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 BULLETIN

APPLICABILITY: All Models Equipped with Harman Audio / Navigation Head Units	**NUMBER:** 15-220-18R
	DATE: 03/08/18
SUBJECT: Harman Audio / Infotainment: Troubleshooting Apple CarPlay and Android Auto Connectivity Concerns	**REVISED:** 03/03/23

INTRODUCTION:

This bulletin provides troubleshooting steps to use when diagnosing concerns of the Apple CarPlay and / or Android Auto feature not connecting or launching properly when a compatible device is connected to the head unit.

SERVICE PROCEDURE / INFORMATION:

Please complete checklist provided at the end of the document and keep it available for future reference.

1) Confirm the condition as reported by the customer. Information located in the Harman Investigation Guide-Questionnaire may be required to understand fully how to duplicate the condition. The customer's phone will most likely also be required unless a similar phone is available for testing. Confirm the phone is charging, after connected to the USB hub. If charging not confirmed please defer to **TSB 15-226-18R**.

2) Verify the device being used is compatible with the head unit by checking the listings on Subaru.com under Bluetooth Compatibility using the following link: **https://www.subaru.com/compatibility/bluetooth.html**

3) Verify the cable being used to connect the device is a OEM (e.g. Apple, Samsung, Motorola, etc.) -supplied or a certified OEM / Manufacturer-compliant product.

4) Verify the software version of the head unit and if it is not the most current, update it using the most recent version available. See TSB 15-211-17R (Gen 3.0 head unit) and TSB 15-236-18 (Gen 3.1 head unit). for the complete Service Procedure to update the head unit software if needed.

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5) Confirm the device's operating system; CarPlay (iOS) or Android Auto (OS) versions are up to date.

6) Confirm the CarPlay or Android Auto feature is enabled on the device without any Restrictions by following the steps below:
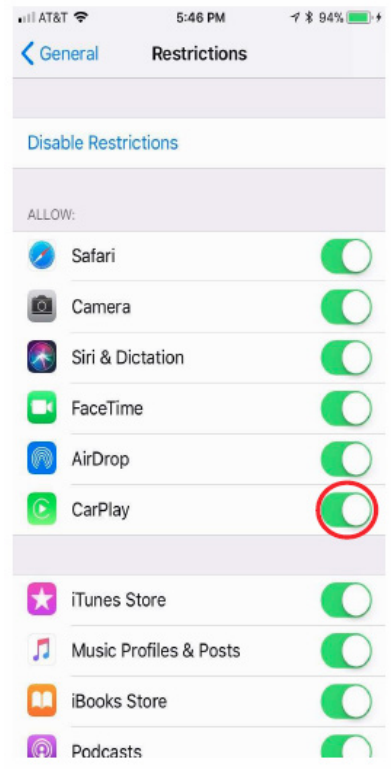
For Apple CarPlay (iOS 11 and prior):

- Confirm Restrictions have been disabled by going to: **Settings** > **General** > **Restrictions**. If the slider is green as shown in the illustration below, CarPlay is NOT restricted (CarPlay is operational).

- If the slider is to the left (slider is gray), CarPlay is restricted. Either move the slider to the right (green) or press Enable Restrictions (you may be required to create / use a password to use the Enable Restrictions function).

NOTE: In case of iOS 12 and up please follow steps below:

a) Confirm CarPlay is enabled by going to: Settings > Screen Time > Content and Privacy Restrictions.

b) If "Content and Privacy Restrictions" are enabled, the slider will be green. This means there might be apps like CarPlay disabled. If so…

c) Select "Allowed Apps"

d) Ensure CarPlay is enabled. If slider is green, CarPlay is allowed.
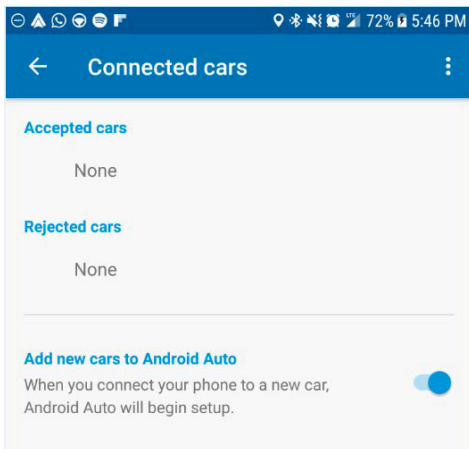
For Android Auto:

Confirm the Android Auto feature on the device is set to accept new car connections.

