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 BULLETIN

APPLICABILITY:	22-23MY WRX Models	**NUMBER:** 15-301-22R
SUBJECT:	Reprogramming File Availability for Optimization of Gen 4 Denso CP1 Infotainment Systems	**DATE:** 09/09/22
		REVISED: 03/15/24

INTRODUCTION:

The following information announces reprogramming file availability and provides a software update installation procedure to optimize the new Gen 4 Denso CP1 Audio and Navigation head units utilized in the models listed above. As in previous models, the procedure will involve either downloading the software update files from Subarunet or using those sent directly from Nuspire to the SDS Notebook and transferring them onto a USB flash drive for head unit installation.

It is **VERY IMPORTANT** to read and understand this information completely before proceeding.

CAUTION: VEHICLE SERVICE PERFORMED BY UNTRAINED PERSONAL COULD RESULT IN THE EQUIPMENT DAMAGE OR EVEN SERIOUS INJURY.

Service Bulletin is intended for use by trained technicians ONLY. It informs technicians of conditions, which may occur in some vehicles or provides information, which could assist with proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely.

A timeline chart along with a complete list of all the conditions addressed and enhancements included in this and previous Denso software updates are provided in "**Appendix D**" and "**Appendix E**" located at the end of this bulletin.

IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23WRX.

NEVER reuse or combine files from a prior update with a newer version.

Continued...

PART INFORMATION:

NOTE: High Level unit is equipped with Navigation option
(Map icon on Home screen)

11.6-Inch Display, Mid and High Level Units

Dual 7.0-Inch Display, Base Level Unit

Materials Required:

An empty, USB 2.0 or 3.0 storage device (flash drive) will be needed to perform the update procedure. The device should be dedicated to storing and transferring these updating files only. It must be a minimum of **64GB** or more in size and contain a NTFS file format before downloading the update files onto it. Be sure to locate and re-format any existing USB drives used for updating audio units. They must be fully cleared before adding these new update files to them.

IMPORTANT NOTES:

- **NEVER** change the update file names after downloading them.
- **NEVER** save any other files on the same flash drive.

There are various types of USB flash drive available from many suppliers. If the head unit does NOT recognize the USB drive during the reprogramming process due to Controller IC type of USB drive or Compatibility with the head unit, confirm the flash drive format is NTFS. The flash drive must be formatted for NTFS. If a recognition problem persists, use a USB flash drive from another manufacturer.

- Kingston®:
  Kingston DataTraveler G3 Series DataTraveler 100 G3 DT100G3/64GB
  Kingston DataTraveler SE9 Series DataTraveler SE9 G2 3.0 DTSE9G2/64GB
  Kingston Digital 64GB Data Traveler 3.0 USB Flash Drive - Violet (DTIG4/64GB)

Continued...

- SanDisk®:
  SanDisk Ultra Series SDCZ48-064G-J57
  SanDisk Cruzer Blade Series 64GB
  SanDisk Cruzer Glide Series CZ60 SDCZ60-064G-B35 64GB

- Transcend®:
  JetFlash 790 Series TS64GJF790KBE

- PNY®:
  PNY Retract USB 3.0 Flash Drive, 64GB, black (P-FD64GTRTC-GE)

- Silicon Power®:
  2 Pack USB 3.0/3.1 Gen1 USB Flash Drive Blaze B02

IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23 WRX.

NEVER reuse or combine files from a prior update with a newer version.

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

STEP 1- VERY IMPORTANT: Before proceeding with the software updating procedure, the currently installed software version ID **MUST** be confirmed by following the steps below:

1a) After starting the engine and system boot-up completes, from the HOME screen, touch the **Settings** button.

Continued...

1b) Press the **General** button. Use the down arrow to scroll to **System Information** then press to display the System Information / Version information.

The examples below identify the head unit model and the last 6 digits signify the software version number.

If on a WRX, the software version number should read:

	F21SHMxxx-xxx(High model software)
22-23MY Model	F21SMMxxx-xxx(Mid model software)
	F21SBMxxx-xxx(Base model software)

MY	Carline	Trim/Grade	Older Software Versions	Latest Software Version
22-23MY	WRX	BASE	101-780 121-980 132-080 142-180	152-280
		MID	101-780 121-980 132-080 142-180	152-280
		HIGH	101-780 121-980 132-080 142-180	152-280

Continued...

If the software version number matches "Older Software Versions" proceed to **STEP 2** below. If the software version is "**Latest Software Version**" as the unit already has the latest software version installed. Proceed to the **WARRANTY / CLAIM INFORMATION** section of the TSB and process a claim for **Version Check Only**.

STEP 2- Prepare the USB:

CAUTION: Do not use any USB flash drive which utilizes file organizing software or an operating system.

VERY IMPORTANT: Before attempting to download any data files, confirm the PC and flash drive being used is not infected with any virus. The flash drive MUST be formatted for **NTFS**.

- Make sure the USB flash drive contains no other files.
- Right click on the corresponding "Removable Disk".
- Select "Format".
- From the File System drop-down menu, select "**NTFS**"
- Check the "Quick Format" box (if not already done).
- Click on "Start" to format the USB flash drive.
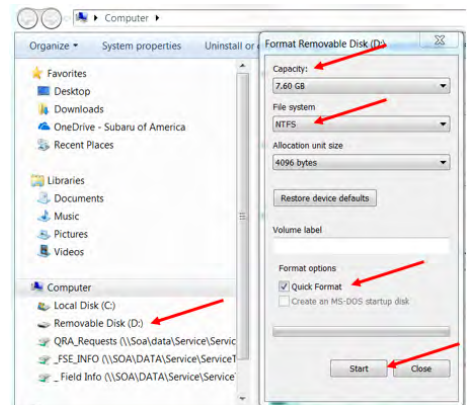
STEP 3- Download the Update Files to the USB:

The files are available for download on Subarunet (see **"A"** below).

The applicable reprogramming files have also been sent directly to retailers by Nuspire in the same way a Select Monitor Update would be pushed out. (see **"B"** below).

Follow "A" when using files downloaded from Subarunet.

Follow "B" when using the files sent directly to the SDS notebook from Nuspire.

"A" When using update files downloaded from Subarunet:

*Click Here to Access the Downloads for Audio/Navigation Information on Subarunet*

Continued...

IMPORTANT: Files downloaded from Subarunet will be .zip files and must be unzipped before they can be used. Using the normal audio / navigation system file update download procedure: Go to Subarunet, select Service Operations and Technical>>Forms/Downloads>>Gen 4/Denso for Audio/ Navi then click on the applicable Hyperlink to download the file(s) to your SDS Notebook or PC:

Updates for Gen 4.0 Denso Audio and Navigation Head Units - 2022-2023MY WRX:

22-23 WRX-Denso-CP1 AUDIO UPDATE-March 2024

- Go to Downloads.
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Open / display the contents of File folder, for example: "File name TBD".
- Click on "Extract All Files".
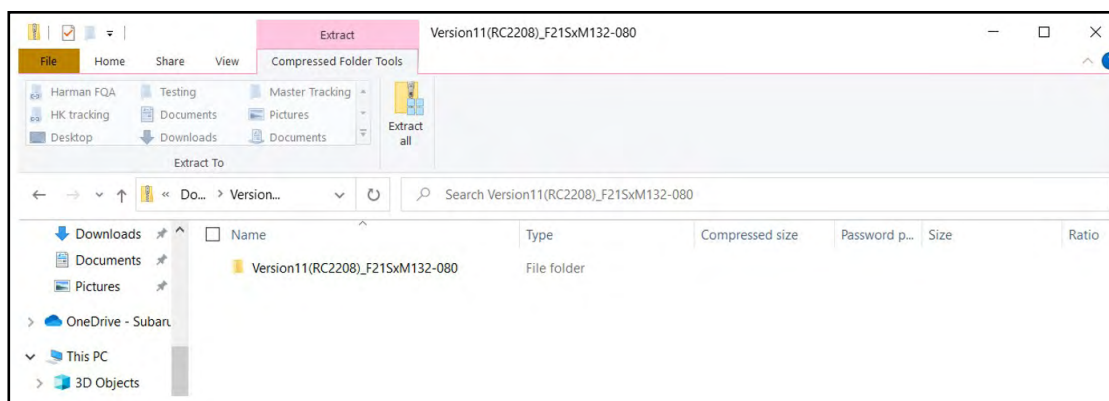
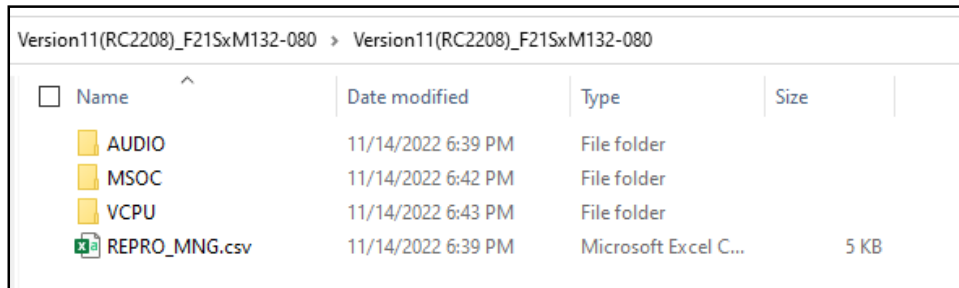- The screen below will appear to set a destination for the extracted file.
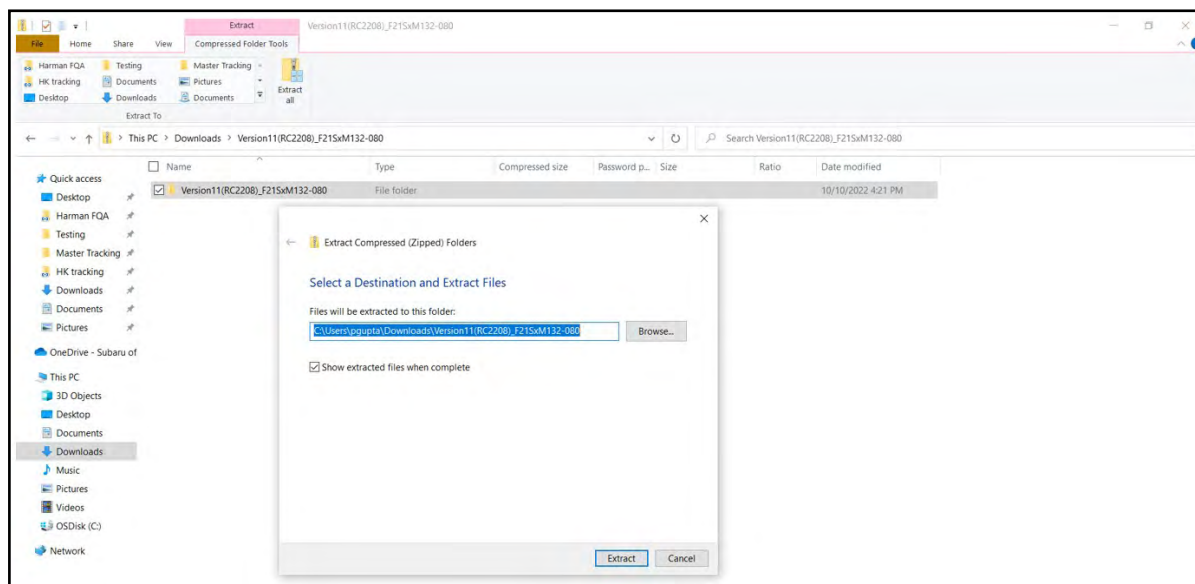
- Double-click on the required folder
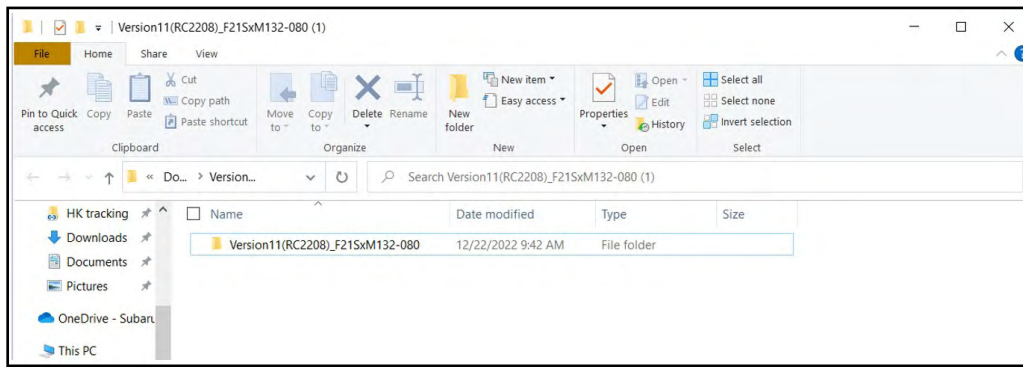
- Copy **all files** then paste (or click / drag) it to the "clean" USB flash drive as listed (Removable Disk) in the directory.

IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23 WRX.

NEVER reuse or combine files from a prior update with a newer version.

- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. 2022MY WRX CP1).

- Go to **Step 4.**

"B" When using update files sent directly from Nuspire:

- Go to My Documents on the GUI screen click on the folder "Denso CP1 Audio-Navi Update Files" to display the list of available update files shown below.
  IMPORTANT: Always confirm there is a correct folder. If not, the SDS notebook hasn't been updated with the latest release. Please contact Nuspire to request they resend the update."
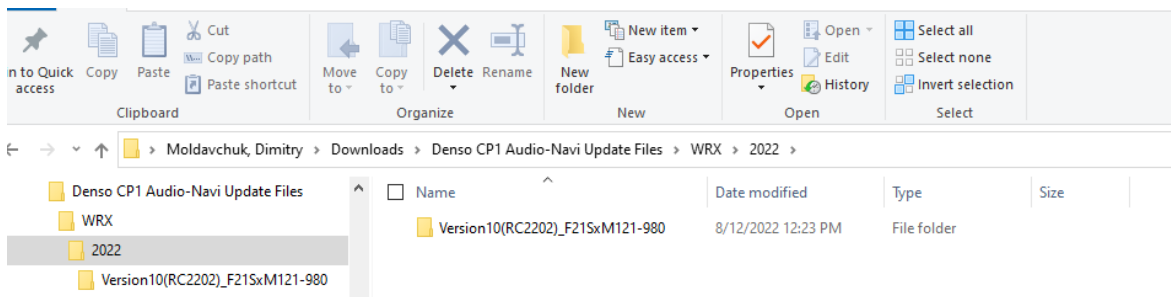
Continued...

- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Double-click on the required folder and the update file will display as shown.

Version11(RC2208)_F21SxM132-080 › Version11(RC2208)_F21SxM132-080

Name	Date modified	Type	Size
AUDIO	11/14/2022 6:39 PM	File folder	
MSOC	11/14/2022 6:42 PM	File folder	
VCPU	11/14/2022 6:43 PM	File folder	
REPRO_MNG.csv	11/14/2022 6:39 PM	Microsoft Excel C...	5 KB

- Select all folders and files and either copy / paste or click / drag them to the USB flash drive.

IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23 WRX.

NEVER reuse or combine files from a prior update with a newer version.

- Once all files have been loaded onto the USB flash drive, right click on the drive and select "Eject".
  CAUTION: NEVER change the file names.
- Remove the USB flash drive after the prompt appears that says "Safe to Remove Hardware".
- Mark the USB to indicate the head unit it will update (2022MY WRX CP1 in this example).
- Proceed to **STEP 4** below.

STEP 4- Perform the software update
   CAUTIONS:

  - **NEVER** attempt to install the software immediately following an exchange module installation.
    Let the system restart first and operate for 20 minutes.

  - **NEVER** attempt to install the software a second time for 30 minutes following a previously unsuccessful software installation.

