GENERAL MANAGER IMPORTANT - All GENERAL MANAGER Service Personnel PARTS MANAGER Should Read and Initial in the boxes provided, right. SERVICE MANAGER © 2017 Subaru of America, Inc. All rights reserved.

APPLICABILITY: 2015-2017MY Legacy, Outback 2015-2016MY Impreza 2015-2017MY Crosstrek 2015-18MY Forester 2016-2018MY WRX and WRX STI Models with Gen 2 and Gen 2.1 Fujitsu-Ten (F10) 7" Display Navigation and 7" Display Audio Units

SERVICE BULLETIN

SUBJECT: Availability of "Gracenote[®] Media Database" Software Enhancement

INTRODUCTION:

gracenote

ATTENTION:

This Service Information bulletin announces availability of an enhancement to the Gracenote database included in the vehicles listed above equipped with F10 7" Navigation and 7" Display Audio head units. When the user plays a pre-recorded CD, Gracenote recognizes the disc then shows the artist and

track name information along with the album cover art on the head unit display (when available). This enhancement brings the currently installed database up to date with the most recent information available. This update does not affect any album art displayed when using SXM.

PRODUCTION CHANGE INFORMATION:

Since the Gracenote database updates are ongoing, the latest version available is installed at vehicle production. A version Check procedure is supplied in the Service Procedure portion of this bulletin.

PART INFORMATION:

VERY IMPORTANT: The Gracenote software files are being supplied to Retailers through the existing Audio / Downloads link page on Subarunet at no charge.

******Any charges to install the Gracenote enhancement files are not a matter for warranty and are strictly between the Retailer and the customer.

Continued...

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.

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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.



QUALITY DRIVEN® SERVICE

NUMBER: 15-208-17R DATE: 01/30/17 REVISED: 05/21/21

MATERIALS REQUIRED:

One empty 2GB, USB 2.0 (do **NOT** use USB 3.0) storage device (flash drive) will be needed to perform the procedure. The device should be dedicated to storing and transferring these updating files only. It should also be no more than 4GB in size and **MUST** contain a FAT32 file format before downloading the update files onto it.



SERVICE PROCEDURE / INFORMATION:

STEP 1: Identify the model of the head unit.



STEP 2: Perform the Version Check procedure:



Press the **HOME** button and from the home screen, press **SETTINGS**.

From the SETTINGS screen, press GENERAL.

SETTINGS		∢ ×	
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Screen off	General	Split screen	Display
*		11	•=
Bluetooth	Telephone	Audio	Vehicle customisation
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From the General Settings Screen, press Gracenote Database Update

The Gracenote Database Update screen will display the Library Version and the Database Revision information. Use the Database Revision number to determine whether or not the unit is suitable for installation of the new files. Compare the number to the Target Version number in the table below.

- If it is **equal to or higher** than the Target Version number in the table (**13865**), the unit has the most recent version installed and no further action is required.
- If it is **lower** than the Target Version number in the table (**13865**), the unit is suitable for



the enhancement. Proceed with the update procedure outlined below.

Model	Model Year	Туре	H/U Model ID#	Target Version		
		Novi	FB644US			
	2015	Ινανί	FB664US			
	2013	ПЛ	FB644UM			
		DA	FB664UM			
		Novi	FB685US			
Legacy /	2016	FB695US				
Outback	2010	ПЛ	FB685UM			
		DA	FB695UM			
		Novi	FB856US			
	2017	FB876US				
	DA		FB856UM	<mark>13865</mark>		
			FB876UM			
Impreza / Crosstrek	2015	Navi	FM634US			
	2015	DA	FM664UM			
	Nevi		FM655UH			
	2016	INAVI	FM675UH			
	2010	ПЛ	FM685UM			
		DA	FM705UM			
		Novi	FM666US			
	2017	INAVI	FM686US			
		DA	FM685UM			

Navi = Audio units with Navigation **DA** = Display Audio units (without navigation)

Model	Model Year	Туре	H/U Model ID#	Target Version	
		Novi	FF667US		
	2016	INAVI	FF687US		
	2010	ПА	FF667UM		
		DA	FF687UM		
		Novi	FF868US		
Earactar	2017	INAVI	FF878US		
FULESLEI	2017	ПА	FF678UM		
		DA	FF698UM		
		Novi	FF629US		
	2019	INAVI	FF639US	12965	
	2016		FF679UM	13003	
			DA	FF689UM	
	2016	Navi	FV631US		
		DA	FV651UM		
WRX / WRX STI		Navi	FV624US		
	WRX /	2017		FV662UM	
		DA	FV672UM		
		Navi	FF673US		
	2018		FV833UM		
			FV843UM		