- Open **Android Auto** > **Open the Menu on the top left** > **Settings** > **Connected Cars**

- Enable "Add new cars to Android Auto" by moving the slider to the right as shown in the image to the left.

7) If the N/G condition persists after performing the instructions supplied in steps 1-6 above, try using another known-good certified OEM / Manufacturer-compliant connecting cable in the customer's vehicle to rule out a faulty connecting cable. If the N/G condition persists, the connecting cable is likely to be OK. Please review the supplemental information beginning on pg. 3 to confirm the phone has been set up properly.

8) Try the device and (confirmed OK) connecting cable in a known good vehicle.

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9) If CarPlay / Android Auto launches and operation is OK, swap the USB hub / cable from the known good vehicle into the customer vehicle and check for proper operation. If OK, replace the USB hub / cable. Please note the part number for the original USB hub and for the donor.

10) If the N/G persists, swap the head unit with a known good one and if a faulty head unit is identified, replace it using the Harman exchange unit program.

IMPORTANT CAUTION: Always disconnect the Telematics Data Communication Module (DCM) <u>BEFORE</u> any swapping of head units. DCMs must NEVER be swapped or the customer's services will not function and DCM replacement may be required to resolve.

11) If the above steps do not resolve the customer's concern with CarPlay/ Android Auto function, complete a fresh Harman Investigation Guide- Questionnaire documenting the customer's concern and the results of each diagnostic step in this bulletin including the USB hub part number and date code if possible (see TSB 15-226-18R for the details for obtaining date code). If possible, capture a video of the condition then contact the SOA Techline to review for next steps. Techline will request you send the completed questionnaire, step by step bulletin results and any videos of the condition.

NOTE: The following supplemental information provides additional How-To information for CarPlay and Android Auto Setup.
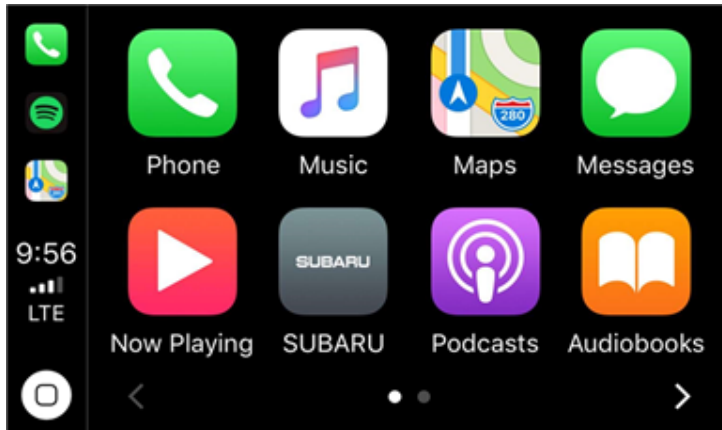
How to Set Up Apple CarPlay:

1. Connect the iOS/Apple iPhone to the vehicle's USB port. ALWAYS use a quality OEM cable.

2. Select "Allow" when prompted.
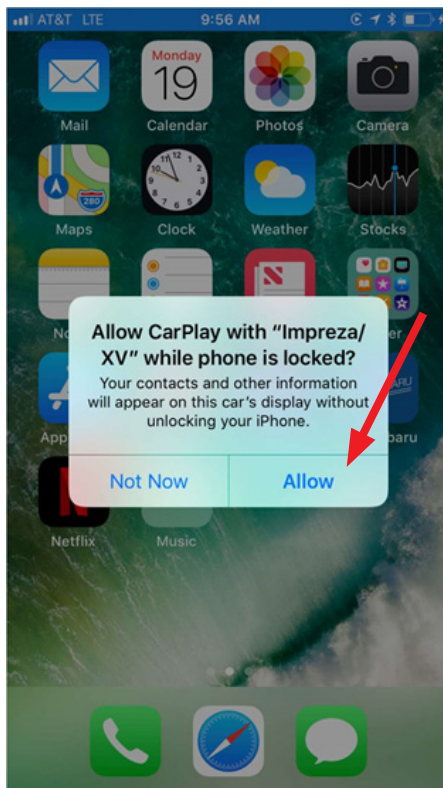
Continued...

3. Select Apple CarPlay on the vehicle infotainment screen.

4. The home page of the user's phone will be displayed in Apple CarPlay.


Best practices and fixes for Apple CarPlay:

