gen 2 Telematics system. The feature allows active subscribers with 2020 MY vehicles equipped with Gen 2 Telematics, the STARLINK Security Plus or Concierge packages and factory installed navigation equipped infotainment systems to search for and send destinations (trips) from either the MySubaru Mobile App or the MySubaru Customer Web Portal to their vehicle’s navigation System.

The Destination to Vehicle feature utilizes various terms for destinations. These include: “Trips”, ”POIs”, (points of interest), or “Waypoints” (a term which appears on the infotainment system’s display screen). For purposes of this bulletin, the terms “Trip” and “Destination” will be used. When speaking with customers, they may use any of these terms depending upon the publication or platform they reference including: the Owner Information Kit publications, the head unit display screen, the MySubaru Mobile App or the MySubaru Customer Web Portal. This makes it important to recognize while these terms all refer to the same feature, the repair order may show any or a combination based on the customer’s concerns as recorded by the Service Advisor.

**IMPORTANT NOTE:**

- This information is applicable to both Harman (3.1) and Denso (CP1) supplied infotainment systems factory installed in 2020MY vehicles.

Subscribers with the Concierge Service (only) will also have an additional way to access this new feature. Concierge users simply push the i-Button and a STARLINK Customer Care Advisor will send the requested trip directly to the vehicle’s navigation system. Any trip sent can contain up to a maximum of 5 destinations.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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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If the navigation system has an existing route when a new destination is received, the head unit will display the following options:

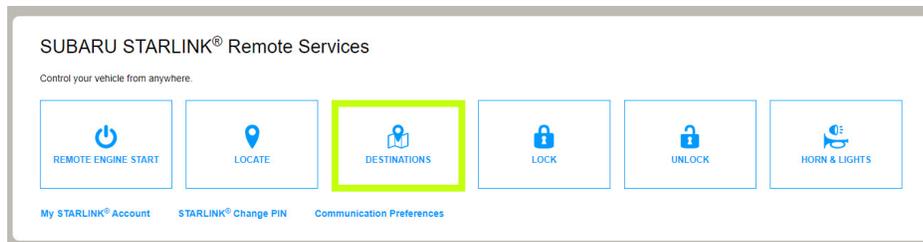
- **Add Waypoint:** This adds new destinations to the existing route if the maximum of 5 has not already been reached.
- **Replace Route:** Cancels the existing route and begins navigating to the new destinations.
- **Cancel:** Ignores the new destination and continues with the current route.

The Destination to Vehicle feature is easy to use whether accessed from the MySubaru Customer Web Portal or the MySubaru Mobile App. Follow the user instructions and screenshots provided on the following pages as references for both methods.

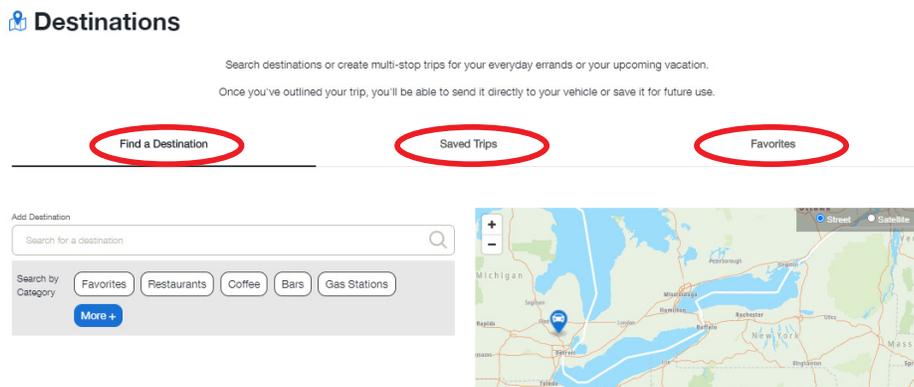
## SERVICE PROCEDURE / INFORMATION:

### **Instructions for Using the MySubaru Customer Web Portal:** Login at <https://www.mysubaru.com/login.html>

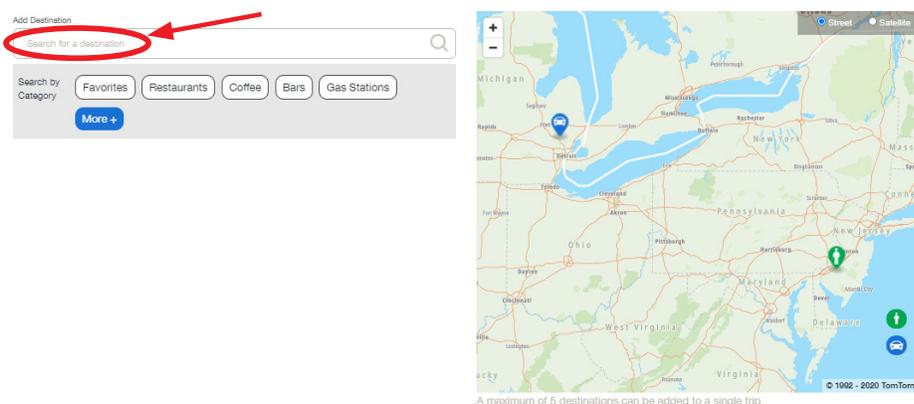
#### 1) Accessing the Destination to Vehicle feature in Subaru Starlink Remote Services:



#### 2) After the Destination icon on the MySubaru website (MySubaru.com) is chosen, the next window provides access to **Find A Destination**, access **Saved Trips**, or **Favorites**.