STEP 3: After performing the Version Check procedure, if determined the unit is suitable for updating and customer authorization has been obtained, the new files will need to be downloaded onto the flash drive. All the F10 update files are accessible for downloading from Subarunet under: Service Operations & Technical >> Forms/Downloads >> Gen 2: Fujitsu 10/Denso 10 (tab) - > F10 Gracenote Media Database Update 05 21 21 (TSB 15-208-17R)



STEP Prepare the USB Memory (Flash Drive)

VERY IMPORTANT: Before attempting to download any data files, confirm the PC and flash drives you are using are not infected with any virus. The flash drives will need to be formatted for FAT32 following the steps below.

USB Flash Drive Formatting Procedure:

Google Chrome 0 Adobe Acrobat 9 Pro ۲ Install a flash drive into an available USB port • Documents D Adobe InDesign CS5 on your PC. Computer Adobe Photoshop CS5 ۲ Click Start (this is located in the lower left • **Control Panel** corner of the desktop screen) then, in the WE Microsoft Office Word 2007 Search programs and files box, type **Devices and Printers** Adobe Illustrator CS5 "explorer". Default Programs 0 Microsoft Office FrontPage 2003 Help and Support Notepad Calculator Getting Started All Programs Shut down 🕨 Search programs and files Q E X Start Button

NOTE: On SDS Notebook you may also press the My Documents button on the GUI Home Screen.

• As you type the word "explorer", search results will start to appear. In the results, click on the "Windows **Explorer**" option under the **Programs** section.



• In the next window, choose the Computer section on the left. Locate "Removable Disk"





NOTE: Always confirm the device you are formatting is the USB Flash Drive. This drive may have various names assigned to it by the manufacturer of the device and may not reflect the drive name given in this example.

Right click the picture for "Removable Disk" then select "Format".

dialog box appears, make sure that the option labeled "File System" is set to **FAT32** and the **Quick Format** box is checked as well. Then, click the **"Start"** button.

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Drganize 🔻 Eject	Properties	System properties	Uninstall or change a program	Map network drive	Open Control Panel	₩ = ▼	0
★ Favorites ■ Desktop ↓ Downloads ₩ Recent Places	 Hard D Hard D Hard D Hard D 	Disk Drives (1) Local Disk (C:) 236 GB free of 297 GB s with Removable S	itorage (3)				
Libraries Documents Music	E Netwo	DVD RW Drive (D:)	dvd Rw d	rive (E:)	Removable Disk (F:) 25.6 GB free of 29.8 G	B	
Videos Computer Local Disk (C:) Removable Disk (F					Format Removable Disk (F;) Capacity: 29.8 GB File system FAT32 (Default) Allocation unit size 16 kilobytes Restore device defaults		
Removable Removable D	TDisk (F:) Space	used:	Total size: 29.8 GB File system: FAT32		Volume label Format options Quick Format Create an MS-DOS startup o Start	isk Cose	/

• Click "OK" when the following window appears.



• The drive will start formatting and display this window when it is finished. Click

Continued...

[•] When the "Format"

"OK" to complete the process.



• Repeat the procedure above for the second flash drive

STEP 5: File Download Procedure:

After formatting of the flash drive is complete, the new file must be downloaded onto it. Download the new file to your PC from the Subarunet link. **NOTE:** The new file may contain 1 to 3 individual files. The screenshots below will take you through the steps required to get the new files onto the flash drive and ready to use. Update File sizes are quite large and depending on the speed capabilities of the computer, may take some time to complete the download. **PLEASE BE PATIENT!**

