

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: 2022-24MY BRZ Models **NUMBER:** 15-297-22R
SUBJECT: Reprogramming File Availability for Optimization of Gen 4 Denso CP1 Infotainment Systems **DATE:** 07/01/22
REVISED: 04/19/24

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 time line 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 2 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.

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

Continued...

PART INFORMATION:



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 **8GB** 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, please clear the drive and format for **FAT32** instead of **NTFS**. If a recognition problem persists, use a USB flash drive from another manufacturer.

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



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



Continued...

- Transcend®:
JetFlash 790 Series TS64GJF790KBE



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



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



IMPORTANT NOTE: The update contains 2 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.

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.

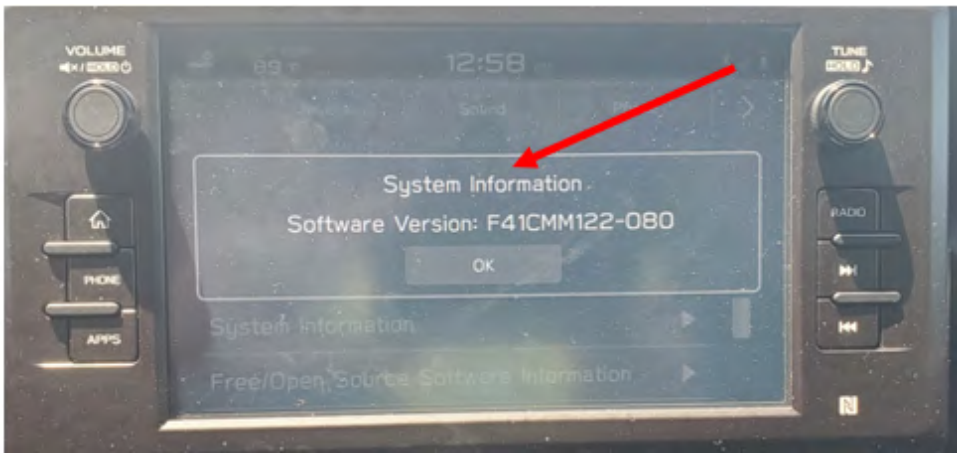
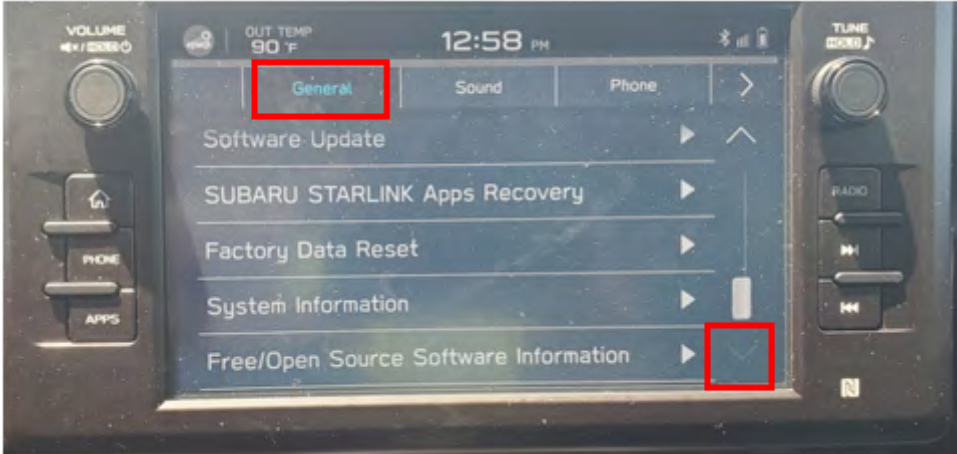
STEP 1- VERY IMPORTANT: Before proceeding with the software updating procedure, the currently installed software version ID **MUST** be confirmed by following the steps below:

- 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. Examples:

- **F41CMMxxx-xxx** or **FG1CMMxxx-xxx**

MY	Carline	Trim/Grade	Installed Software Versions	Available Software Version
22MY	BRZ	MID	121-770 121-870 122-080 132-180 142-280 141-770 141-870 142-170	152-380
23-24MY	BRZ	MID	120-580 130-680 140-570 140-670 140-780 142-280	150-880

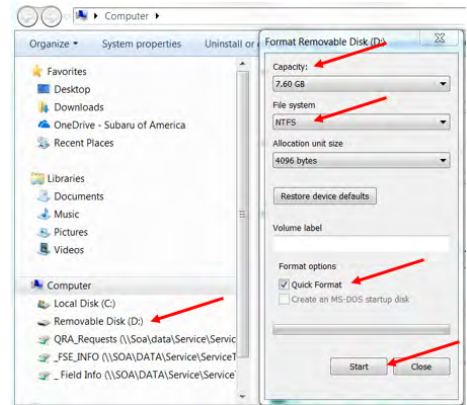
Continued...