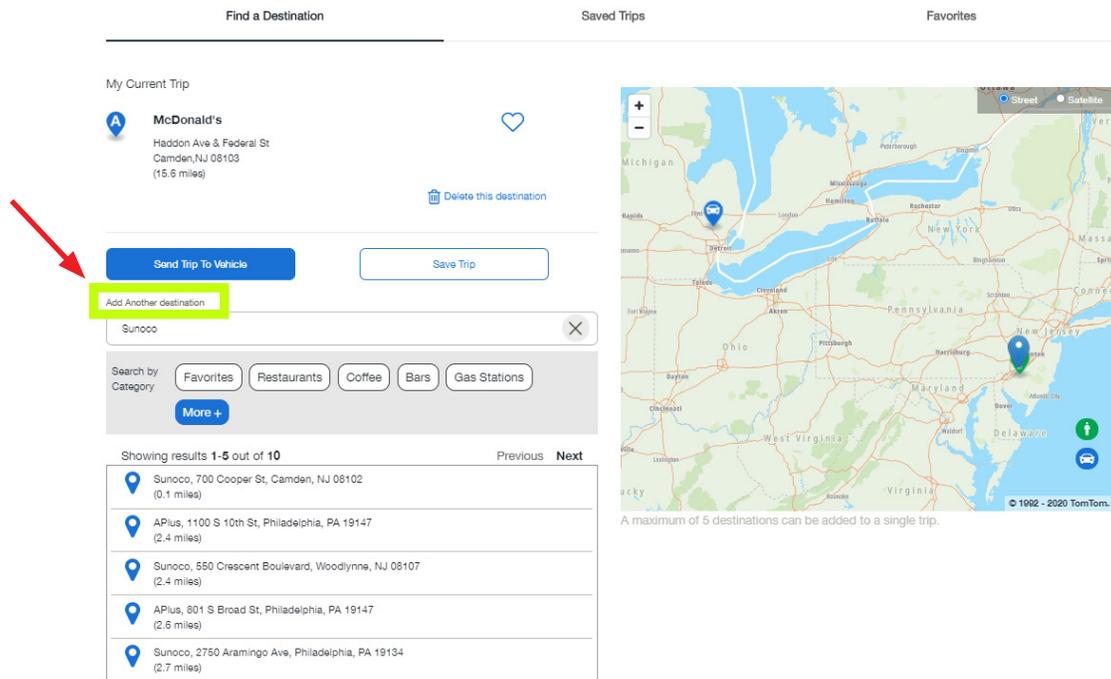


#### 3) Search for a destination in the “**Search for a destination**” search box.

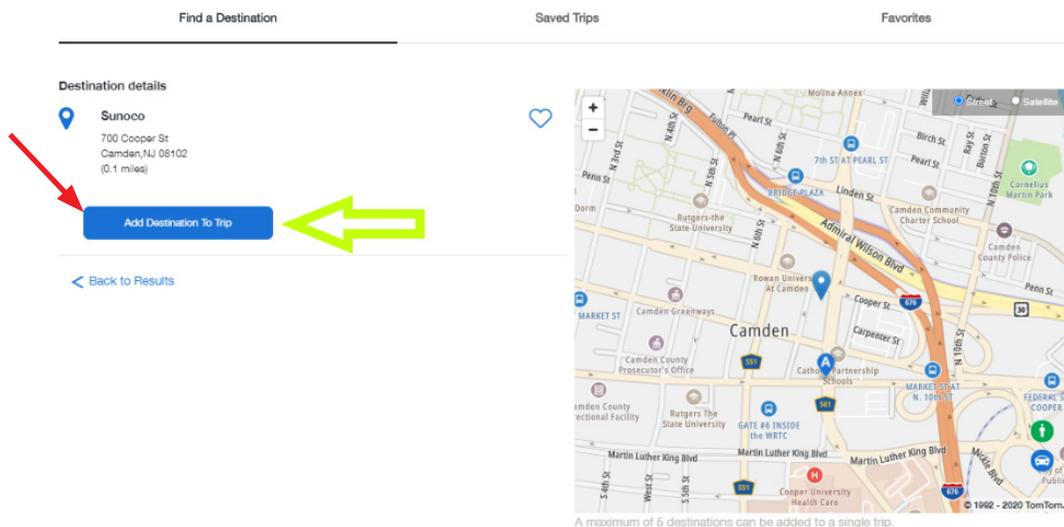


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- Once a destination is selected, start typing the name of the next desired destination in the box labeled **“Add Another destination”**. Other possible locations matching the search criteria will appear below the window. Click on the search result matching the desired trip to see more details before adding this location to the Destinations list.

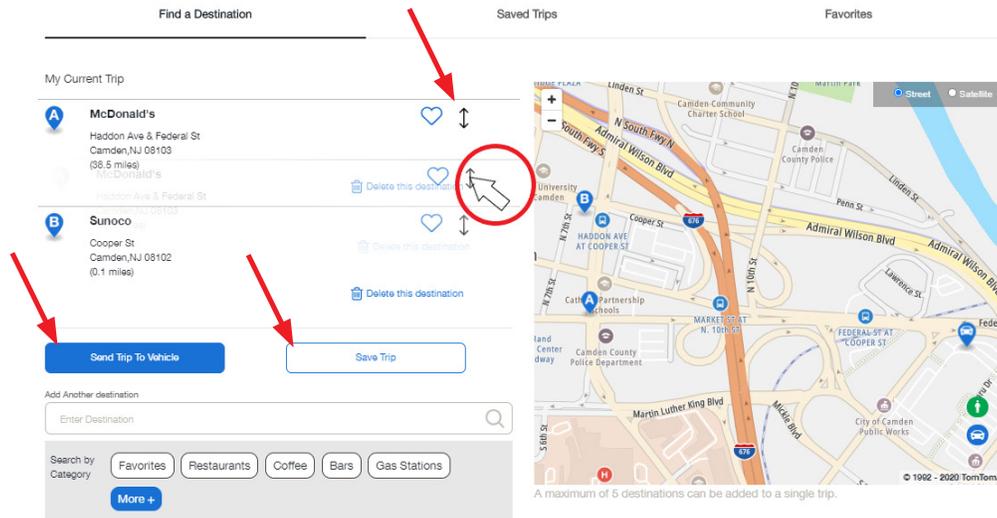


Click the **“Add Destination To Trip”** button to add the new destination to the existing trip. **NOTE:** Up to 5 destinations may be added if no existing destination(s) are already entered into the vehicle’s navigation system.