  - **NEVER** attempt to install the software for at least 30 minutes after completing a FOTA update.
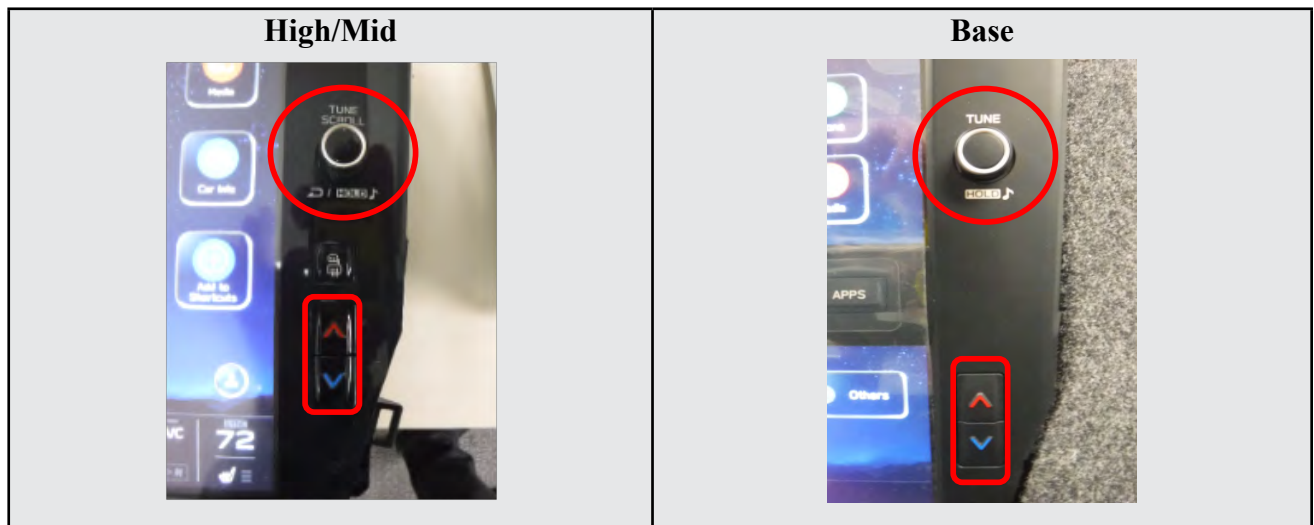
Continued...

Best practice is to prevent USB software update conflicts with FOTA software update. Please confirm "Automatically Check for Update" setting is turned off following the steps below, prior to starting the software update via USB.


4a) Perform the update in a well ventilated location if updating with the engine running OR with the ignition ON and a battery charger connected.

4b) PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode Menu.

High/Mid	Base

Continued...

4c) Select **Software Update** from the Dealership Mode menu.

High/Mid	Base
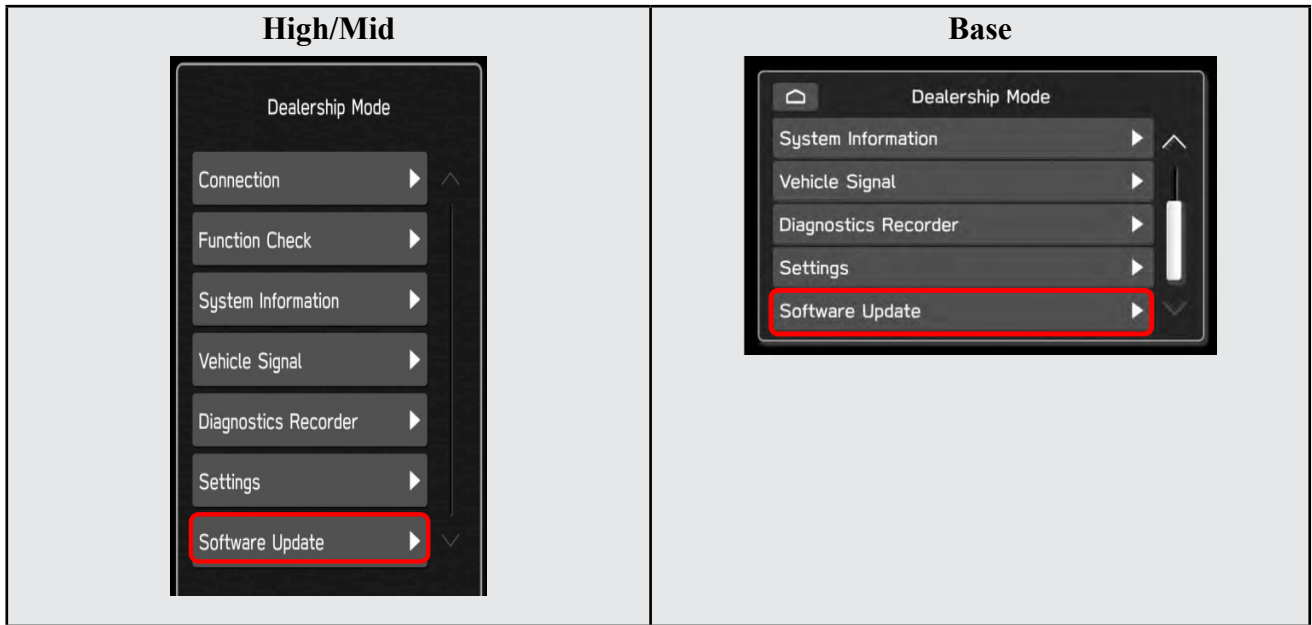
IMPORTANT NOTE: On a RARE occasion, the message "**Software update setup is initializing…**" may be displayed. Should this occur, proceed to "**Appendix A**" starting on pg. 16 of this bulletin for further instruction.

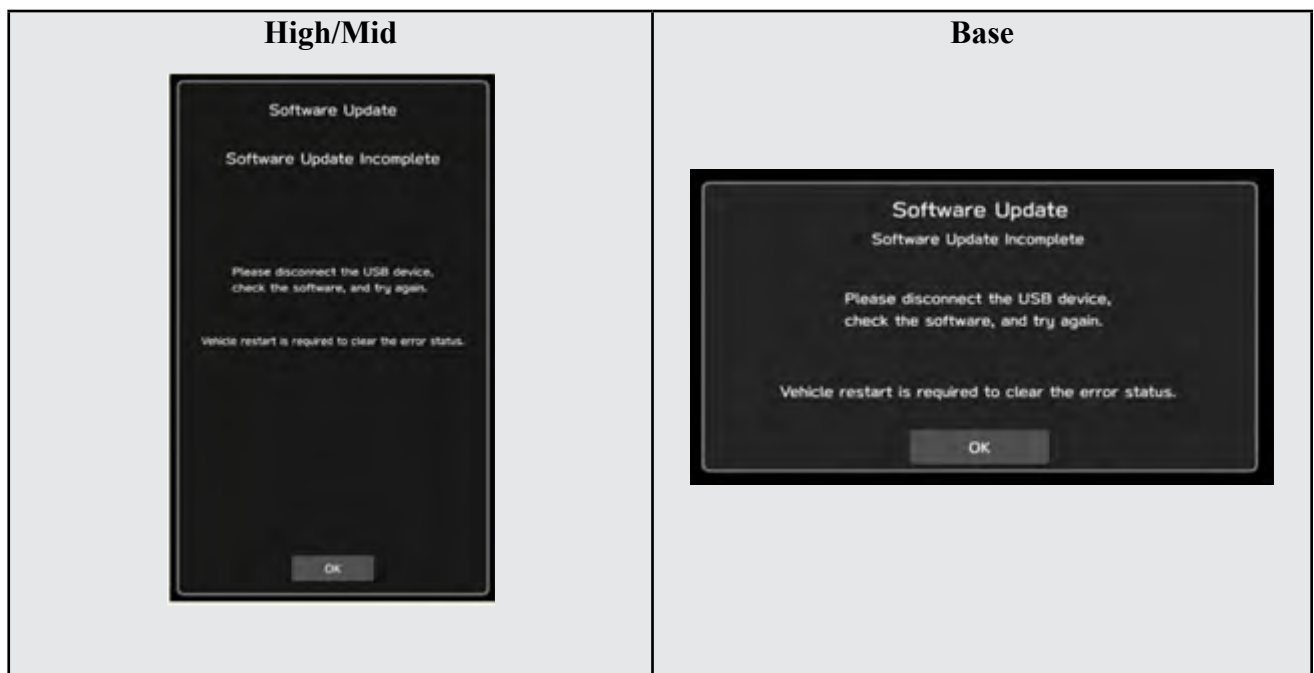**4d)** The screen below will be displayed.

High/Mid	Base
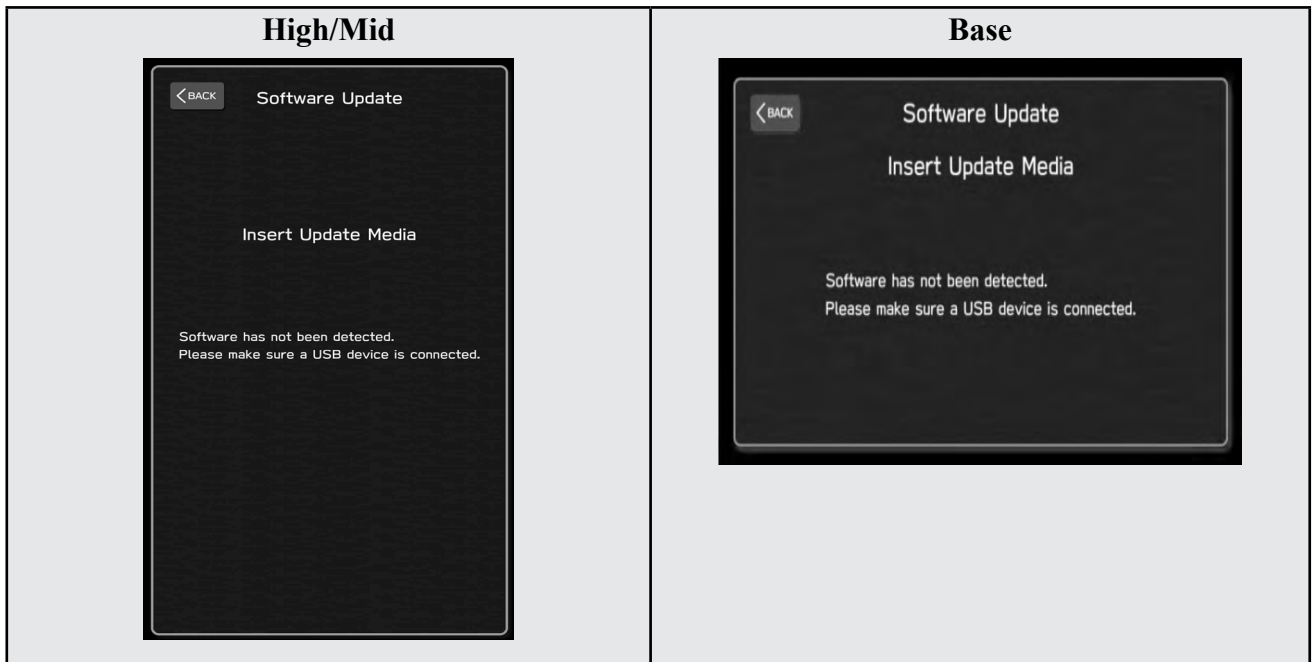
Continued...

4e) Insert reprogramming USB into the USB port and press **OK**.
NOTE: If after plugging in the USB, the screen displays a **Software Loading Unsuccessful** message, confirm the USB device has been properly formatted and the the software on the device matches the system being reprogrammed (example: Base software is being used to update a Base system) and retry.

High/Mid	Base
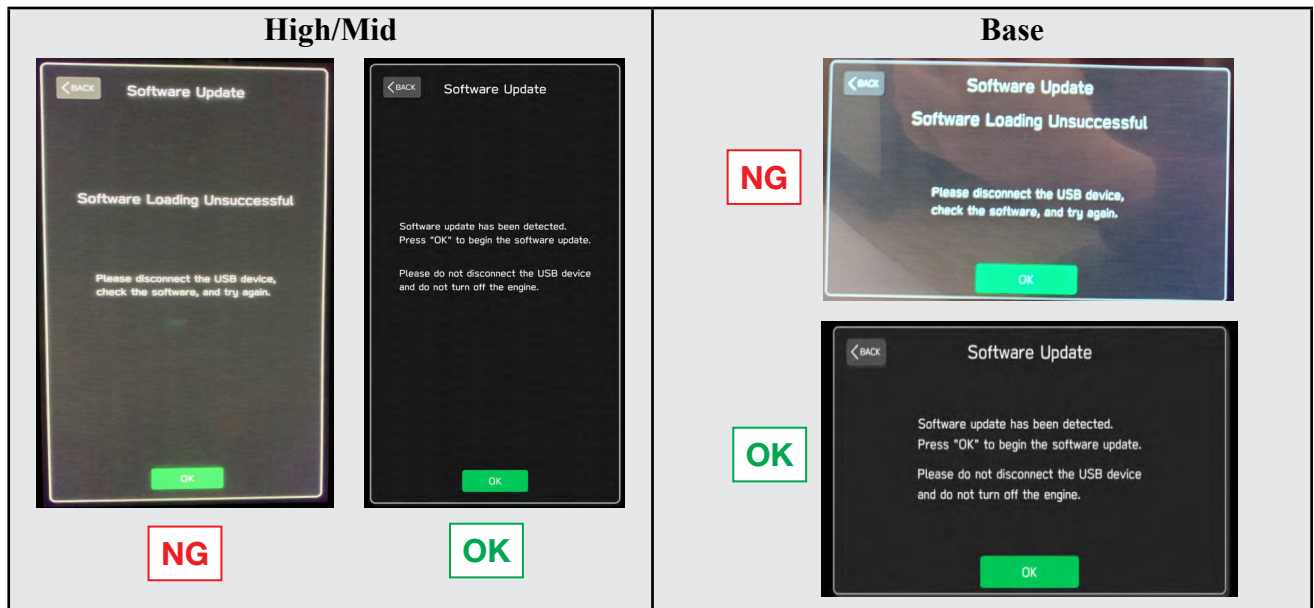
If you get the message **Software Update Incomplete** as shown below, please don't replace the hardware but retry updating the software according to the instructions in "**Appendix B**" on pg. 17.

High/Mid	Base

Continued...

4f) The screen below will be displayed. Press **OK** to start the software update.
NOTE: The actual software version displayed will be different from the picture shown below.

High/Mid	Base
Please refer to the following table.	Please refer to the following table.

Software Version Table

Version Table
22-23MY
＜MSoC＞
Current Version

Model	MSOC Version
High	F21SHM101-780 or F21SHM121-980 or F21SHM132-080 or F21SHM142-180
Mid	F21SMM101-780 or F21SMM121-980or F21SMM132-080 or F21SMM142-180

Available Version

Model	MSOC Version
High	F21SHM152-280
Mid	F21SMM152-280

＜VCPU＞
Current Version

Model	VCPU Version
High/Mid	F21SHV080-680 or F21SHV110-780

Available Version

Model	VCPU Version
High/Mid	F21SHV110-780

Version Table
22-23MY
＜MSoC＞
Current Version

Model	MSOC Version
Base	F21SBM101-780 or F21SBM121-980 or F21SBM132-080 or F21SBM142-180

Available Version

Model	MSOC Version
Base	F21SBM152-280

＜VCPU＞
Current Version

Model	VCPU Version
Base	F21SHV080-680 or F21SHV110-780

Available Version

| Model	VCPU Version
Base	F21SHV110-780

Continued...

4g) Once the update begins, the screen below will be displayed with a progress bar. It takes about 15 to 20 minutes for the update to complete.

VERY IMPORTANT: NEVER turn off the ignition while the software update is in process.

High/Mid	Base

4h) When the software update is complete, the following screen will be displayed (the actual software version will be different).