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](#)



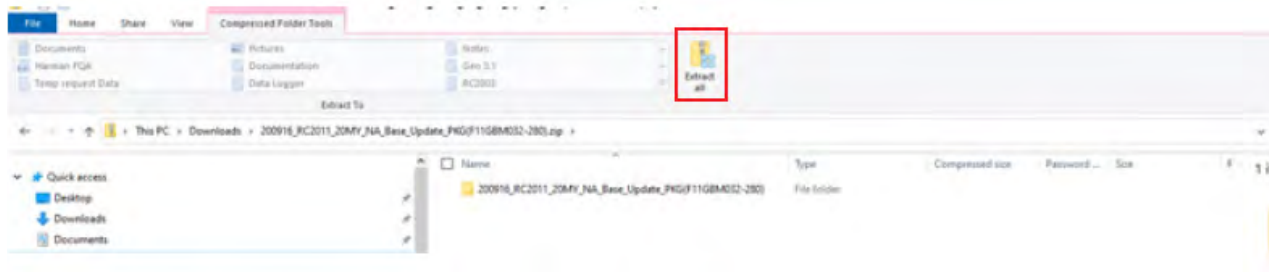
IMPORTANT: Files downloaded from Subarunet will be .zip files and must be unzipped before they can be used. Using the normal audio / navigation system file update download procedure: Go to Subarunet, select Service Operations and Technical>>Forms/Downloads>>**Gen 4/Denso** for Audio/ Navi then click 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 - 2022-24MY BRZ:

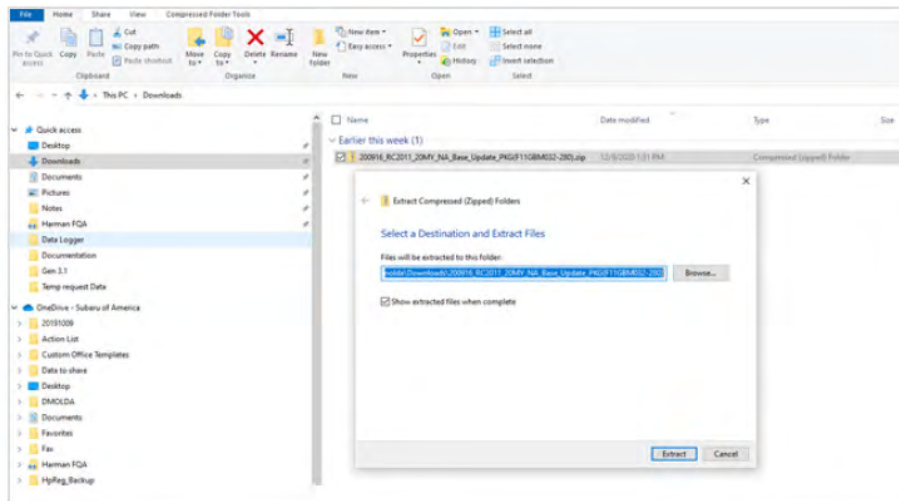
MID-22-24-BRZ-Denso-CP1 AUDIO UPDATE-April 2024

Continued...

- 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 (for this example, used folder titled “Version11(RC2208)_Fx1CMM13x-x8x”).

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
Version11(RC2208)_Fx1CMM13x-x8x	File folder					10/27/2022 8:47 PM

- Copy **all files** then paste (or click / drag) it to the “clean” USB flash drive as listed (Removable Disk) in the directory.

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
AUDIO	File folder					10/25/2022 3:09 PM
MSOC	File folder					10/21/2022 5:20 PM
REPRO_MNG.csv	Microsoft Excel Comma S...	1 KB	No	5 KB	89%	10/27/2022 1:39 PM

Continued...

IMPORTANT NOTE: The update contains 2 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.

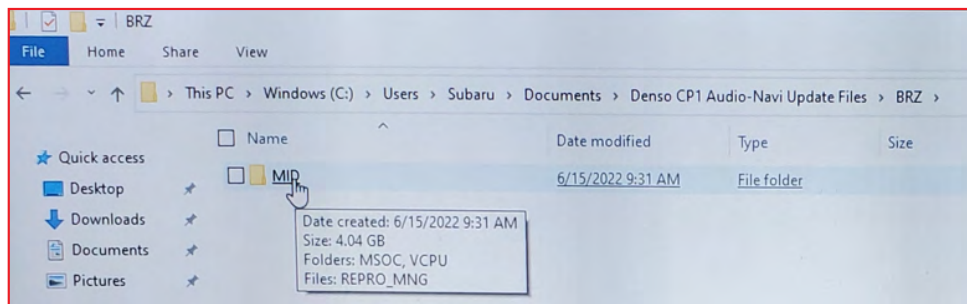
NEVER reuse or combine files from a prior update with a newer version.

- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. 22MY BRZ CP1).
- Go to **Step 4**.

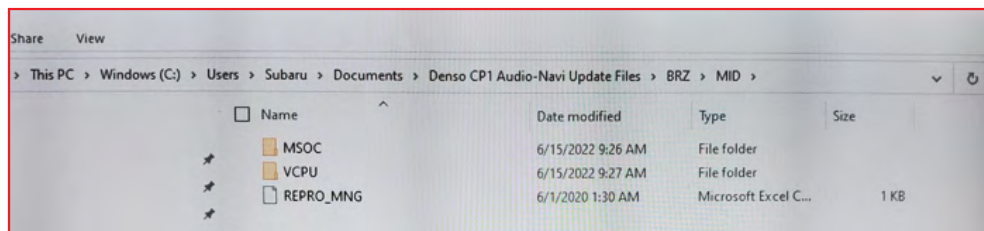
“B” When using update files sent directly from Nuspire:

- 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 the folder is there as shown below, “BRZ 2022”. If not, the SDS notebook hasn’t been updated with the latest release. Please contact Nuspire to request they resend the update.”



- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Double-click on the required folder (for this example, select the file entitled “BASE”) and the update file will display as shown.



- Select all 3 files and either copy / paste or click / drag them to the USB flash drive.

IMPORTANT NOTE: The update contains 2 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.

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 (22MY BRZ Denso CP1 in this example).
- Proceed to **STEP 4** below.

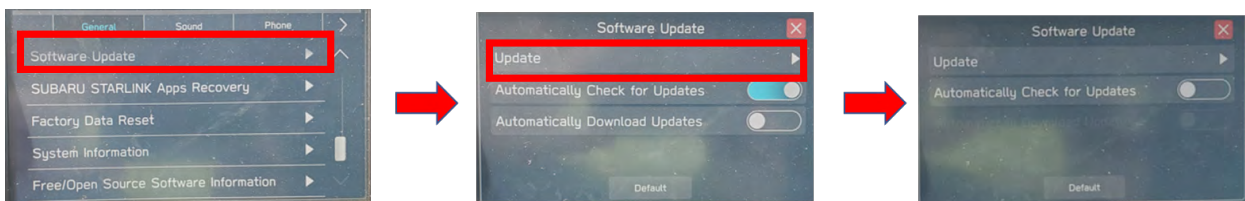
Continued...

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.

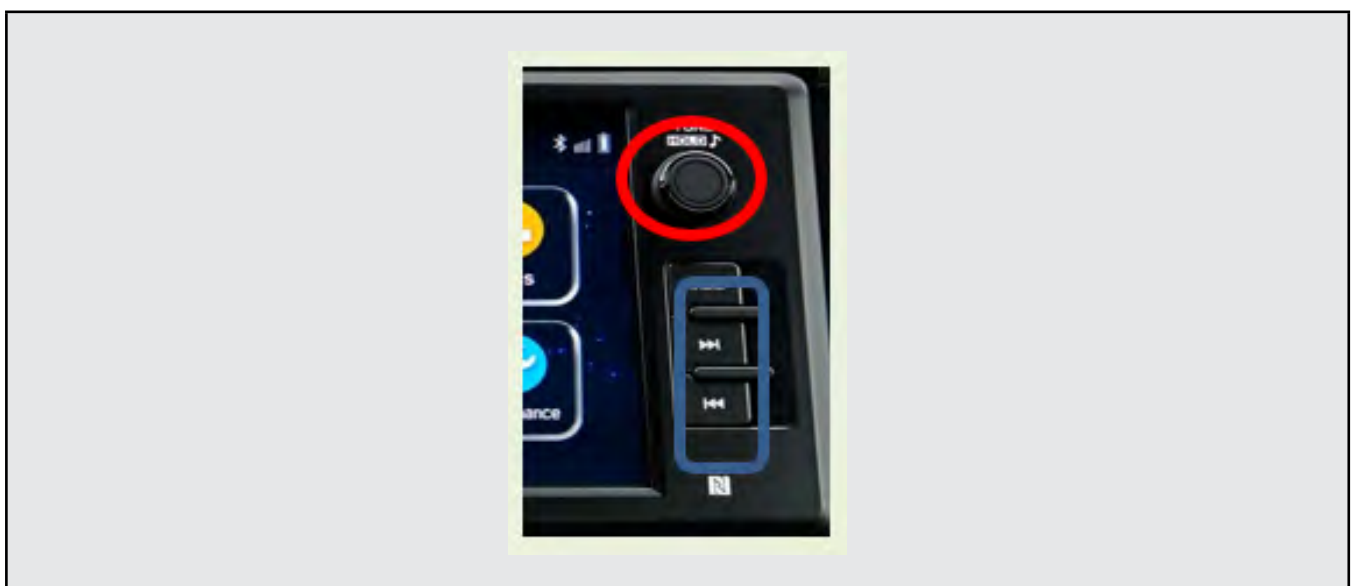
Best practice is to prevent USB software update conflicts with FOTA software update. Please confirm “Automatically Check for Update” setting is turned off following the steps below, prior to starting the software update via USB.