1. Always use a high-quality OEM USB cable to connect the phone.

2. Ensure the iOS/Apple phone software is fully up to date.

3. Ensure all other apps that work on Apple CarPlay are also up to date (e.g. Pandora, Apple Maps, Spotify). Apple CarPlay may not function correctly if one of these apps is outdated or having an issue. Apps can be updated by using the "App Store" app.

4. Visit the Apple CarPlay website for the latest info, FAQs and device compatibility at: https://www.apple.com/ios/carplay/

5. If CarPlay does not launch:

   a) Confirm CarPlay is enabled. In case of iOS 11 and prior go to: Settings > Screen Time > Content and Privacy Restrictions.

   b) If "Content and Privacy Restrictions" are enabled, the slider will be green. This means apps like CarPlay might be disabled. If so…

   c) Select "Allowed Apps".

   d) Ensure CarPlay is enabled (slider is green).

   NOTE: in case of iOS 12 and up please follow steps below:

   a) Confirm Carplay is enabled by going to: Settings > Screen Time > Content and Privacy Restrictions.

   b) If "Content and Privacy Restrictions" are enabled, the slider will be green. This means there might be apps like Carplay disabled. If so…

   c) Select "Allowed Apps"

   d) Ensure Carplay is enabled. If slider is green, CarPlay is allowed.
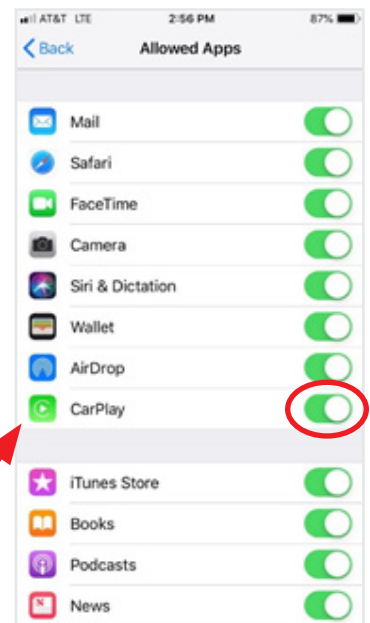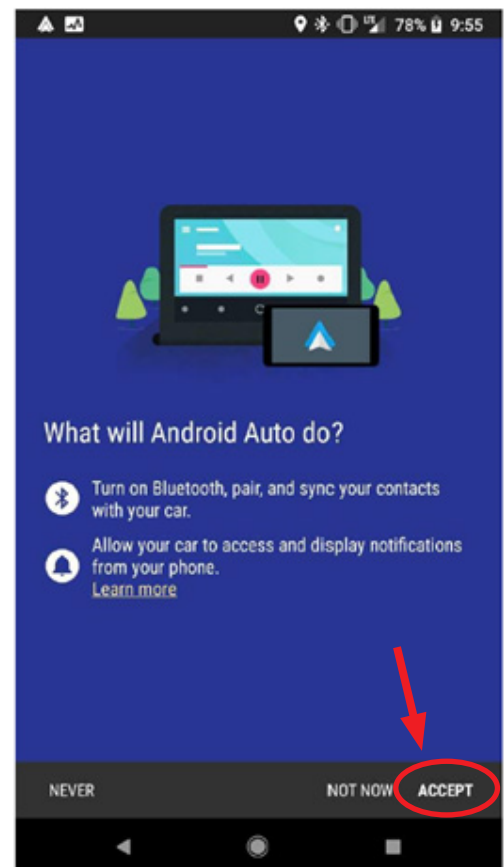
Continued...

6. For other CarPlay issues, go to "Settings" and select "General".

7. Select CarPlay.

8. From here, you can manage all the vehicles associated with the iOS/Apple device.

9. "Allow CarPlay While Locked" can be selected.