High/Mid	Base
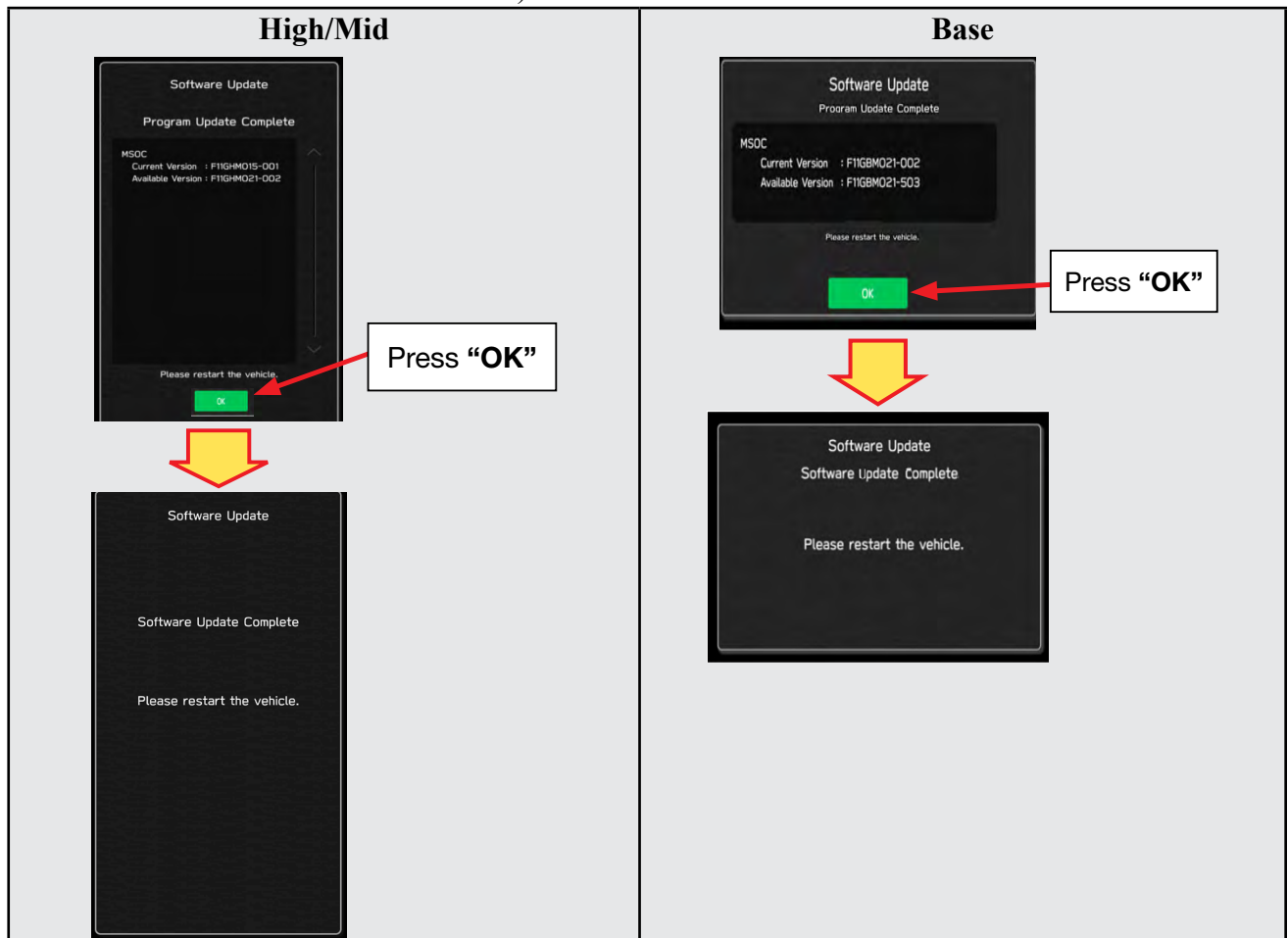
Continued...

IMPORTANT NOTE:

On a rare occasions a "Software Update Incomplete" message may appear in this step which occurs due to a bug in the software update procedure. Proceed to Step 4i below to confirm the software version has been updated to the latest version.

4i) Select **OK** in the screen above then remove the H/U reprogramming USB from the USB port.

4j) Turn the Ignition OFF, open the driver's door then close the driver's door.

4k) Wait for **3 minutes**, then turn the ignition ON.

4l) Access Dealership Mode following steps provided item **4b** and using the tables below, confirm the software update completed successfully.

NOTE: The new Software Version number must be entered when prompted at claim entry.

Software Version Table

Version Table 22MY	Model	MSOC Version
	High	F21SHM152-280
	Mid	F21SMM152-280
	Model	VCPU Version
	High/Mid	F21SHV110-780

Version Table 22MY	Model	MSOC Version
	Base	F21SBM152-280
	Model	VCPU Version
	Base	F21SHV110-780

4m) Enable the setting "Automatically Check for Updates" as shown in the steps below.
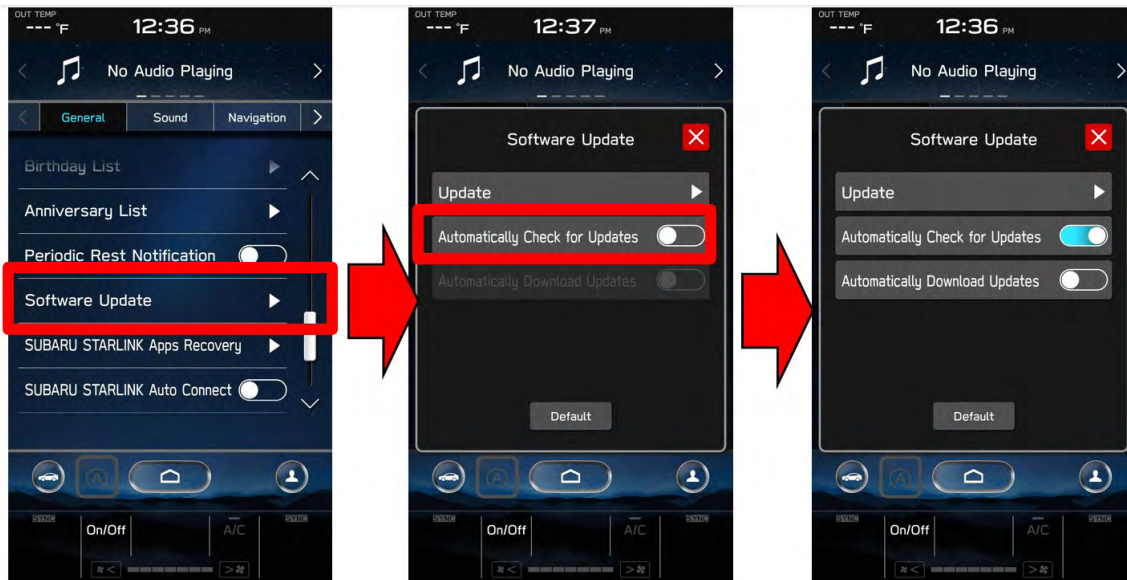
4n) Turn the ignition OFF, open the driver's door then close the driver's door to complete the procedure.

Continued...

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Codes
DENSO CP1 SOFTWARE UPDATE-INCLUDES VERSION CHECK	A031-173	1.0	ZTZ-48 (BASE, MID, HIGH)

REMINDER: The new Software Version number must be entered when prompted at claim entry.

NOTE: Retailers are now permitted to claim up to $5.00 per claim in Sublet to help offset the cost of replacement USB drives. Repeated re-formatting of the USB drives used for reprogramming can compromise their ability to operate properly. Over time, hardware connections can loosen and stored data files can become corrupted. Retailers are responsible for replacing any worn or otherwise inoperable USB drives as needed. This compensation is intended to help defray those costs.

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.

Continued...

"APPENDIX A"

Follow this procedure in the RARE case of "**Software update setup is initializing…**" message is displayed:

- If the screen shown below appears, **WAIT** for approximately 30 minutes or as long as necessary (waiting for longer than 60 minutes might indicate system malfunction). In that case please perform recovery according to the instructions in "Appendix B " to allow the Software update setup initialization process to complete.

High/Mid	Base
Software Update — Software update setup is initializing… Vehicle restart is also required to complete the update. OK	Software Update — Software update setup is initializing… Vehicle restart is also required to complete the update. OK
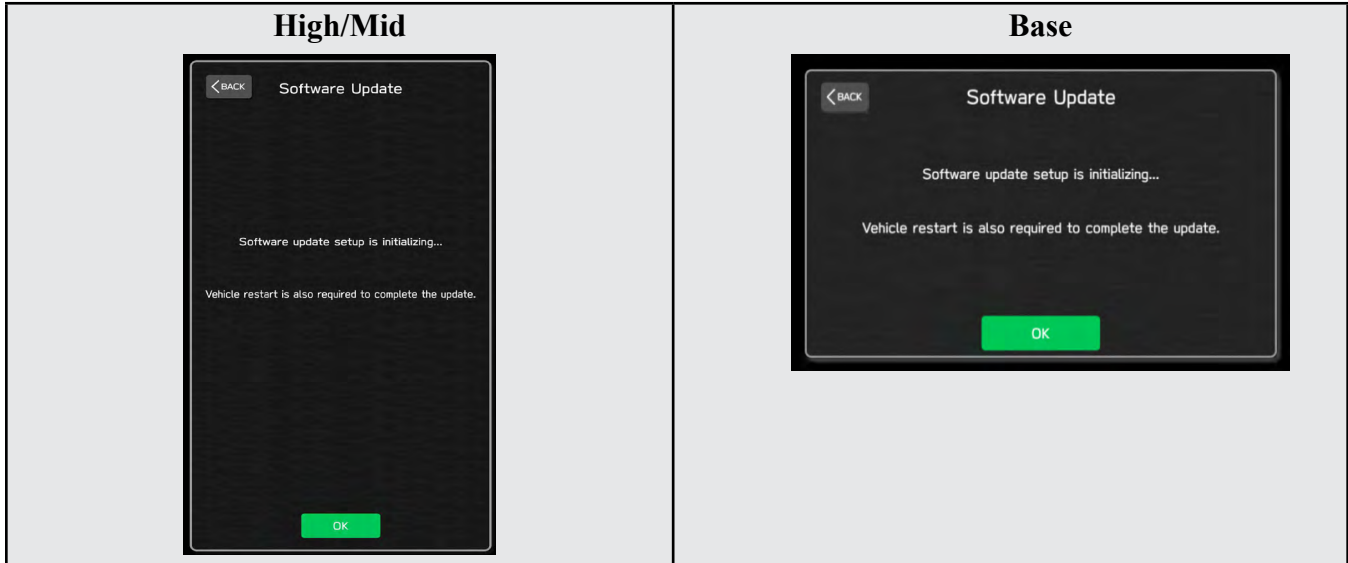
- The screens shown below will be displayed when the process completes.

High/Mid	Base
Software Update — Software update setup initialization complete. Please restart the vehicle. OK	Software Update — Software update setup initialization complete. Please restart the vehicle. OK
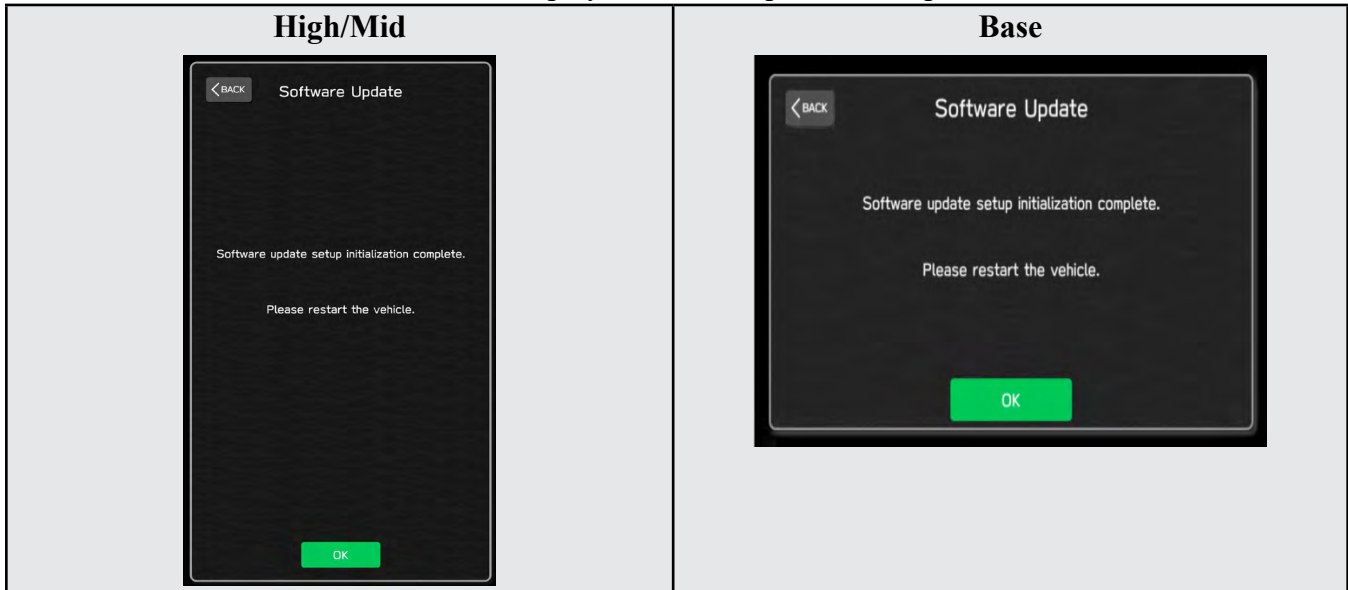
1. Turn the ignition OFF, open the driver's door, close the driver's door and **WAIT** for 3 or more minutes before proceeding further.

2. Open the driver's door again and either turn the ignition ON (if a charger is connected) or start the engine.

3. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in **STEP 4c** beginning on pg. 10.

IMPORTANT NOTE: If this procedure is required, contact Techline as additional action may be necessary.

Continued...

"APPENDIX B"

In case of retrying the software update after the first attempt of update fails.

- If the first attempt of update fails with the message below, follow the steps described below 1-2 to 1-8 before retrying the software update.

1-1. Select OK in the screen below

High/Mid	Base
Software Update Software Update Incomplete Please disconnect the USB device, check the software, and try again. Vehicle restart is required to clear the error status. OK	Software Update Software Update Incomplete Please disconnect the USB device, check the software, and try again. Vehicle restart is required to clear the error status. OK
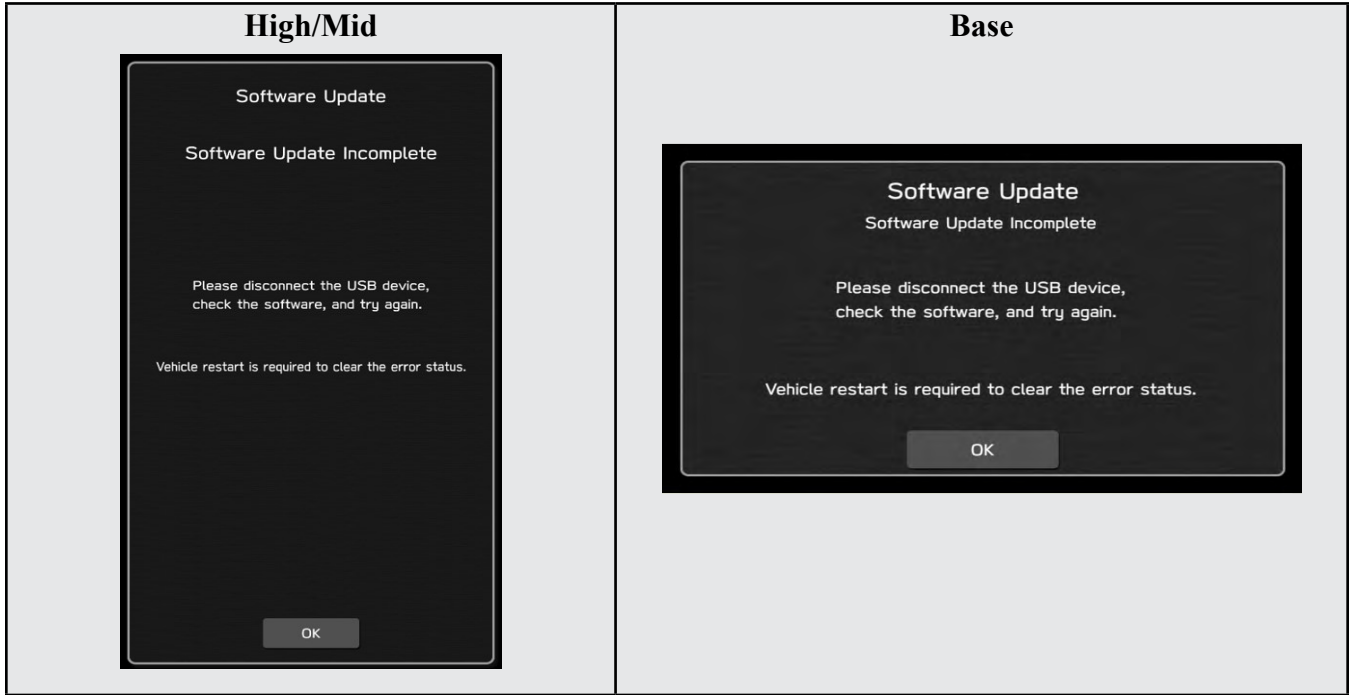
1-2. Turn the ignition switch or the engine OFF, and turn it ON again.

Caution: Do not remove battery terminal and keep battery power supply.