- 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.

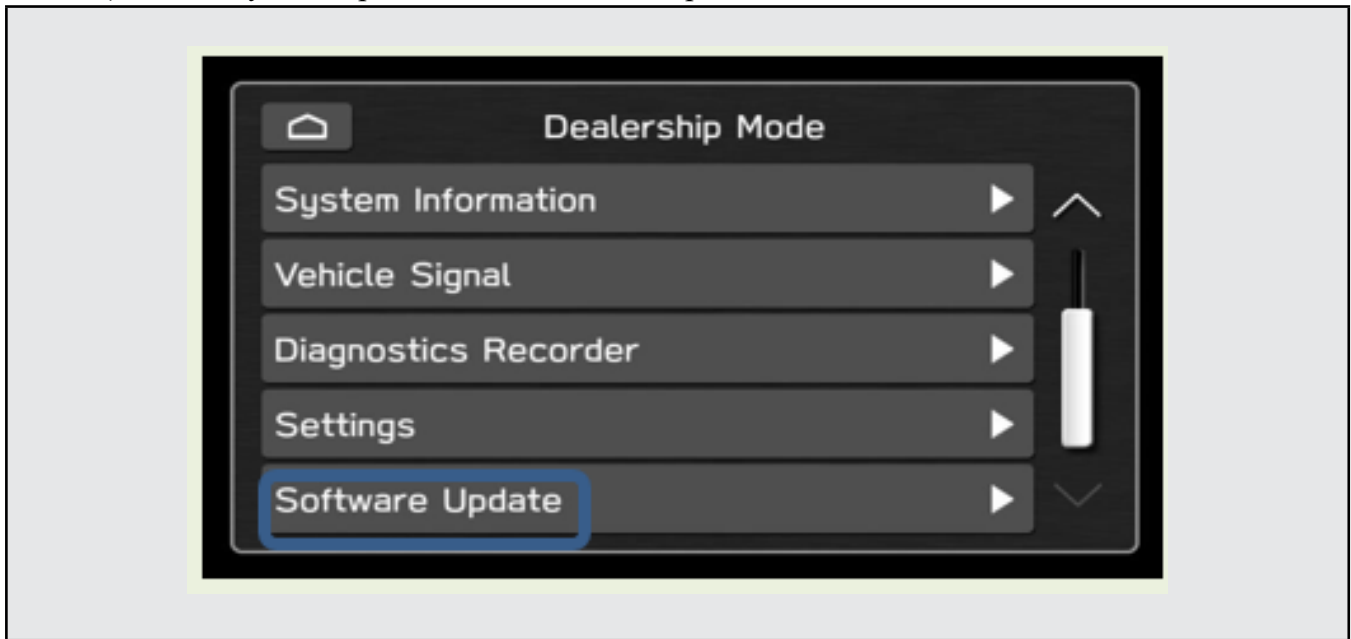
Check Software Version Before Update

- 4b) How to check the software version. Push the TUNE knob six times while simultaneously pressing down on both sides of the SEEK switch to display the Dealership Mode Menu.