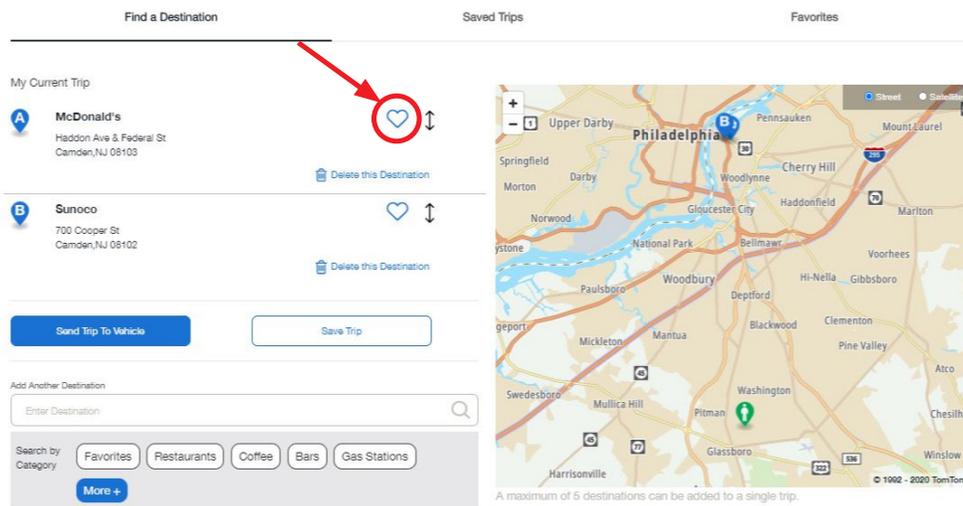
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- 5) Once all the destinations have been selected for the Trip, their order can be rearranged by using the double (Up/Down) arrow to select and drag each destination to its new position in the trip sequence. The destination will grey-out as shown below when selected to be repositioned. The destination will grey-out as shown below when selected to be repositioned.



**NOTE:** If either **Send Trip to Vehicle** or **Save Trip** were not clicked prior to navigating away from this screen, the destinations will not be saved and the user must start over planning the trip from the beginning (2) above).

- 6) To easily add a frequently visited destination to your **Favorites**, simply click on the heart icon.

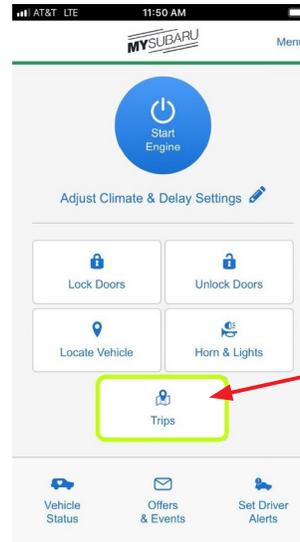


**NOTE:** Once a destination is added to your **Favorites**, it can be further managed by going to the **Favorites** menu. From the **Favorites** menu, the name of the destination can be changed or removed from the **Favorites** list. The Favorites list has a maximum of 10 entries.

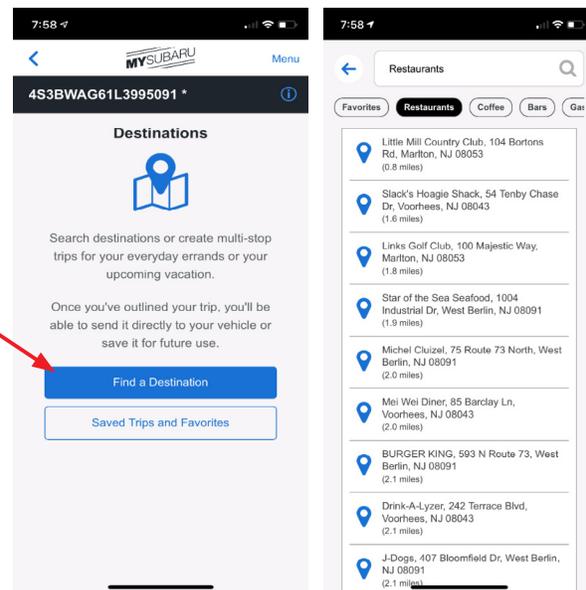
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## Instructions for Using the MySubaru Mobile APP:

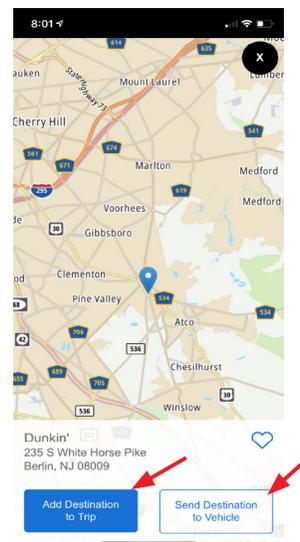
- 1) Access the **Destination to Vehicle** feature by clicking on “Trips”.



- 2) After choosing “**Find a Destination**”, a new search box will be displayed allowing the user to add destinations to their trip. There are hot keys to display things like Favorite destinations, nearby restaurants, coffee houses, bars or gasoline stations to help quickly narrow the search.

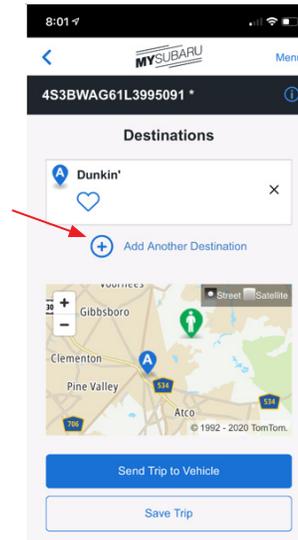


Once a desired destination has been selected, a new screen will open with the location shown on the map to confirm the location is correct. There are buttons for the user to “**Add Destination to Trip**” or “**Send Destination to Vehicle**” after all the destinations have been selected and added. **NOTE:** Up to 5 destinations may be added if no existing destination(s) are already entered into the vehicle’s navigation system.

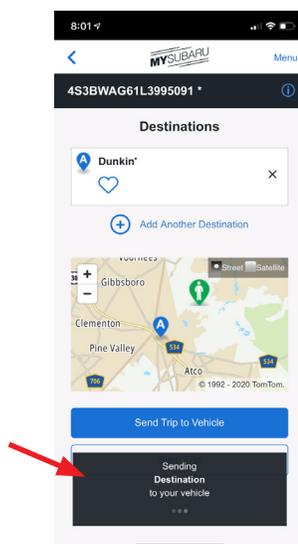
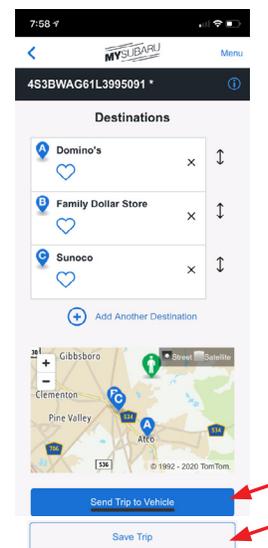


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- 3) Selecting **Add Destination to Trip** will return the user to a review of the currently selected destinations. From here, the user can select **Add Another Destination**, **Send Trip to Vehicle** or **Save Trip**.



- 4) Once all the destinations have been selected for the **Trip**, their order can be rearranged by using the double arrow to select and drag each destination to its new position in the trip sequence. This screen also provides the ability to **Add Another Destination**, **Send Trip to Vehicle** or **Save Trip**. Once the user is happy with their planned trip, select **Send Trip to Vehicle** or **Save Trip**.



**NOTE:** When **Send Trip to Vehicle** is selected, a “Sending” notification will appear at the bottom of the screen as shown.

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**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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