High/Mid	Base
Software Update Software Update Incomplete Please restart the vehicle.	Software Update Software Update Incomplete Please restart the vehicle.
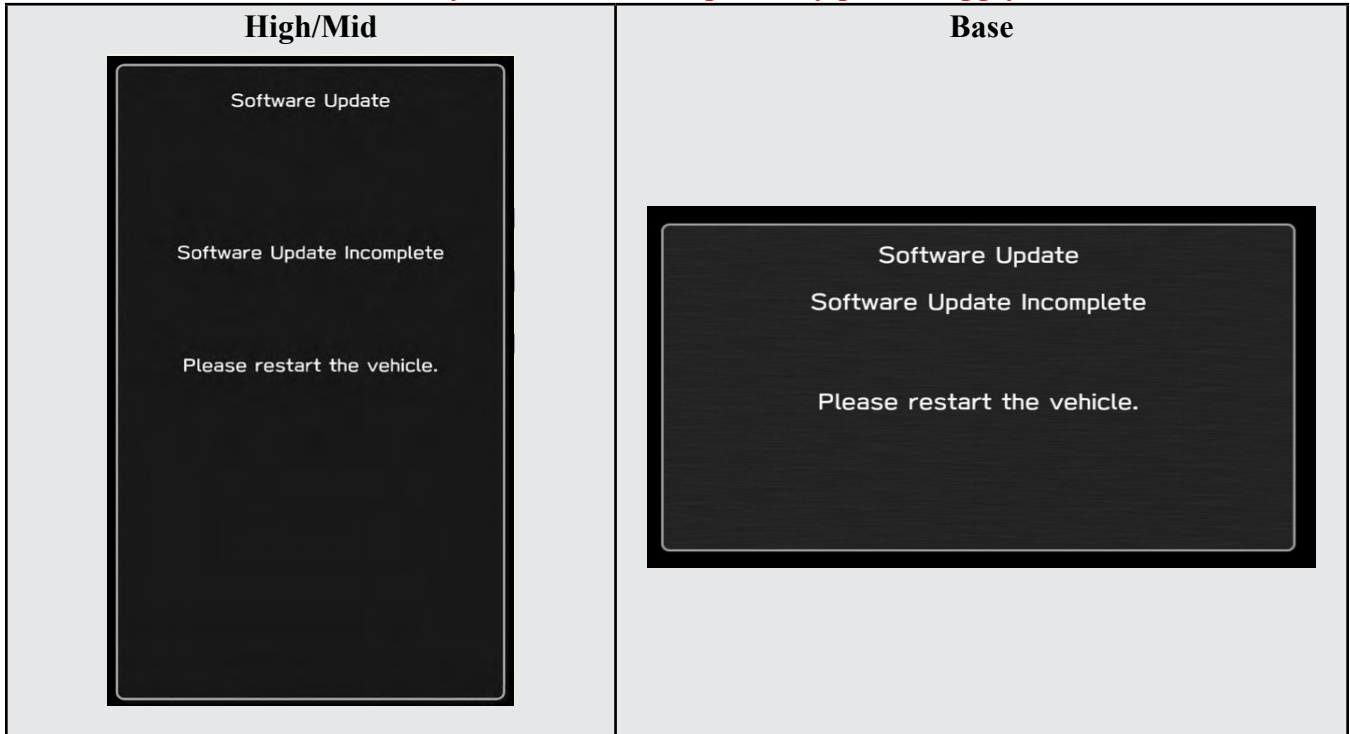
Continued...

1-3. Select Software Update in the Dealership Mode diagnostics screen.

High/Mid	Base
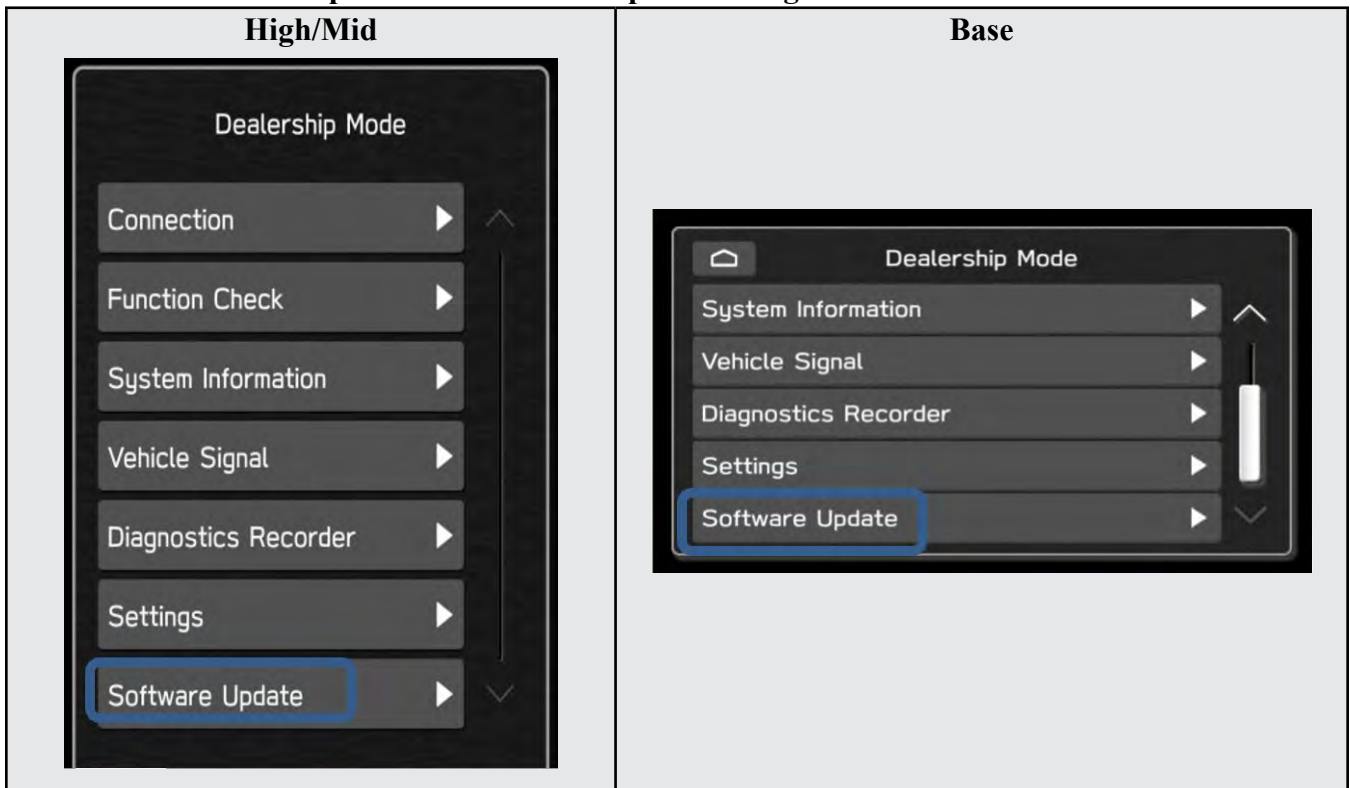
1-4. When you see the screen below, wait for approx. 15 minutes until the initialization is complete

High/Mid	Base
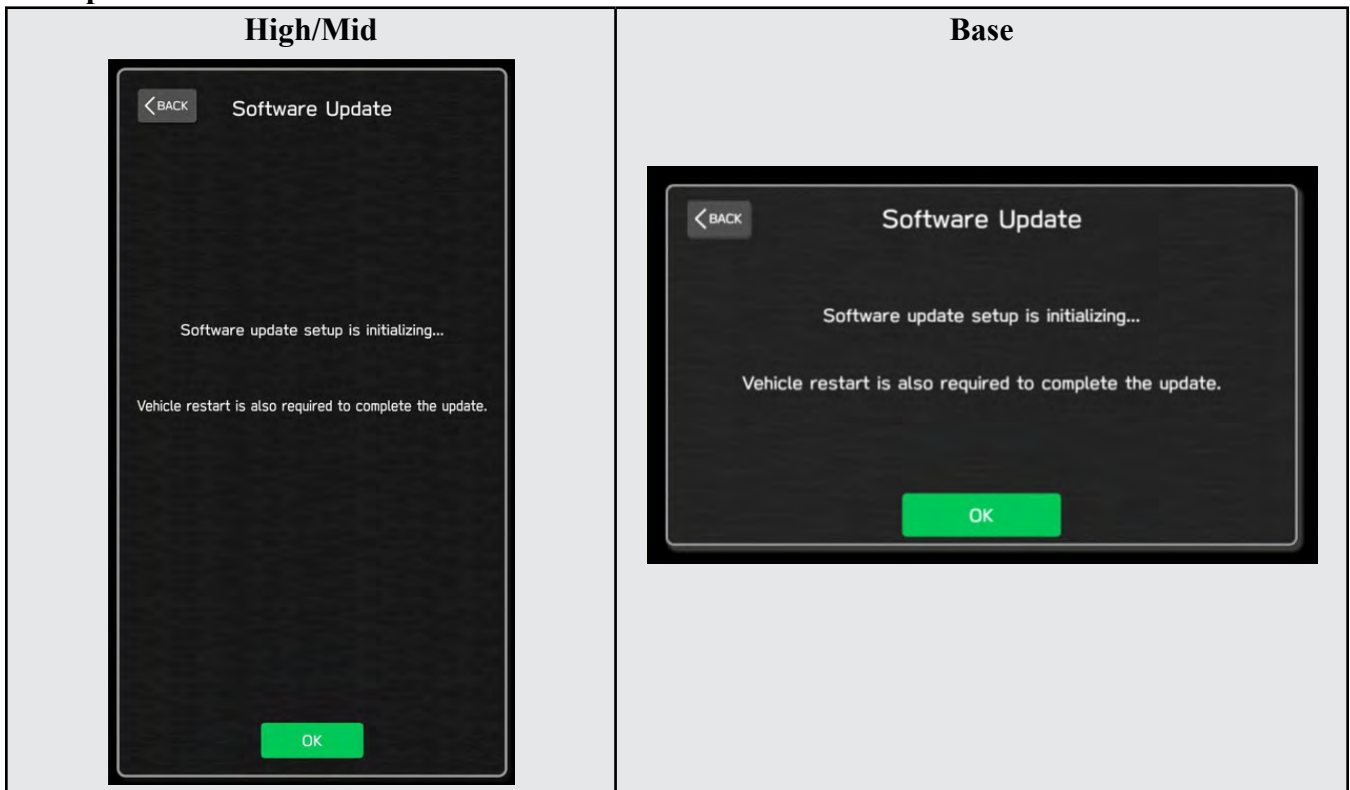
Continued...

1-5. You will see the screen below when the initialization is complete.

High/Mid	Base
BACK Software Update Software update setup initialization complete. Please restart the vehicle. OK	BACK Software Update Software update setup initialization complete. Please restart the vehicle. OK
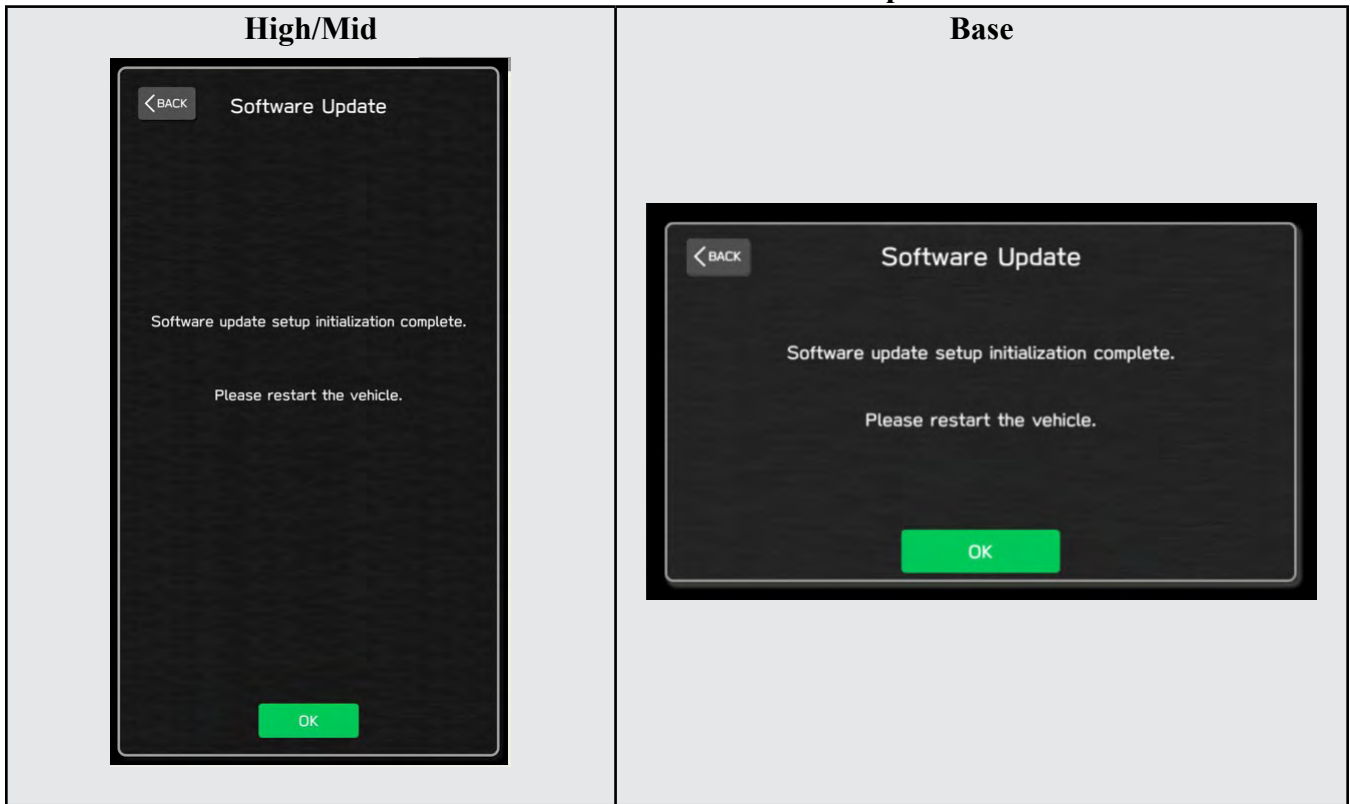
1-6. Turn the ignition switch or the engine OFF, open the driver side door and close the door then wait for 3 minutes.

1-7. Open the driver side door then turn the ignition switch or the engine ON.

1-8. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in STEP 4c beginning on pg. 10.

Continued...

"APPENDIX C"

In case the Gracenote update popup screen appears or software initializing screen does not go away for more than 20 minutes, please perform steps 2-1 to 2-11.

High/Mid	Base
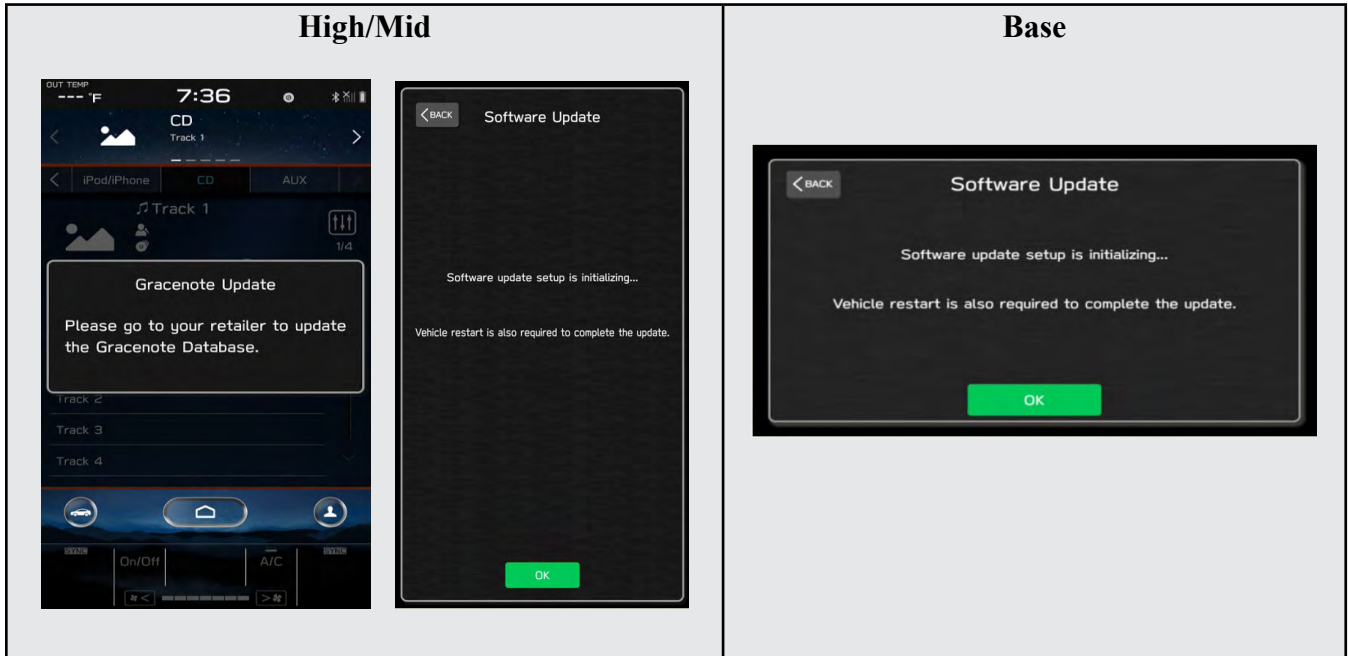
2-1. Select "Settings" in the Dealership Mode diagnostics screen.