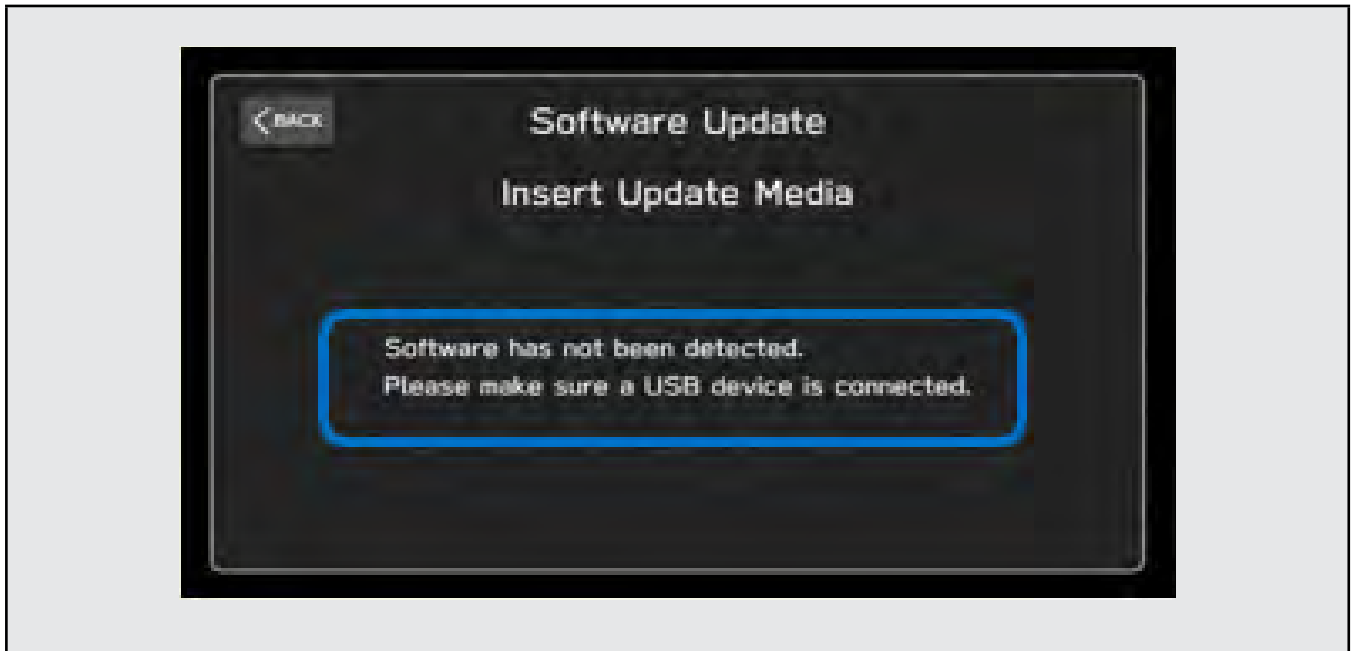
Continued...

4c) Select System Update from the Dealership Mode Menu



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. 15 of this bulletin for further instruction.

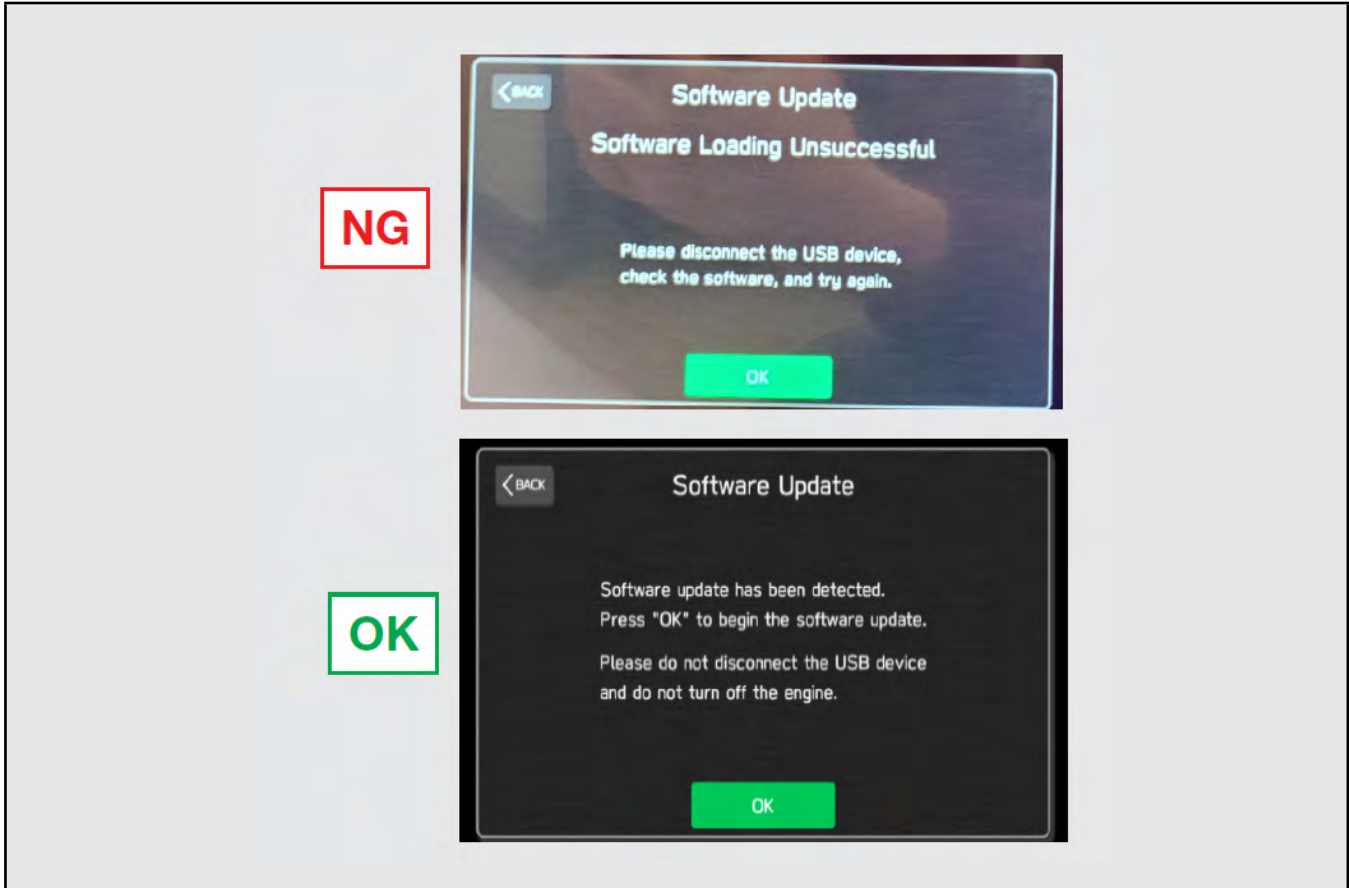
4d) The screen below will be displayed.



