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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY:	2019MY Legacy and Outback w/ 8-in. Navi System
	2019-22MY Impreza and Crosstrek w/ 8-in. Navi System
	2019-22MY Crosstrek Hybrid w/ 8-in. Navi System
	2019-22MY Forester w/ 8-in. Navi System
	2019-22MY WRX WRX STI w/ 7-in. Navi System
	2019-22MY Ascent w/ 8-in. Navi System
	2019-22MY BRZ with 7-in. Navi System

NUMBER: 15-255-19R
DATE: 11/08/19
REVISED: 02/22/22

SUBJECT: Map Data Update Procedure for Harman Gen 3.1 Navigation Equipped Head Units (H/U)

INTRODUCTION:

On December 14th, 2018, the first TomTom map update for Gen 3.1 Harman navigation equipped vehicles was made available. While the map update process is user-friendly, we ask that retailers assist customers with the map update procedure when requested as a courtesy, an opportunity to build retailer loyalty, enhance customer satisfaction and in keeping 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 on their own. The site (dealer.subaru-maps.com) which is unique for retailers, is not the same as what customers will be accessing at home. If Service, Sales, and/or Parts Managers do not have a login, create an account from this page. There may be a short delay while retailer approval is pending. Please note there will be paid subscription Map update starting after December 1, 2021. The change will affect both Map portal and Head Unit dialogue during Map update via USB.

Materials Required:

1. A PC or MAC computer / laptop

2. A valid e-mail address

3. USB 2.0 or 3.0 drive, at least 16GB in size (recommended device brands: SanDisk®, Kingston®, Transcend® or Verbatim®)

4. TSB **15-236-18R** for reference.

5. Request Code from the Head Unit

SERVICE PROCEDURE / INFORMATION:

CAUTION: **NEVER** attempt to install this software update on any 2017 or 2018 MY vehicles as they are equipped with Gen 3.0 Navigation systems. This update is ONLY for models equipped with **Gen 3.1** Navigation systems. Should an attempt be made to install any of these files into a Gen 3.0 H/U, the USB Authentication error screen below will be displayed.

- The USB Authentication error screen will also be displayed when attempting to install the map data bundled with a software version older than the version already installed in the H/U.
- 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 cables or available devices from the USB ports.

NOTE: The update process involves downloading and installing the software update so, time duration will depend on communication and available data transfer rate. During the update installation, H/U functionality will be restricted.

These updates are applicable to the following vehicles and Navigation equipped H/U part numbers:
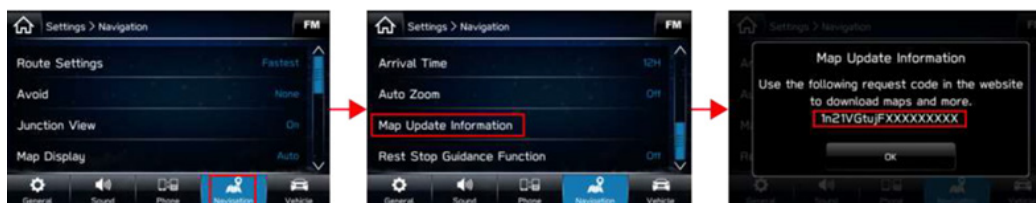
- **Legacy / Outback:** 86471AL67A and AL68A
- **Impreza / Crosstrek:** 86271FL65A
- **Crosstrek Hybrid:** 86271FL690
- **Forester:** 86271SJ600 and SJ610
- **WRX:** 86471VA610
- **Ascent:** 86271XC60A and 61A
- **BRZ:** 86271CA680

NOTE: The Request Code can be generated from the Head Unit of the vehicle under "Settings" for "Navigation" and taping on the "Map Update Information". You need to take a note of the request code which will be used for purchasing a subscription and Activation Code generation for this vehicle.

Step 1: Prepare the USB with the Map Data:

A. How to check Request Code from the vehicle Head Unit

- You can check Request Code. Home>Settings>Navigation>Map Update Information.
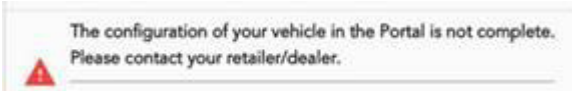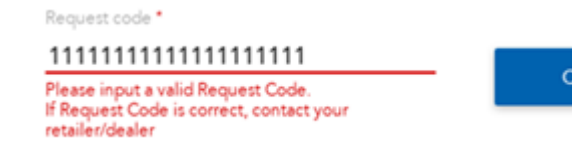- Please taka a picture / memo of Request Code.
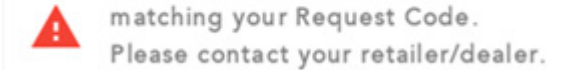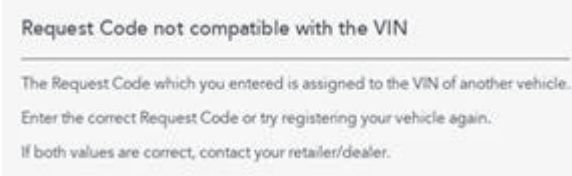

a) Go to dealer.subaru-maps.com.
b) Create an account. A valid email address is required to complete this process.
c) Download and install the Map Downloader application for Mac or PC using the link provided on subaru-maps.com.
d) Open the app and login with the newly-created account information.
e) Press the "+" button on the bottom right to add a vehicle using the customer's VIN.

f) Click the UPDATES tab to check for any available updates. If an update is available, click START to begin the download. **NOTE:** These updates might take some time to complete as the map files are large and data transfer rates vary.When the download is complete, plug the USB drive into the PC. Click "START INSTALLATION". **NOTE:** All existing data on the USB will be deleted.

g) When the download is complete, plug the USB drive into the PC. Click "START INSTALLATION". NOTE: All existing data on the USB will be deleted.

h) Once complete, properly EJECT / REMOVE the USB device from the PC and proceed to the vehicle.