High/Mid	Base
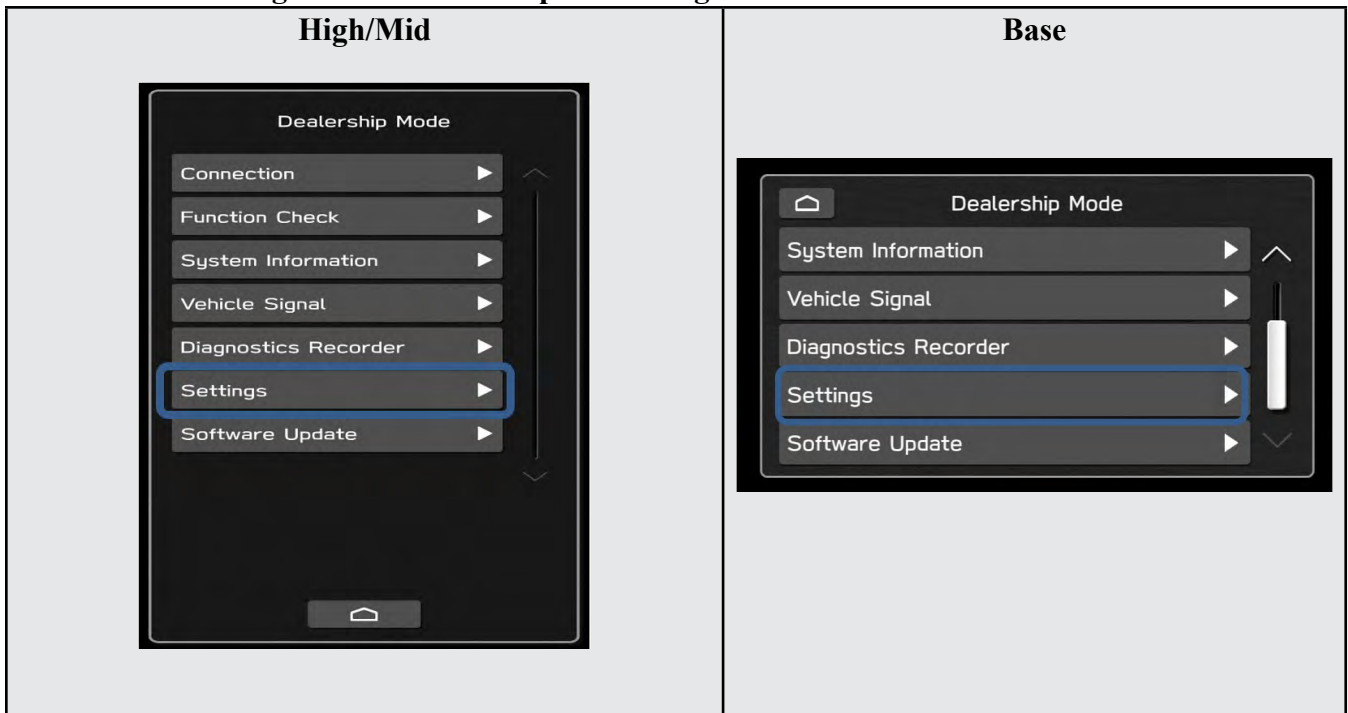
Continued...

2-2. Select "Memory Initialization"

High/Mid	Base
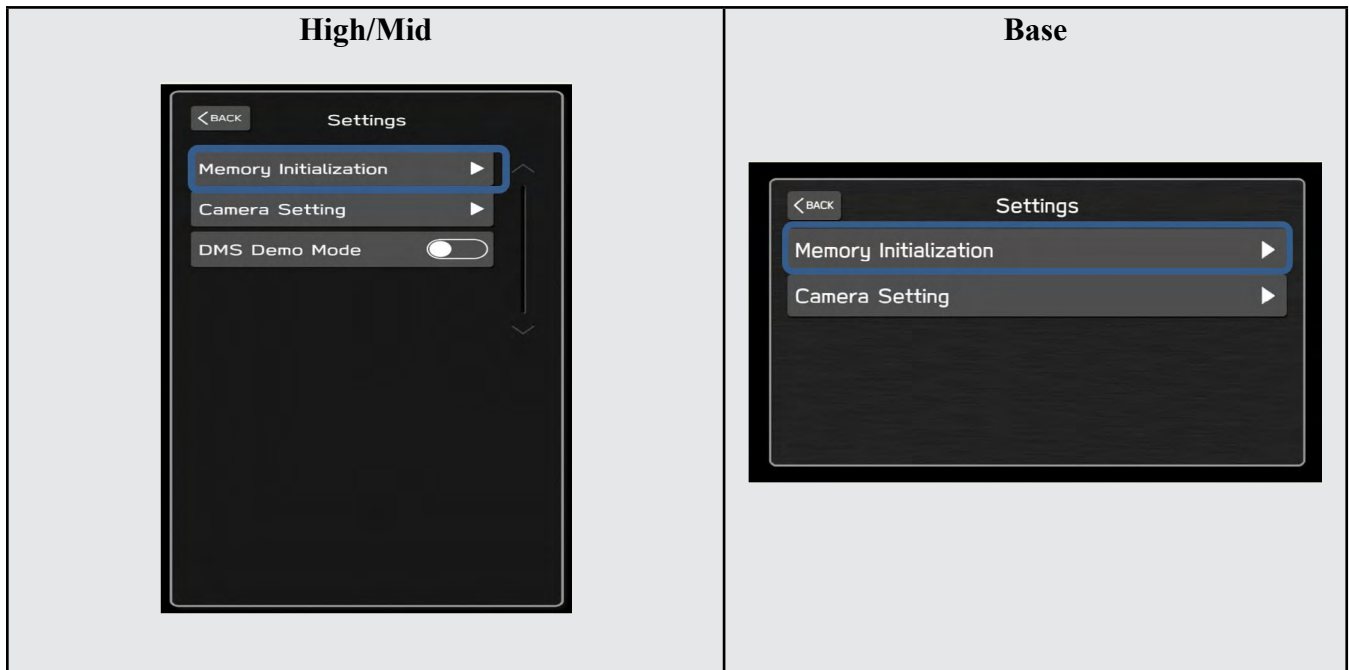
2-3. Select "OK"
After Memory Initialization, all settings are reset to factory default.

High/Mid	Base
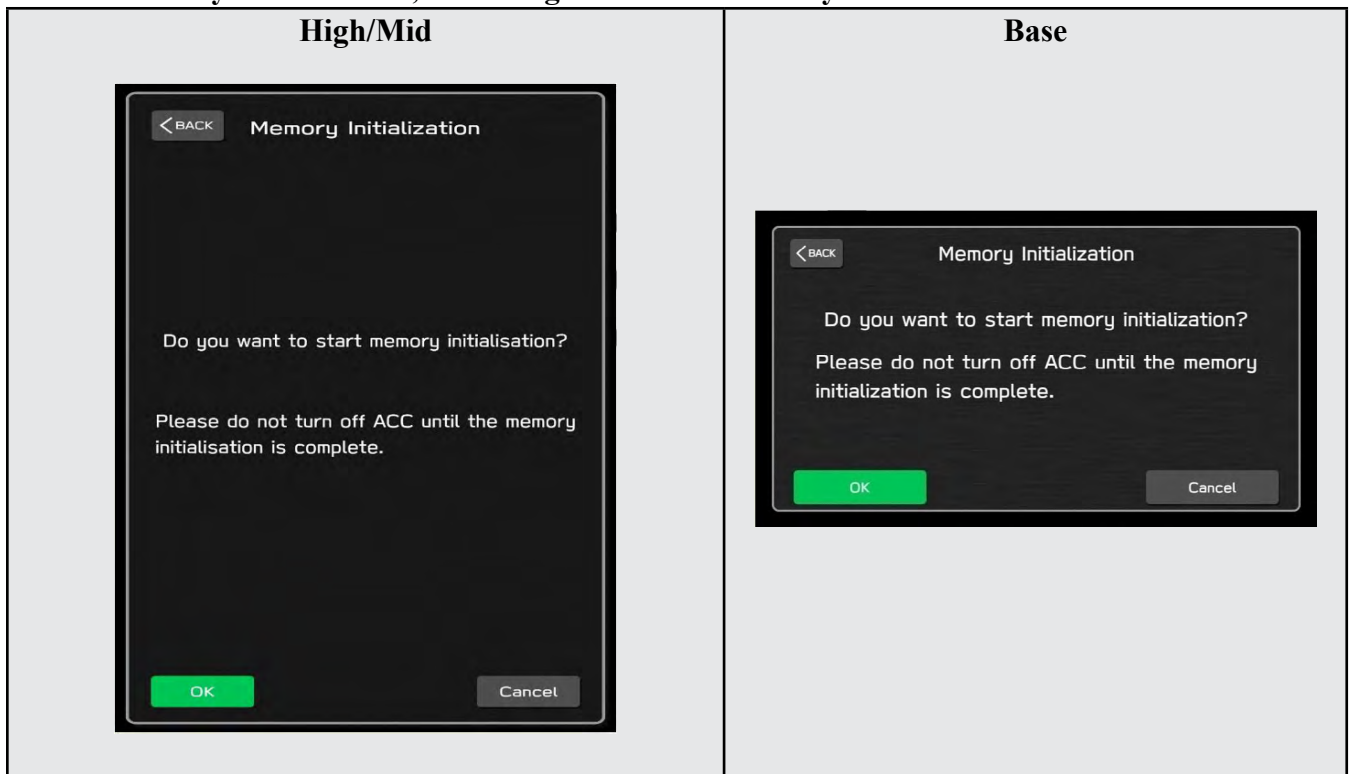
Continued...

2-4. You will see the following screen

High/Mid	Base
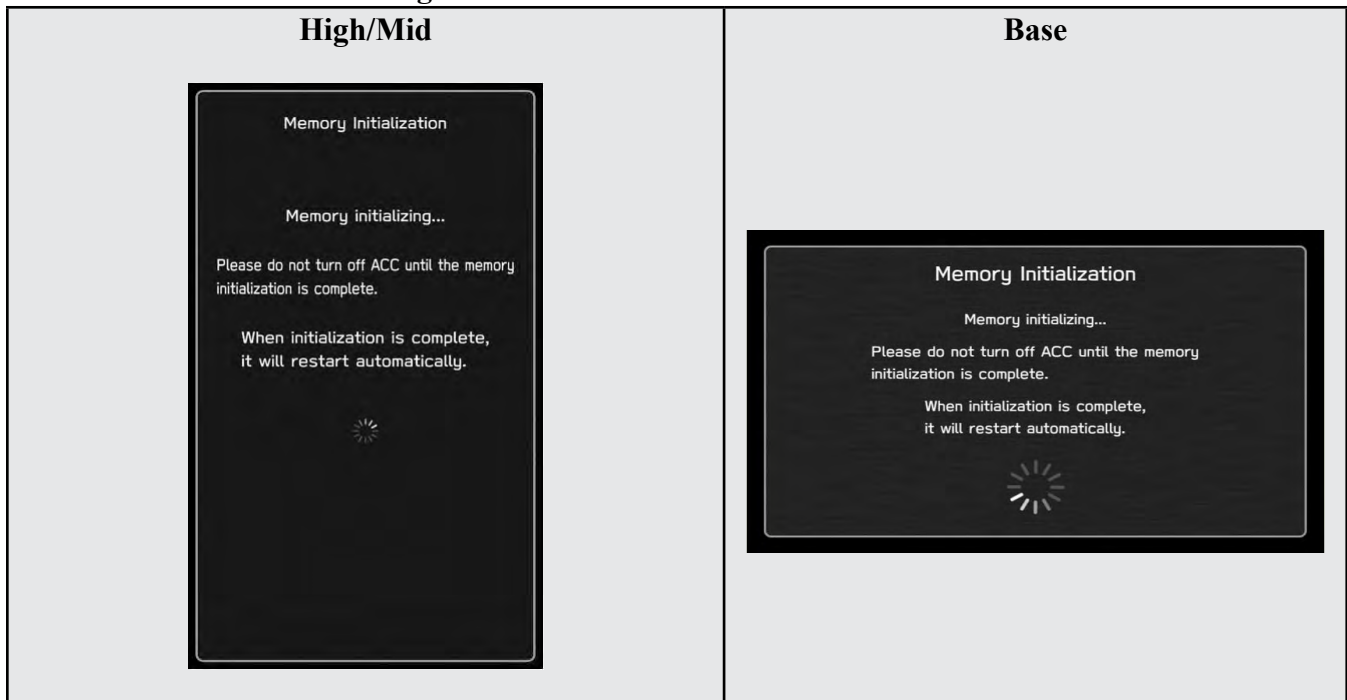
2-5. After a few seconds, system restarts itself.

2-6. Select "Software Update" in the Dealership Mode diagnostics screen.

High/Mid	Base
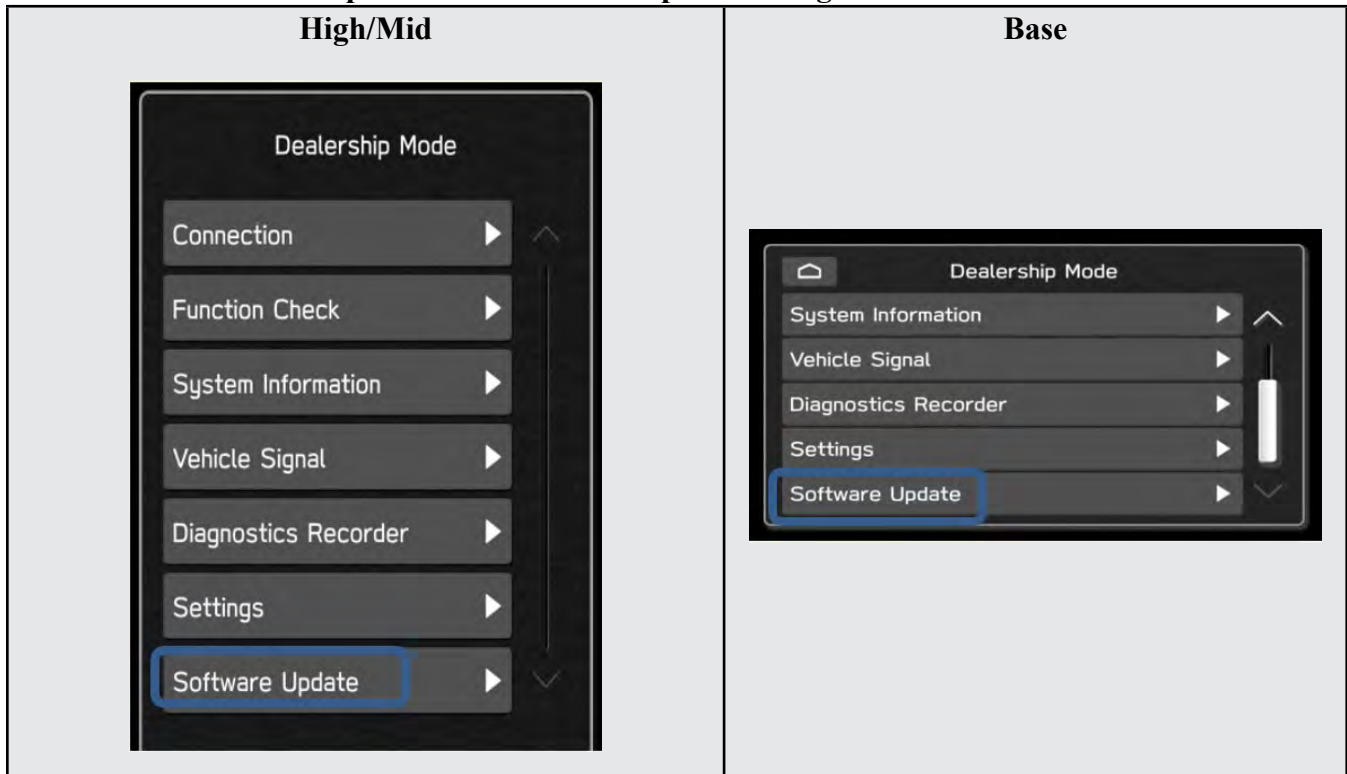
Continued...