Continued...

4e) Insert reprogramming USB into the USB port and press **OK**.

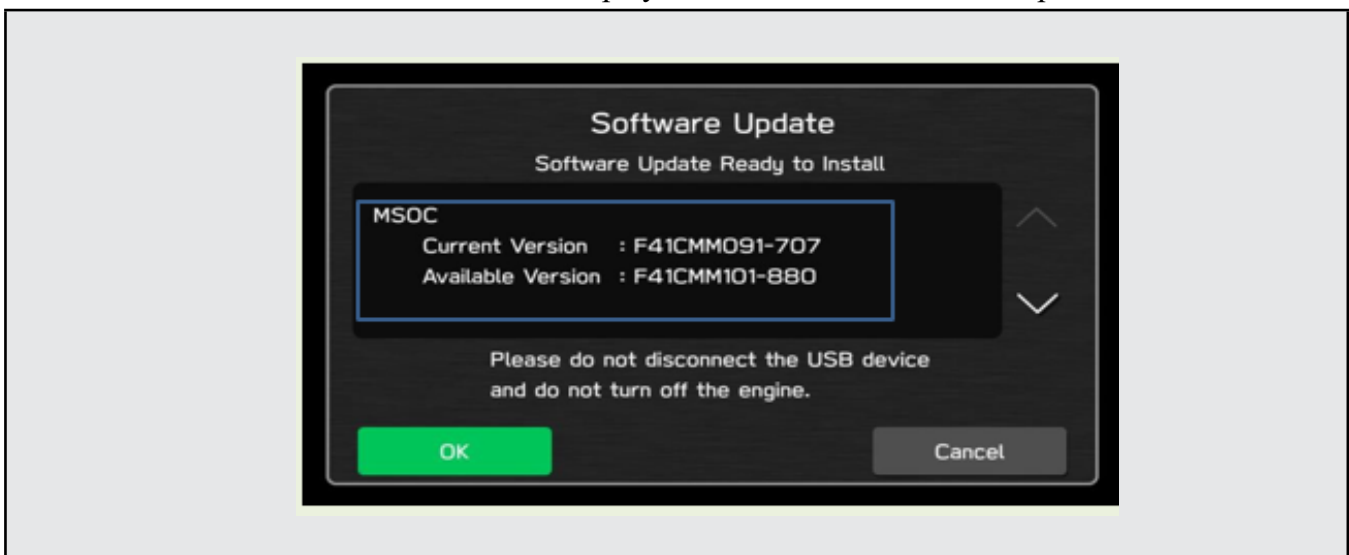
NOTE: If after plugging in the USB, the screen displays a **Software Loading Unsuccessful** message, confirm the USB device has been properly formatted and the the software on the device matches the system being reprogrammed and retry.



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. 16.

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.



Continued...