B. Troubleshooting related to this change

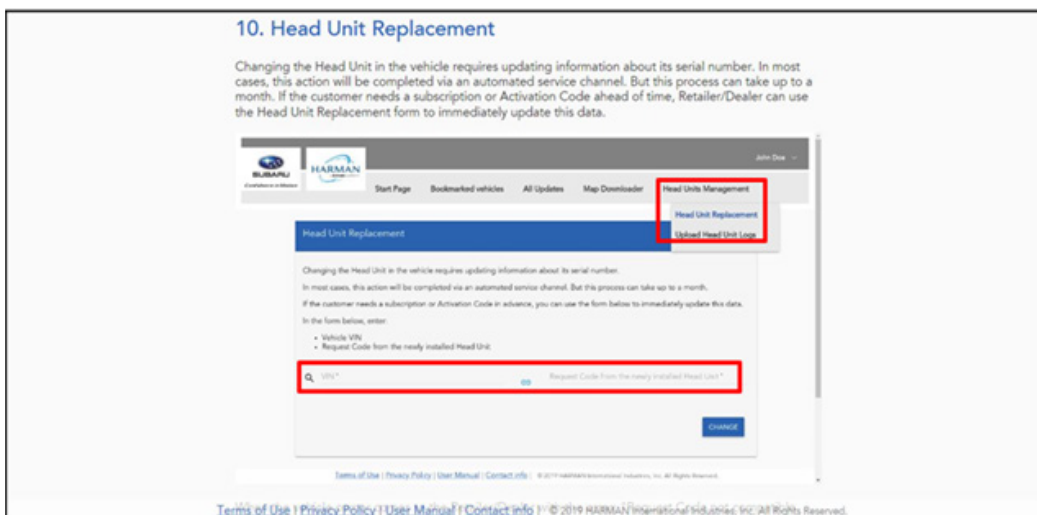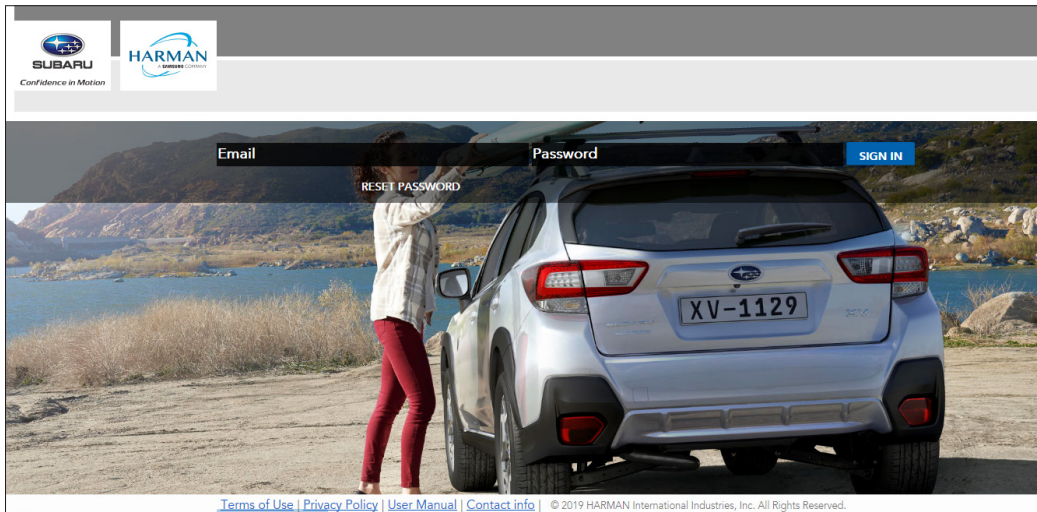| No	Error Message	When	Cause & Fix
1	The configuration of your vehicle in the Portal is not complete. Please contact your retailer/dealer.	Vehicle registration process	A valid Request code is not associated to the VIN. A retailer /dealer have to re-associate VIN & request code followed by the below procedure "Step 2- b)".
2	Request code * 1111111111111111111111 Please input a valid Request Code. If Request Code is correct, contact your retailer/dealer	Activation code publication (when Inputting the Request Code.)	1. Miss-inputting of the request code. 2. A valid Request code is not associated to the VIN. A retailer /dealer have to re-associate VIN & request code followed by the below procedure "Step 2- b)".
3	There is no vehicle in our database matching your Request Code. Please contact your retailer/dealer.	Activation code publication (when Inputting the Request Code.)	A valid Request code is not associated to the VIN. A retailer /dealer have to re-associate VIN & request code followed by the below procedure "Step 2- b)".
4	Request Code not compatible with the VIN The Request Code which you entered is assigned to the VIN of another vehicle. Enter the correct Request Code or try registering your vehicle again. If both values are correct, contact your retailer/dealer.	Activation code publication (when Inputting the Request Code.)	A valid Request code is not associated to the VIN. A retailer /dealer have to re-associate VIN & request code followed by the below procedure "Step 2- b)".

Continued...

Step 2. H/U Map Update:

a) Follow the Service Procedure provided in TSB **15-236-18R**: Step 1 and Steps 5-9 as applicable to update the H/U.

b) **How to associate the H/U request code and the VIN (Dealer operation)**

Please input VIN and Head Unit Request Code on "10.Head Unit Replacement" in the URL below, referring to "User Manual".

After LogIn ➡ Head Unit Management ➡ Head Unit Replacement ➡ input VIN & Request Code.

Harman map update portal site for Dealer: https://dealer.subaru-maps.com

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.