2-7. When you see the screen below, wait for about 15 minutes until the initialization is complete

High/Mid	Base
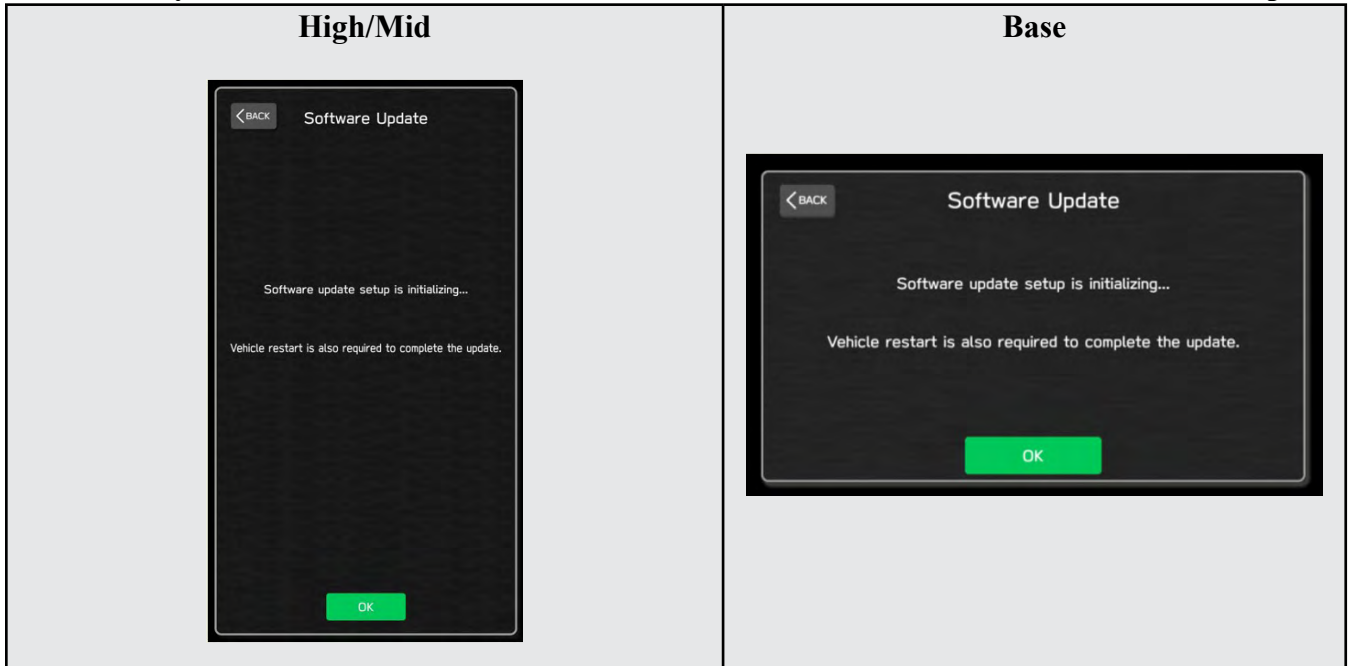
2-8. You will see the screen below when the initialization is complete.

High/Mid	Base
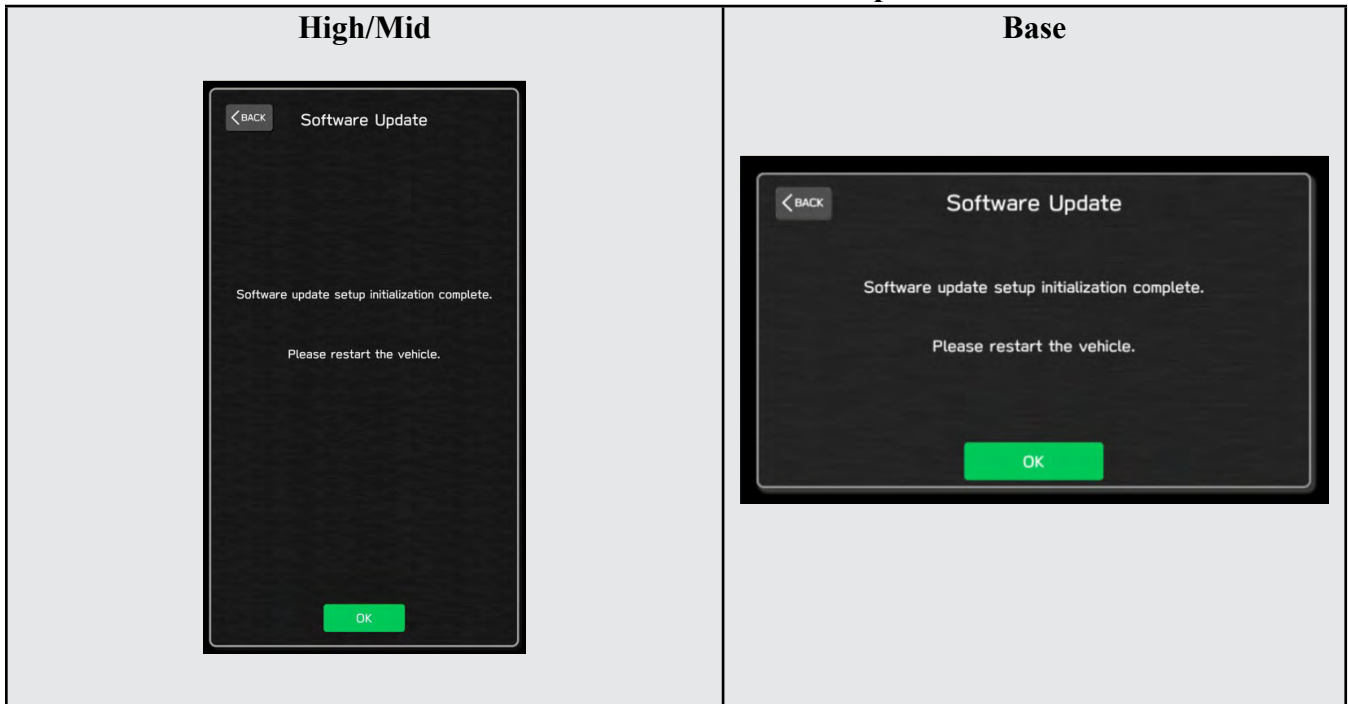
2-9. Turn the ignition switch or engine OFF, open the driver side door and close the door then wait for 3 minutes.

2-10. Open the driver side door then turn the ignition swatch or engine ON.

2-11. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in STEP 4c beginning on pg. 10.

Continued...

"APPENDIX D"

Denso Gen 4 Software Update Timeline (*TSB Number: 15-301-22*)
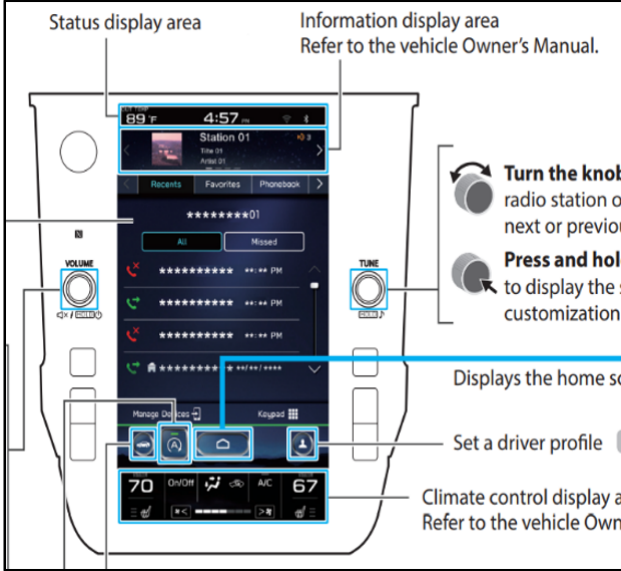
Update #	Model Year:	Release Date:	NEW Software Version ID #:	Conditions Addressed:
0	2022	2/1/2022	F21SHM101-780 F21SMM101-780 F21SBM101-780	SOP for 22MY BRZ
1	2022	8/26/2022	F21SBM121-980 F21SBM121-980 F21SBM121-980 F21SMM121-770 (MID FOTA SOFTWARE) F21SHM121-770 (HIGH FOTA SOFTWARE)	- See **"Conditions Addressed by Update #1"** as outlined in "Appendix E" below.
2	2022	11/16/2022	F21SHM132-080 F21SMM132-080 F21SBM132-080	- See **"Conditions Addressed by Update #2"** as outlined in "Appendix E" below.
3	2022-2023	5/19/2023	F21SHM142-180 F21SMM142-180 F21SBM142-180	- See **"Conditions Addressed by Update #3"** as outlined in "Appendix E" below.
4	2022-2023	3/18/2023	F21SHM152-280 F21SMM152-280 F21SBM152-280	- See **"Conditions Addressed by Update #4"** as outlined in "Appendix E" below.

Continued...
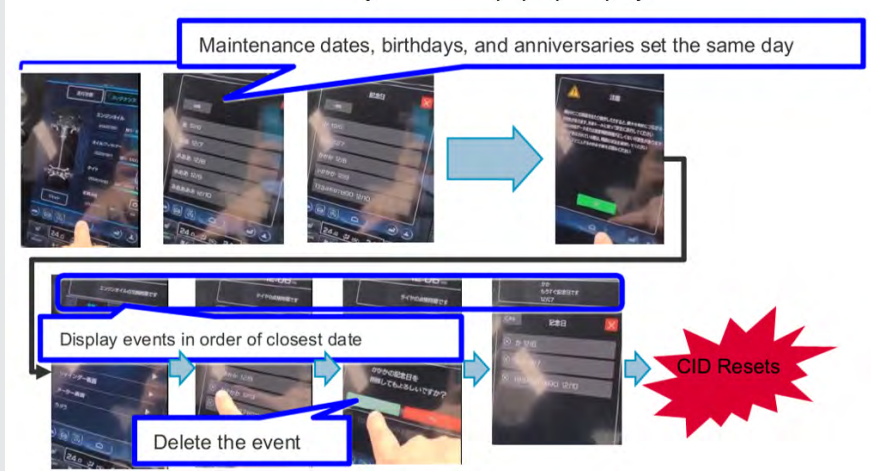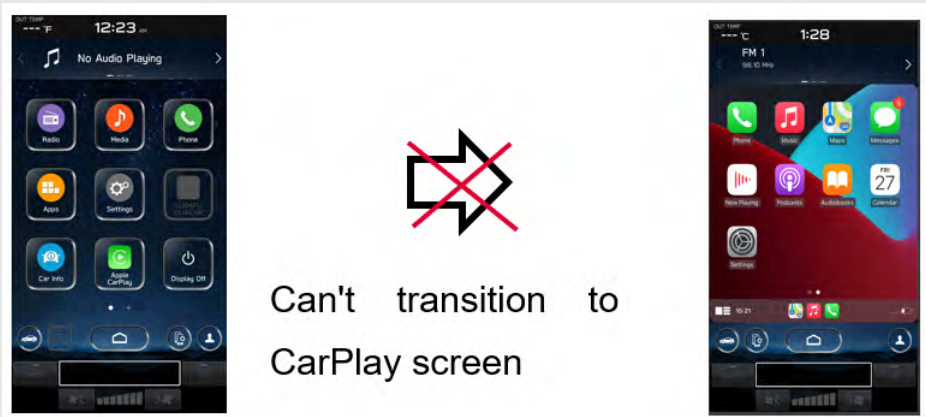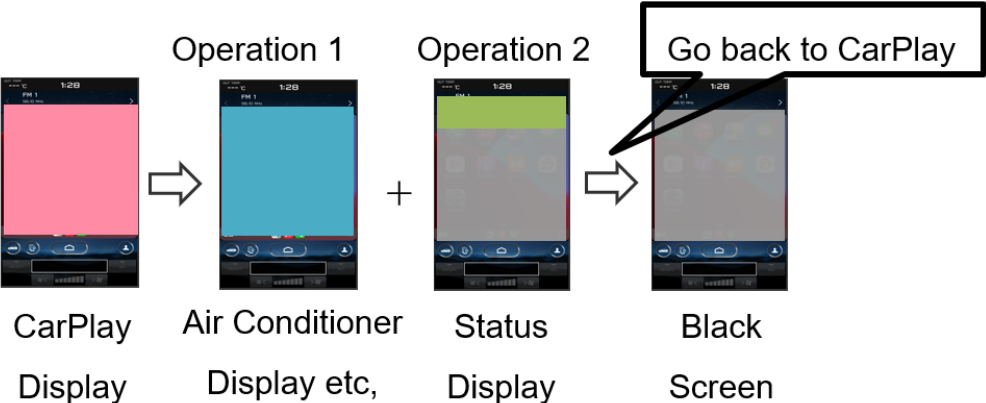
Symptoms Addressed By Update #4:

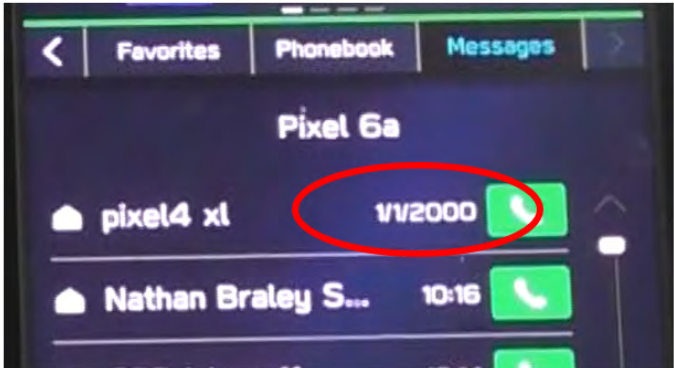| Number	Symptoms to be Improved:
1	While welcome animation on CID is displayed and the driver's door is left open, if turning ignition OFF/ON, the CID screen will be black screen.
2	After starting the engine, the loading animation remains and the screen does not transition remaining blank.
3	When the "All" tab is pressed on the TravelLink Sports screen, a blank screen appears.
4	During Bluetooth audio playing, the CID screen turns into a black picture.
5	The Information Display Area at the top of the CID screen displays a different information screen from the last time.
6	Touch operation of the CID screen does not work. The screen is displayed and sound is played, but the touch-screen operations are not available.
7	Operation of the CID screen and reaction may become slow while using Bluetooth audio.
8	Immediately after turning ignition on, it takes about 50 seconds to start SXM playing.
9	The CID screen resets immediately or within 3 minutes after engine start.

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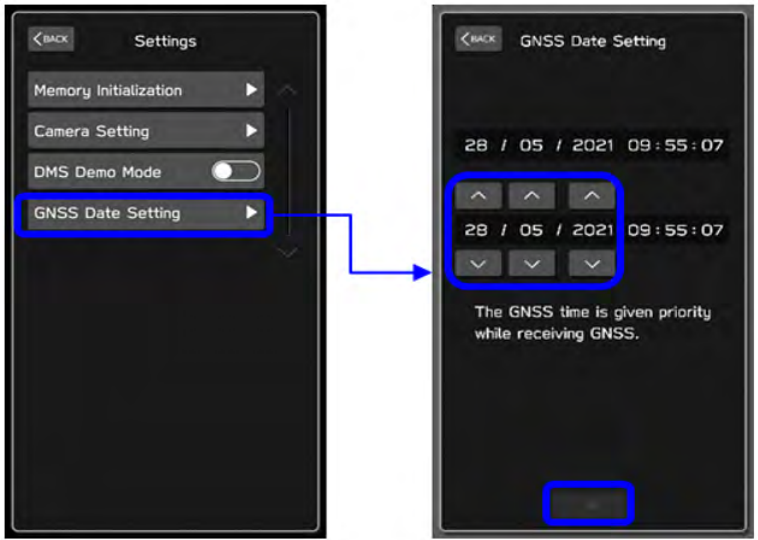| Number	Symptoms to be Improved:
10	If a same date is set to maintenance date, birthday, and anniversary date, pop-ups will appear in sequence on the top of the CID after engine is started when the day comes. Under this condition, if an operation is performed to delete the maintenance date, birthday or anniversary date registration within a few seconds immediately before the pop-up display, the CID screen will reset.
11	When the ignition is repeatedly turned ON/OFF in quick succession, CID screen resets right after startup.
12	After turning the ignition ON, the CID screen resets approximately after 6 minutes due to a communication issue within the CCU causing the radio tuner to become unresponsive.
13	Repeated and consecutive operation of voice recognition activation, CarPlay activation, and the HOME button operation cause the CarPlay screen to be black screen for several seconds.
14	When the engine is started with the iPhone connected via USB, CarPlay does not start even if the CarPlay icon on the home screen is pressed. <Hint> This can be resolved by reinserting the USB cable.