Software Version Table

Version Table
22MY

< MSoC >
Current Version

Model	MSoC Version
	F41CMM091-781 F41CMM101-880 F41CMM121-770 F41CMM121-870 F41CMM122-080 F41CMM132-180 F41CMM142-280
Mid	

Available Version

Model	MSoC Version
Mid	F41CMM152-380

< DSP >
Current Version

Model	DSP Version
Mid	02.27.08 or 02.27.09

Available Version

Model	DSP Version
Mid	02.27.09

< VCPU >
Current Version

Model	VCPU Version
Mid	F41CHV081-280

Available Version

Model	VCPU Version
Mid	F41CHV081-280

Version Table
23-24MY

< MSoC >
Current Version

Model	MSoC Version
Mid	FG1CMM120-580 FG1CMM130-680 FG1CMM140-780

Available Version

Model	MSoC Version
Mid	FG1CMM150-880

< DSP >
Current Version

Model	DSP Version
Mid	02.27.08 or 02.27.09

Available Version

Model	DSP Version
Mid	02.27.09

< VCPU >
Current Version

Model	VCPU Version
Mid	F41CHV081-280

Available Version

Model	VCPU Version
Mid	F41CHV081-280

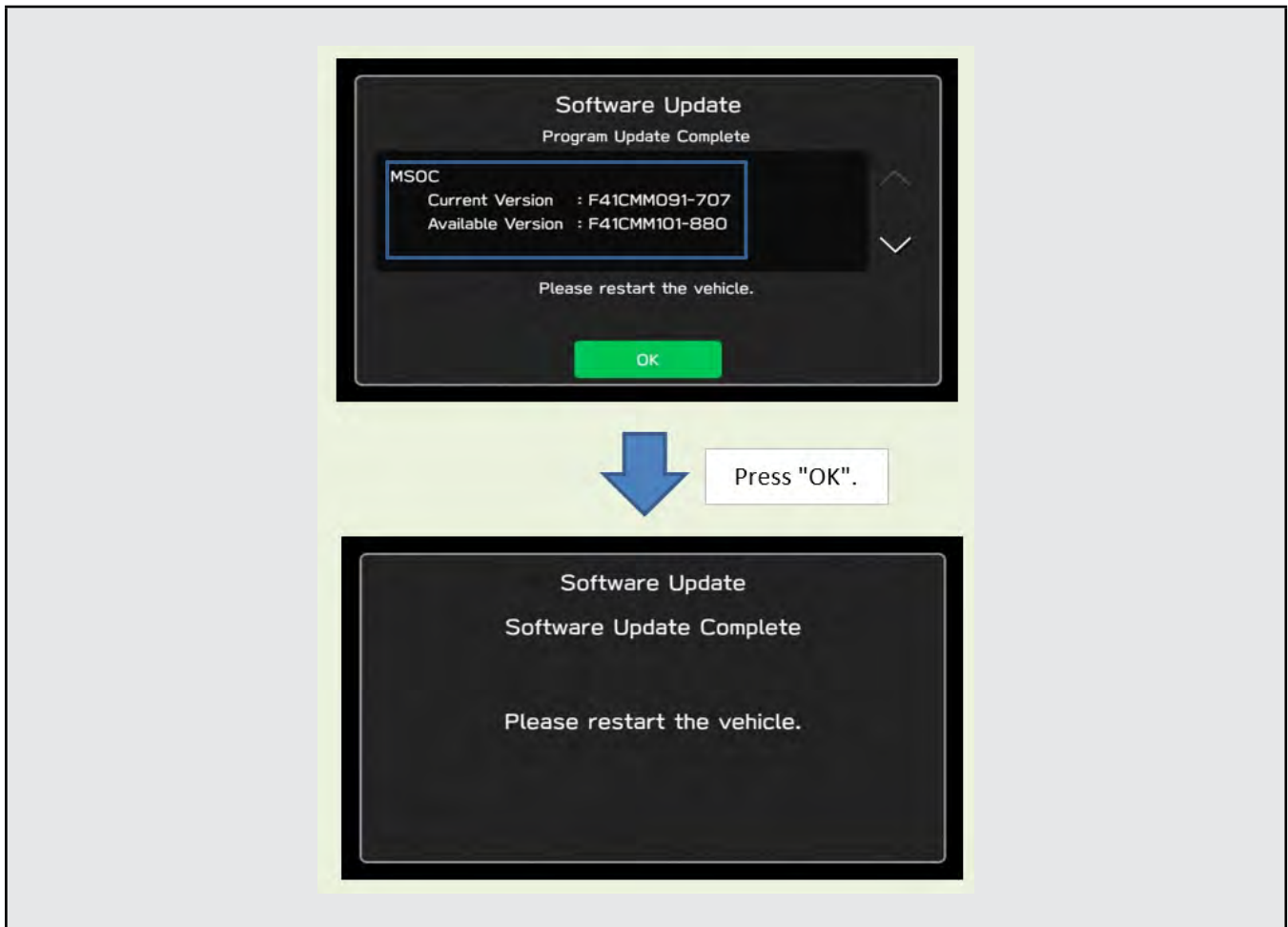
Continued...