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Q Filter Menu	Forms/Downloads	
Certified Pre-Owned	MY16 IMP CROS DISPLAY AUDIO #2 MY17 IMP CROS NAVI #1	
Claims & Warranty Administration	MY17_IMP_CROS_NAVI #2	
Customer Advocacy Department	MY17_IMP_CROS_DISPLAY_AUDIO #1	
Sustainer Autocacy Department	MY17_IMP_CROS_DISPLAY_AUDIO #2	
Document Mgmt System	MY16 FOR NAVI #1	
Financials/Franchise/DMS	MY16 FOR NAVI #2	
Incentives	MY16 FOR DISPLAY AUDIO #1	
	MY16 FOR DISPLAY AUDIO #2	
Marketing	MY17 FOR NAVI #1	
OLP/Customer Commitment Award	MY17 FOR NAVI #2	
Partner Offers/Discounts	MY17 FOR DISPLAY AUDIO #1	
	MY18 FOR NAVI #1	
Parts Operations	MY18 FOR NAVI #2	
Parts/Service-Prgms/Accessories	MY18 FOR DISPLAY AUDIO #1	
Booalle & Campaigne	MY18 FOR DISPLAY AUDIO #2	
Recails & Campaigns	WRX & WRX STI:	
Regional Contacts & Forms	MY16 WRX NAVI #1	Double aliak on the file you want
Reports	MY16 WRX NAVI #2	Double-click on the file you want
	MY16 WRX DISPLAY AUDIO #2	to download and it will begin
Retail Environment	MY17 WRX NAVI #1	the transfer to your commuter
Retailer Advisory Board	MY17 WRX NAVI #2	the transfer to your computer
SOA Tools & Helpdesk	MY17 WRX DISPLAY AUDIO #1	automatically.
and a second second second second	MY17 WRX DISPLAY AUDIO #2	
SOA Websites/Retailer List	MY18 WRX NAVI #1	
Service Operations & Technical	MY18 WRX NAVI #2	
Authorization Request Entry	MY18 WRX DISPLAY AUDIO #1	
Forms/Downloads	F10 Gracenote Media Database Update 11 09 20 (TSB 15-208-17R)	
Immobilizer/Key Code		
, out		
Midtronics Battery Testing		
https://www.subarunet.com/home/home.html	Downloading	
GN_NA_13017.exe	Dominouting	



Once the download is complete, you will need to locate the new file, unzip it and save the unzipped version to the USB flash drive. **NOTE:** If not already done, follow the procedure above for formatting (removing any existing files) from the flash drive.

- Plug the "clean" flash drive into the PC.
- Go to the Windows Start screen, select "Computer" (or click on My Documents if using the SDS Toughbook) and click on "Downloads".



Once the list of downloaded files opens, click on Date Modified which will arrange them by date and bring the newest to the top. Double-click on the new file, click on "Run", Click on "Browse" then select "Removable Disc" which will be the flash drive. Click "Unzip" to load the files onto the flash drive and when complete, insert the flash drive into the vehicle USB port.

IMPORTANT NOTES:

- Do not change the file names after downloading them
- Do not save any other files onto the flash drive.

STEP 6: Software Installation:

Subaru of America, Inc. (SOA) highly recommends connecting either the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-100 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module or head unit is being reprogrammed.

Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it takes less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

NOTES:

For instructions on using the power supply mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS.

- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched **OFF** before setting up the charger for Power Supply Mode.
- Select the correct battery type (Flooded, EFB, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle's battery. **NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery's CCA rating before proceeding.
- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 volts.
- **DO NOT** connect the DST-i or SDI until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 volts, connect the DST-i or SDI to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14V while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming is made.

VERY IMPORTANT:

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Subaru Midtronics GR8-1100 Diagnostic Battery Charger ONLY. It does not apply to any other brand / type of "generic" battery charger whatsoever. ONLY the DCA-8000 and the GR8-1100 and their Power Supply Mode feature have been tested and approved by SOA.

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

STEP 7: Install the Database Update files

Return to the Gracenote Database Update screen by:

- Press the **HOME** button and from the home screen, press **SETTINGS**.
- From the **SETTINGS** screen, press **GENERAL**.
- From the General Settings screen, press Gracenote Database Update
- From the Gracenote Database Update screen press Update.
- Press Yes.

Gracenote® Database Update	∢ ×	P				
Gracenote® Library Version:	5.6.2.3		Gracenote® Database	Update	4 ×	
Please select "Update" after inser Gracenote® database.	ting a USB flash di	rive with the	Gracenote® database updat Would you like to start th	te may take up to he Gracenote®	30 minutes to database u	o complete. pdate?
Update	Update His	itory	Ver			
V			18		INO	

NOTE: If there is a problem with the USB drive or the files, after pressing **Update**, the message screen below will be displayed before the update begins.



In the event this screen is displayed:

- Press "OK", remove the flash drive and return to Step 4 above..
- Plug the flash drive back into the PC and re-format it.
- Download the files again from Subarunet and reload them onto the flash drive.
- Try to install the update again.

While the update is taking place, the screen below with a status bar will be displayed. **NOTE:** The update can take up to 30 minutes to complete.



When completed successfully, the screen shot below will be displayed.

Gracenote® Database Update	∢×
The Gracenote® database was successfully update	d to the following version.
Gracenote® Library Version:	5.6.2.3
Gracenote® Database Revision:	13865
ОК	
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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.