Continued...

Number	Symptoms to be Improved:
15	After performing operations 1 and 2 below from the CarPlay screen, returning to the CarPlay screen causes the CarPlay screen to be black screen. Operation 1: Switching to a pop-up screen such as the air conditioner screen Operation 2: Interrupt pop-up screen display due to volume operation, etc. Operation 1 Operation 2 Go back to CarPlay CarPlay Display Air Conditioner Display etc, + Status Display Black Screen
16	CarPlay does not activate if the cable is disconnected or inserted while using CarPlay and/or temporary contact failure occurs on the cable.
17	When an iPhone/iPod is connected via USB cable and connected as an iPod audio device instead of CarPlay, the CID screen resets when the music information is received. (This occurs when some of the music information data sent by the iPhone/iPod is missing.)
18	When using CarPlay, it suddenly disconnects and not reconnect even after unplugging and plugging the USB cable.
19	CarPlay is not activated.
20	When volume is changed when using CarPlay, the speakers do not temporarily sound.
21	When calling with CarPlay function, the other party's voice can be heard, but user's voice cannot reach the other party.
22	If there is no response from the iPhone/Android device for an extended period, a pop-up is displayed, indicating that the screen cannot be shown due to communication issue with the device.
23	While using AudroidAuto to play music, the sound comes from the device (smart phone) itself instead of the vehicle speakers when the following steps (1) to (4) are operated. (1) Start a hands-free call while music is playing on the AndroidAuto App. (2) ""See you"" is displayed on the CID screen after turning the ignition off, and then the screen disappears. (3) Turn the ignition on again without waiting for a long time. (4) End the hands-free call.

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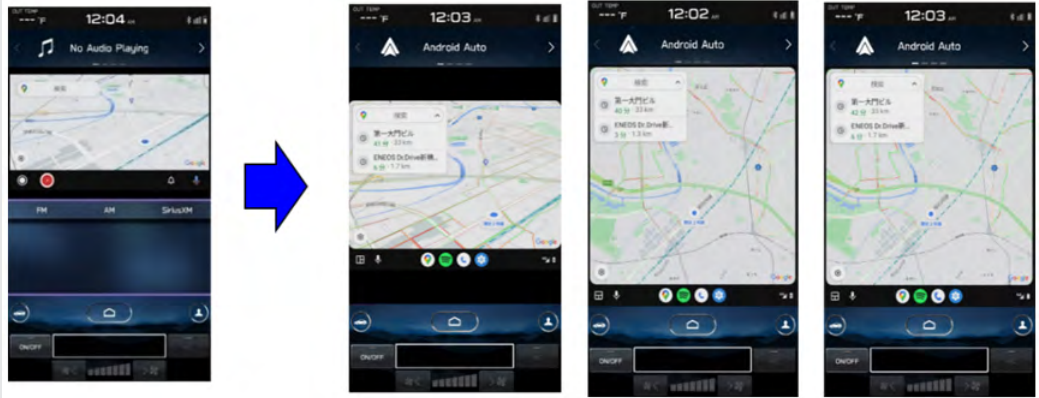| Number	Symptoms to be Improved:
24	**Music does not sound on Android Auto if the following steps (1) to (3) are operated.** **(1) Start hands-free call while music is playing on Android Auto.** **(2) Turn off audio by pressing and holding the volume button.** **(3) Press and hold the volume button again to turn ON and end the hands-free call.** **<Hint> This can be resolved by reinserting the USB cable.**
25	**During navigation with Android Auto, the map displays the vehicle's position on the highway even after exiting the highway.**
26	**Improve error message in case of Bluetooth connection failure.** **The error message that pops up in case of Bluetooth connection failure due to corrupt pairing information is improved with added clarity to advise the user on what to do.**
27	**After canceling the phonebook transfer that appears automatically when connecting via Bluetooth, attempting to transfer a phonebook by manual operation fails to initiate the transfer.**
28	**The date of receipt of a received message is displayed as "2000/1/1."** **This occurs on some models of phones with Android OS 13 or later.**
29	**When connecting Apple devices running iOS 16.4 or later, the short message feature is not available.**
30	**Audio operation (audio playing, volume change, audio source switch) is not available after engine starts.**
31	**No sound from all audio sources after engine starts, and "No Audio Playing" is displayed on the CID screen.**
32	**The volume of the phone voice for hands-free calls is set to zero itself.**
33	**After pressing the radio icon from the HOME screen, the FM radio is not sound.**
34	**After ACC-OFF while SXM is playing, SXM does not play automatically the next time ACC-ON.**
35	**When operating the navigation system by voice recognition, some regional place names (states, cities, etc.) are not recognized.**

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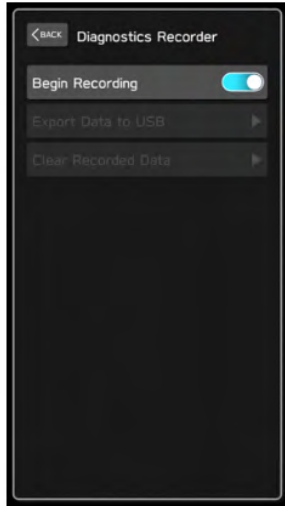| Number	Symptoms to be Improved:
36	The destination setting cannot be deleted even if "Cancel Route" or "Delete Destination" is said with the voice recognition.
37	When a language other than English is set, the distance to the destination displayed in the navigation destination is abnormal. When the distance is greater than 1.0, the decimal point is rounded down. When the distance is less than 1.0, the value becomes 0.1.
38	When the clock was set to "AUTO," the date and time are shifted to a date approximately 20 years in the future due to anomalous values received from GPS or other reasons. If it occurs, the date and time cannot be corrected manually and have to be reset by disconnecting the battery terminal. As a countermeasure, a setting screen to manually adjust the clock display in the "AUTO" setting is to be added to the Dealership Mode (Dealership Mode->Settings->GNSS Data Setting).
39	When the preset channel on the SXM is pressed, a different channel is selected instead of the registered channel.
40	Continuous operation of Preset Up/Down on SXM preset channels causes switching to channel 0.
41	The radio preset list is lost completely.
42	(Specifications) If a music was being played via USB when the audio system was turned off at the last time, the audio system is to resume playing the same music automatically when the same USB is plugged in at the next time. (Trouble Symptom) The system does not resume playing from the previously played music and starts to play from the first music in the USB.
43	When resuming a USB audio playing after editing the folder structure and/or the order of the music in the USB by PC, a mismatch between the played tracks and the displayed track names occurs.
44	After indicating "Play Artist ******" via voice recognition, the user selects a specific music on the displayed list to start USB audio playback. Then, instead of the music on the list, the specific music from the first album of that artist will be played.

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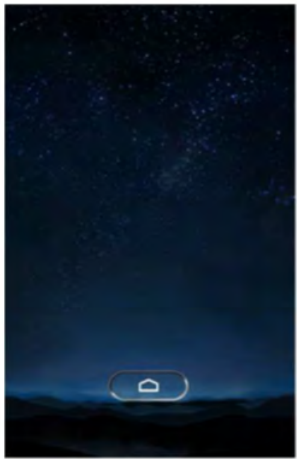| Number	Symptoms to be Improved:
45	After all music has been played by USB audio with the repeat function in "off" position, music cannot be played after pressing search to switch the playing mode (folder, artist, album, etc.) and selecting a music.
46	Voice recognition does not recognize certain SXM channel names.
47	When starting hands-free call using voice recognition commands, a warning message "Please wait a minute" appears on the meter display and the call cannot be initiated.
48	When using the voice recognition feature while playing audio or radio, the speaker may not sound.
49	When updating the CCU software from Dealership Mode, a progress bar for the installation stops in the middle of the process and the update is not completed.

New Functions and Enhancements included in Update #4:

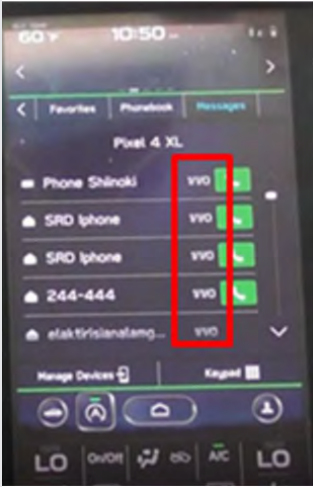| Number	New Function or Enhancement:
1	To improve the chance of reestablishing the connection in case of connection failure of Bluetooth and/or Android Auto due to error in the smartphone side, the CCU sends a request to the smartphone device again as additional attempt.
2	CCU Support vertical screen displays for Android Auto, but the actual display screen size differs depending on the Android device's OS version.
3	Update against vulnerability in security of Bluetooth connection.

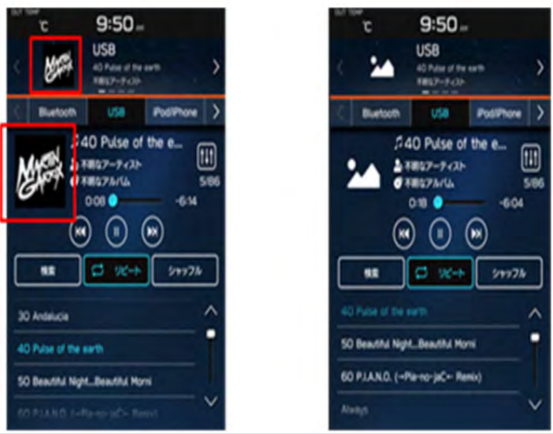| Number	New Function or Enhancement:
4	When getting CCU USB logs at the Diagnostics Recorder screen in the Dealership Mode, it was necessary to turn off "Begin Recording" to ""Export Data to USB." And after the log acquisition, it was necessary to turn "Begin Recording" ON again. The system interface is improved so that "Begin Recording" is automatically switched ON after log acquisition has been accomplished.

Symptoms Addressed By Update #3:

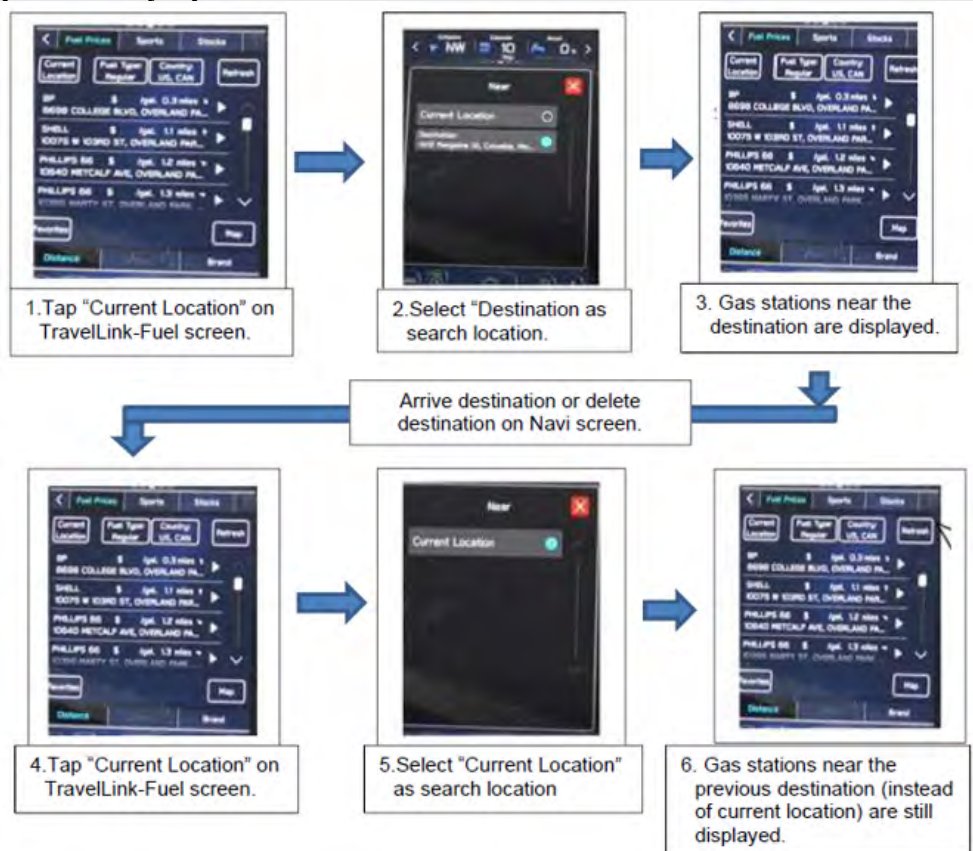| Number	Symptoms to be Improved:
1	Unexpexted CP1 system reboot resulting from an inter reset to sync internal communication with Bluetooth module.
2	CID restarts itself right after engine is started.
3	CID resets and reboots.
4	Right after starting up, the CID is blank only displaying the background without icons.
5	Loss of audio output for AM/FM
6	Loss of audio output from all sources. Voice from telematics, meter buzzer or beep sound are not affected.

Continued...

Number	Symptoms to be Improved:
7	Sound is lost when playing Bluetooth audio even though the screen is displayed without problem. It can occur when the audio source is switched repeatedly between the Bluetooth and others.
8	SXM radio output is lost after terminating a handsfree phone call.
9	No audio played back when using CarPlay.
10	Sound volume control does not work while using Android Auto.
11	Cyclic short noise like a drilling or vibration is heard from speakers.
12	After the engine is started, a message of "Loading Navigation..." continues to be displayed, but the map is not displayed.
13	Vehicle position on navigation map erroneously moves to zero degrees latitude and zero degrees longitude (0°N 0°E or west of Africa in the Atlantic ocean).
14	Navigation map scale is changed to the lowest setting (globe is displayed).
15	When "Call" button is pressed in "Confirm Destination" screen of Navigation system (to call the destination site,) the call can be made but the screen does not transit to phone call screen.
16	When selecting "Phone-">"Message," message received time is displayed incorrectly as "1/1/0." It can occur with an Android phone with a specific Android OS (Pixel 6, Pixel4a, Pixel4XL, Xperia etc.) in which time zone data is attached to the message receiving time.

Continued...

Number	Symptoms to be Improved:
17	Even when using the same mobile device that was paired previously, a message of "Are you sure you want to activate this profile?" is prompted and confirmation is needed to activate the device.
18	Cover art of previous music is displayed when playing music without cover art in USB audio. It can occur when music with and without cover art is mixed and stored together a single USB.
19	Command "Play Artist <Artist name>"" to play all music of particular artist in USB music mode, only the first item listed for the artist is played.
20	While playing music from USB, the music title displayed on the screen differs from what is being played. It can occur by the following sequence of operation: 1. Display a list of music on the USB audio screen. 2. Change the screen to other screen than the music list. 3. The music play is continued and moved on to a music in a different music list. 4. Change the screen back to the music list in the USB audio screen.
21	In USB music mode, some music is skipped and the music in the next folder is started. Under following condition 1. Play USB music in "Folder" mode with repeat mode setting "Repeat All." 2. Turn Ignition Switch off then open/close door and keep it locked for more than 5 minutes. 3. Turn Ignition Switch on and operate "Track Up/Down" on the audio system.
22	The mode does not switch to Media, after "Media" icon is selected.
23	When selecting shortcut for SXM channel on "Home" screen, the screen is changed to SXM but no sound is coming or no channel name is displayed.
24	When using FOTA service to update the software by selecting "Setting" > "Software Update," a message of "A new software update is available. Would you like to download it now?" is displayed but the downloading does not start after pressing "OK." When this symptom occurs, it comes back to the "Software Update" screen. The downloading can be started by pressing the "Update" on the "Software Update" screen. (Temporary solution.)

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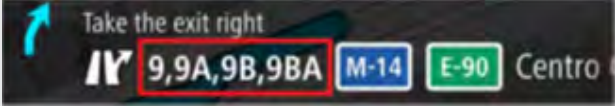| Number	Symptoms to be Improved:
25	When Pre-Collision Braking System is activated, a message of "Obstacle Detected" is displayed on the information bar and does not go away.
26	Preset SXM channel cannot be selected by satellite switch on the steering wheel.
27	Even after setting the date of next scheduled maintenance in Reminder screen, the date is displayed as "--". It can occur when only the date of schedule maintenance is set without entering distance.
28	When pop up screen (like suggestion of taking a rest) is displayed on CarPlay screen, the screen does not transit to proper screen (like destination search screen) and goes back to CarPlay screen even after pressing "Yes."
29	When selecting a music by <Artist> or <Album,> using voice recognition system, a wrong music that had been played at the end of previous time is played. It can occur by the following sequence of operation: 1. Play music in USB audio mode. 2. Change the source from USB to another one. 3. Turn Ignition Switch off then on. 4. Start to play music by pronouncing <Artist> or <Album> though voice recognition system.
30	A wrong search location is used on TravelLink function. Facilities around the previous destination are searched instead of those around the current destination. **Example of the symptom.** 1. Tap "Current Location" on TravelLink-Fuel screen. 2. Select "Destination as search location. 3. Gas stations near the destination are displayed. Arrive destination or delete destination on Navi screen. 4. Tap "Current Location" on TravelLink-Fuel screen. 5. Select "Current Location" as search location 6. Gas stations near the previous destination (instead of current location) are still displayed.