10. "Forget This Car" can be selected to remove a vehicle and start over from scratch if necessary.
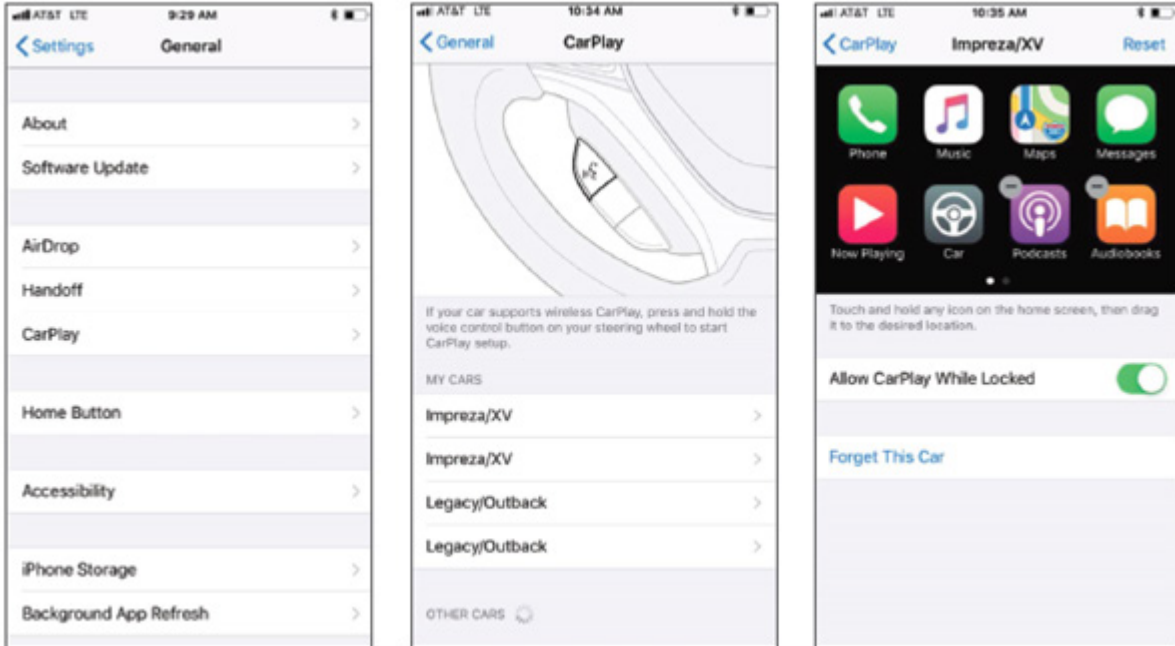
How to Setup Android Auto:

1. Connect the Android phone to the vehicle's USB port. ALWAYS use a quality OEM cable.

2. For the first time, the message shown below will appear.

3. Select "ACCEPT"

4. Select ACCEPT to all other prompts which may follow.

5. Android Auto may also need to download before it will operate. Allow it to do so.

6. From the infotainment screen, Android Auto should automatically launch for the first time. If it does not, select the Android Auto icon on the vehicle infotainment screen.
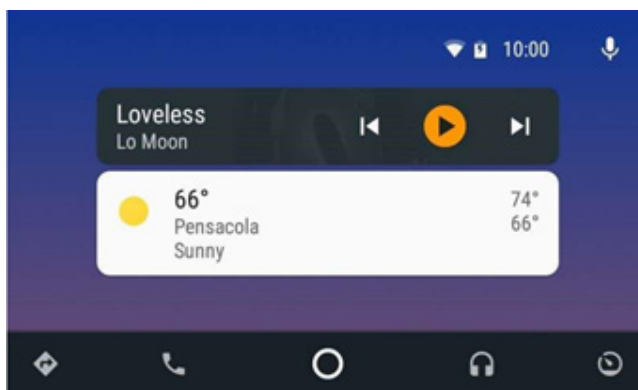
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7. Select "SHOW ME HOW" for a quick guide on using Android Auto or "SKIP" to start using the app right away.
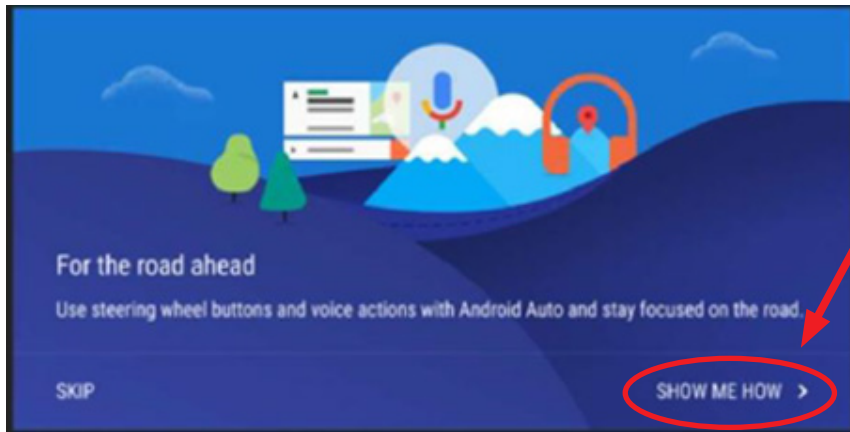

8. The next screen will be the home page of Android Auto for the user's phone.

Best practices for Android Auto:

1. Always use a high-quality OEM USB cable to connect the phone.

2. Ensure the OS/Apple phone software is fully up to date.

3. Ensure the Android Auto App is up to date from the Play Store.

4. Ensure all other apps that work on Android Auto are up to date. (e.g. Google Maps, Waze, Spotify). Android Auto may not function correctly if one of these apps is outdated or having an issue. Apps can be updated by using the "Play Store" app.

5. If Android Auto will not launch, open the Android Auto app on the phone, select the top left menu button>>Settings>>Connected Cars>>Select the top right menu icon and choose "Forget all cars".

6. If issues persist, uninstall the Android Auto app from the phone and re-install it from the Play Store.

7. Visit the Android Auto website for the latest info, FAQs and device compatibility. https://www.android.com/auto/
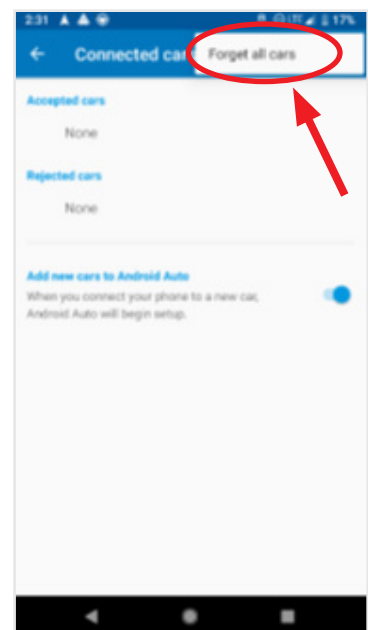
APPLE CARPLAY AND ANDROID AUTO CONNECTIVITY CONCERN CHECKLIST

Repair Order Date: _____

Vehicle Identification Number (VIN): _____

1. Condition confirmed as reported by the customer?　　**NO:** ○　**YES:** ○

　Concern details:_____

　_____

　_____

　_____

　Phone details: Make _____ Model _____ OS _____

　Carrier _____

　Is the phone charging?　　**NO:** ○　**YES:** ○

2. Is the phone compatible?　　**NO:** ○　**YES:** ○

3. Is the cable used to connect the phone OEM?　　**NO:** ○　**YES:** ○

4. Head Unit software version: _____

5. CarPlay version (if applicable): _____ Android Auto version (if applicable): _____

6. Is the CarPlay/Android Auto feature enabled?　　**NO:** ○　**YES:** ○

7. Have you tested using a different known good OEM cable?　　**NO:** ○　**YES:** ○

8. Have you tested using another like vehicle?　　**NO:** ○　**YES:** ○

9. Was a USB hub swap performed?　　**NO:** ○　**YES:** ○

If applicable, USB hub Part Number:_____ Date Code: _____
(see **TSB 15-226-18R** for the details for obtaining date code)

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code	H/U Type
HARMAN APPLE CARPLAY & ANDROID AUTO TROUBLESHOOTING	A031-161	1.0	ZRM-43	Base
			ZRN-43	Plus / Mid
			ZRO-43	High (w/ Navi)

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.