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New Functions and Enhancements included in Update #3:
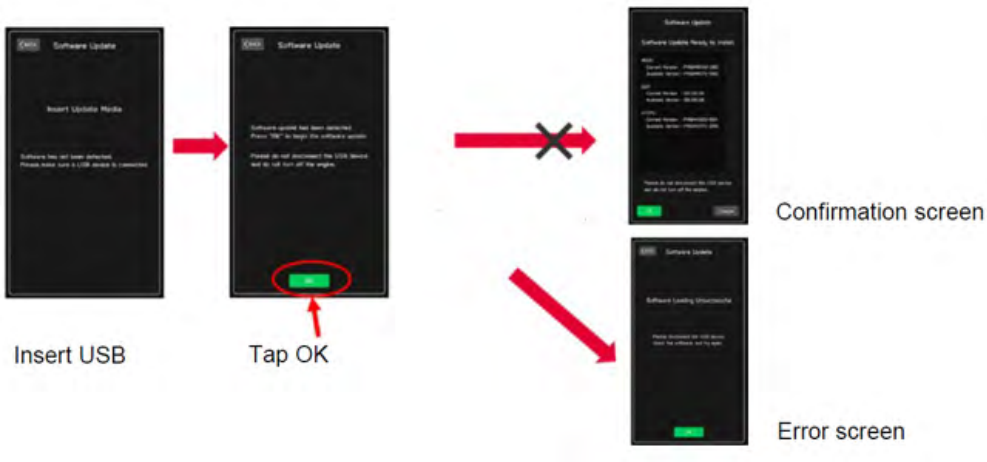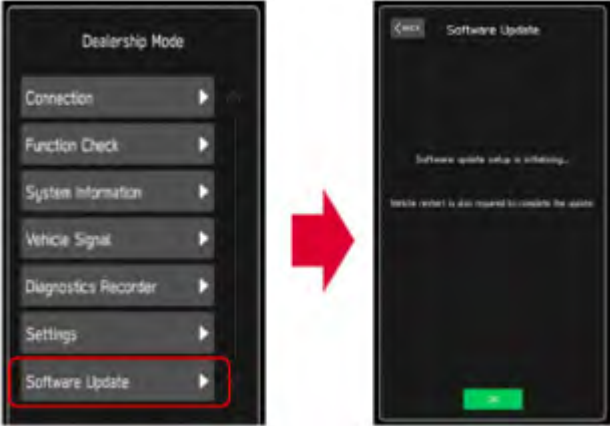
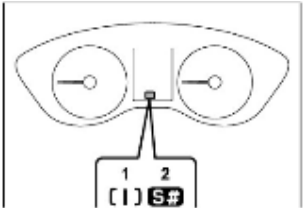| Number	New Function or Enhancement:
1	**New shortcut button(s) are added in button bar of "Home" screen.** **1. AVH (Auto Vehicle Hold) ON/OFF Button.** **2. Auto Start Stop ON/OFF Button. (If equipped)** **For vehicle equipped with AVH and Auto Start stop:** **For vehicle equipped with AVH (only):**
2	**Air conditioner control interface is changed to that of 23MY.** **Current (-22MY) screen transition:** **23MY screen transition:**

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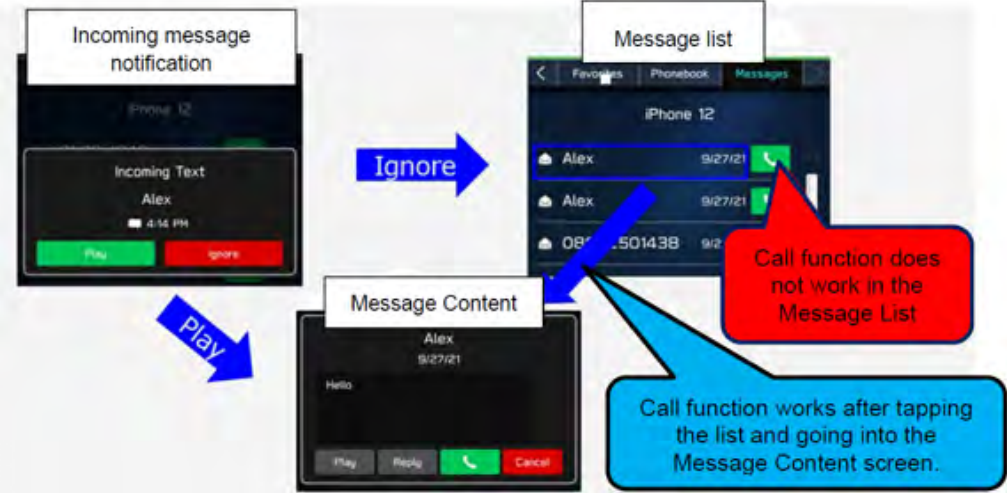
Symptoms Addressed By Update #2:

Number	Symptoms to be Improved:
1	The CID stays black following reboot. Reset doesn't always recover this condition.
2	The CID stays black or very dark even after the ignition switch is turned on due to back light malfunction.
3	When using CarPlay, the screen goes to black and/or CID restarts. It occurs when the CID processor falls under irregularly high load conditions.
4	The CID restarts about 3 minutes after turning on the Ignition Switch. It occurs when the CID processor falls under irregularly high load conditions.
5	System reboot due to application failure. Software robustness has been imporved to prevent CID and CCU from resetting whenever its individual function fails.
6	When the vehicle comes to a place on a highway where there are multiple exits with combinations of alphabets and numbers (see example below) the CID cannot process the information correctly for turn-byturn navigation and restarts. Example:
7	CID restarts when Navigation system is re-routing the route crossing the border of the states. When the customer veered off navigated route and the re-routed route includes the roads across the boarder of states, the calculation is not properly processed and the CID restarts.
8	CID restarts, while it is connected to Wi-Fi. It occurs when Wi-Fi signal includes illegible data.
9	CID restarts after the ignition switch is turned off and on again before the CID shuts off.
10	No functional response on touch screen in Radio mode even though the touch sound and visual reaction are confirmed.
11	Reprogramming process takes extensive time (40 minutes or more.) After the ignition switch is turned off and on again, the combination meter display mode changes itself and shows the ECO gauge (Current fuel consumption/Driving range on remaining fuel.) Both attribute to processing errors in CCU.

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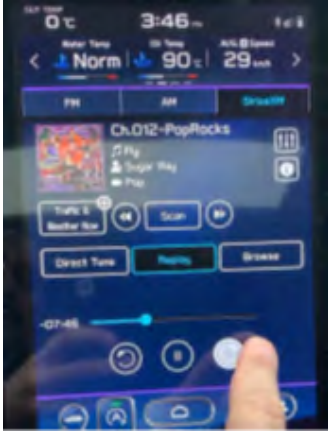| Number	Symptoms to be Improved:
12	**When conducting USB reprogramming, the screen transition to error screen instead of confirmation screen.**
13	**When "Software Update" is selected in the Dealership Mode, the following initialization process does not end more than 20 minutes. *** **Note* In case this USB update failure occurs, retry updating according to the instructions in "Appendix A "**
14	**When the FOTA pop-up (new software availability notification) is displayed while the CarPlay is being used, the display comes back to CarPlay screen even if the customer tries to get into the FOTA screen.**

Continued...

Number	Symptoms to be Improved:
15	**Call function does not work in the Message List (after ignoring the incoming message notification.). However, the call function can still be used after getting into the Message Content screen by tapping the message list.**
16	**Message reading function of short mail does not resume and ends once it is interrupted by barge-in voices for other functions.**
17	**After the Ignition Switch is turned on, the SI-DRIVE indicator starts blinking and the derive mode cannot be changed.**
18	**CarPlay does not work when the ignition switch is turned on immediately after the driver's door is opened with the iPhone (iPad) cable connected to the AUX TERMINAL (USB Hub.)**
19	**CarPlay drops off randomly after running without interruptions for an extended period of time.**
20	**Steering wheel control switches don't always work with Android Auto for audio streaming contol.**
21	**The Turn By Turn information is not displayed on the MID, when changing meter display modes with Steering wheel control switch, while using route navigation of Google Map with Android Auto.**
22	**Android Auto stops working after calling to one of the STARTLINK support functions, while there is an active navigation route with Google Map via Android Auto.**
23	**Soon after the cable has been removed from the AUX TERMINAL (USB Hub), icons on Home Screen stop functioning.**
24	**Phone Book is displayed in the order of the First Name even though the display setting was made in the order of Family Name.**

Continued...

Number	Symptoms to be Improved:
25	**No response when touching "Traffic & Weather Now (TWN)" on SMX screen.**
26	**SXM has blank screen and no sound when the SXM screen had been selected as audio source at the previous ignition off timing.**
27	**About 30 seconds after starting the SXM the operation is paused with loading screen and resume after another 30 seconds. This symptom occurs when the SXM screen had been selected as audio source at the previous ignition off timing.**
28	**SXM has blank screen and no sound when the audio source is change to SXM.**

Continued...

Number	Symptoms to be Improved:
29	"Fast forward" does not work in SXM replay function. (Fast Rewind works.)
30	The channel information becomes blank when the seek button (<< / >>) of the steering satellite switches is pressed continuously to control the Traffic & Weather Now (TWN) in SXM.
31	The team logo is not displayed on Sports Flash screen when the SXM screen had been selected as audio source at the previous ignition off timing.
32	No sound on Radio after changing to Radio screen.
33	Sudden interruption of the audio playback from audio system and/or voice guidance of Navigation system.

Continued...

Number	Symptoms to be Improved:
34	**The audio source change function and all icons become inoperative temporarily, after the ignition turned off and on again while playing audio source.**
35	**HD Radio sub channel cannot be played after selecting a HD Radio station from the pre-set stations and selecting the HD sub channel 2 even though the HD radio information is correctly displayed.**

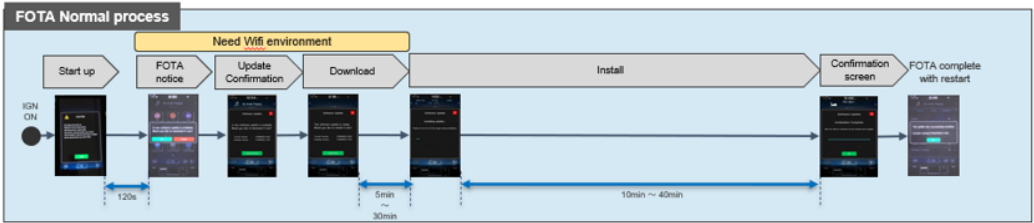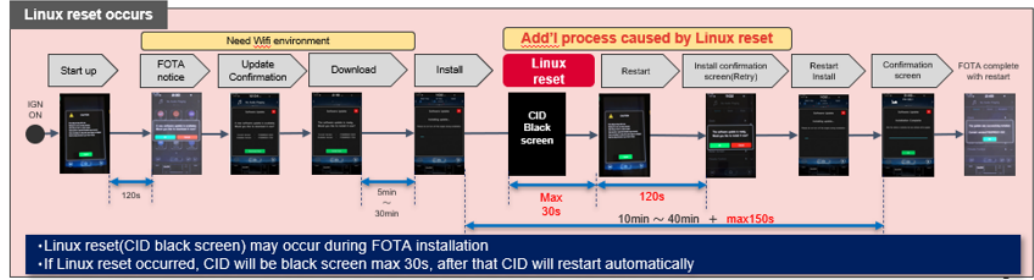**New Functions and Enhancements included in Update #2:**

Number	New Function or Enhancement:
1	**Icons of home screen change to those of the US specifications even though the original specification is not of the US.**
2	**Two ways of MOTA operations, i.e., by connect CCM to Wi-Fi or by transferring the downloaded map data to CCM via smart phone are executed simultaneously by error.**
3	**One of the Pop-up Error Messages displayed during the FOTA operation in case of weak Wi-Fi signal is not intuitive. Even if the customer tap "OK," it does not transit to another screen.** **As the improvement for this inconvenience, the message is changed so that the customer finds the reason why the FOTA operation has been paused. Also a "Resume" button is prepared so that the customer can do the rest of operations after necessary action (moving the vehicle to another place with better Wi-Fi connection**, or tethering the CP1 to a mobile phone, etc.)** *Note** The FOTA operation can be paused when the Wi-Fi indicator at the upper right corner of the CID is not in "Good" or "Excellent" as shown below.*
4	**To prevent the overall CID system (CCU) from being reset whenever its individual function fails, the robustness of the software has been improved.**
5	**CD returns to CD deck too fast to pick it out after ejection button has been pressed. As the countermeasure, the pausing time is extended to ease the operation.**

Continued...

Number	New Function or Enhancement:
6	Past DTC stored in the CCM cannot be captured by SSM when new current DTC is detected. Both DTC's can be captured by SSM after letting the system into sleep mode and turning the Ignition Switch on again.
7	Music in the different folder in a USB stick can be selected by Track-UP/Down operation.
8	Music in multiple folders in a USB stick can now be played continuously whereas they could not be played unles they were in the root area of the USB stick.
9	In conjunction with the specification improvement described in item 8, "Repeat All" is added to the play mode selection menu.

Improved	Current
Repeat All <New>	–
Repeat current album/folder	Repeat current album/folder
Repeat current track	Repeat current track
Cancel repeat	Cancel repeat

Continued...

Symptoms Addressed By Update #1:

Number	Symptoms to be Improved:
1	System restarts itself during FOTA (Firmware Over The Air) update. FOTA operation is conducted in two processes: downloading (from the server to the Cockpit Control Unit via Wi-Fi) and installation (inside the Cockpit Control Unit). During the FOTA operation, after the new software has been downloaded to the Cockpit Control Unit (CCU) customer is to push "Install Now" on the Center Information Display (CID) to start installation of the software. However, in rare case, the CCU restarts itself* during installation. Note* Even if this symptom occurs, after approximately 2 minutes, the system resumes, and the CID comes back to the below screen. Customer can then push the "Install Now" to proceed with the installation.

Number	Symptoms to be Improved:
2	**No image on CID (Center Information Display) or Black display condition fand HVAC function becomes inoperative due to listed below actions:** • Failure to complete CP1 software update via USB port * • After the failure, Ignition Switch is turned off and on then an initializing process is started with "Software update setup is initialing……" message on the display, which requires about 15minutes to complete. During this message is displayed, power supply of CCM is cut off like disconnecting battery terminals. • Performing CP1 software update via USB port using the same software version **Note*** In case this USB update failure occurs, retry updating according to the instructions in "Appendix B "
3	**No image on CID (Center Information Display) or Black display condition followed by CP1 reboot resulting from CCU (Cockpit Control Unit) internal communication error or due to listed below actions:** • Loss of Bluetooth or Wi-Fi connection • Removing USB connection between the iPhone's and CP1 during active CarPlay session • Performing USB map update using Bluetooth connection with a smart phone carrying STARLINK CompanionApp map update data • Re-inserting USB Flash drive within 2-3 seconds
4	No music or sound via AndroidAuto after ending hands-free telephone call. The music played via AndroidAuto is turned off, after finishing the hands-free telephone call. (This symptom occurs only after using voice command via AndroidAuto to make hands-free telephone call.)
5	Intermittent loss of Bluetooth connection
6	Information Bar on map screen is displayed, even it is selected "do not show it" after the engine is restarted.
7	In multilingual countries, city name is not displayed in selected language, when searching an address by POI.
8	Screen does not change when selecting <RADIO> or <MEDIA> in HOME screen.

Continued...

Number	Symptoms to be Improved:
9	Pop-up message "Please go to your retailer to update the Gracenote Database" appears every time CP1 system is rebooted due to interruption of CP1 software update via USB port (ACC OFF or BATT power remove etc.) ** Note** In case this USB update failure occurs, retry updating according to the instructions in "Appendix C "
10	Reverse Speed Limiter function is disabled right after the ignition switch is turned on.
11	SXM (Sirius XM) Radio does not function (no sound) and/or cannot be controlled on the SXM screen.