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.



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



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.

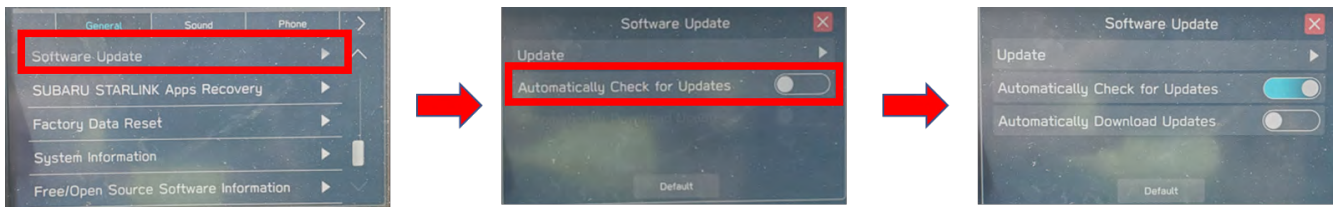
NOTE: The new Software Version number must be entered when prompted at claim entry

Software Version Table

Version Table 22MY	
Model	MSOC Version
Mid	F41CMM152-380
Model	DSP Version
Mid	02.27.09
Model	VCPU Version
Mid	F41CHV081-280

Version Table 23-24MY	
Model	MSOC Version
Mid	FG1CMM150-880
Model	DSP Version
Mid	02.27.09
Model	VCPU Version
Mid	F41CHV081-280

- 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:

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS. Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.	Subaru of America, Inc. is ISO 14001 Compliant ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.
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Labor Description	Labor Operation #	Labor Time	Fail Codes
DENSO CP1 SOFTWARE UPDATE-INCLUDES VERSION CHECK	A031-173	0.5	ZTZ-48

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:

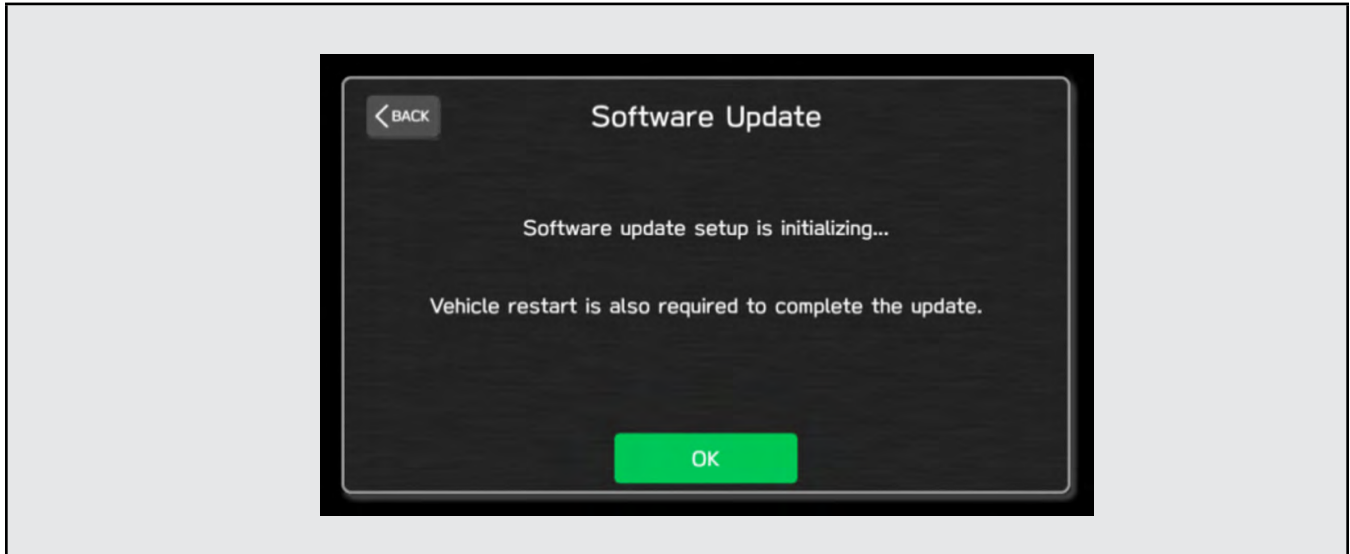
- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repair

Continued...

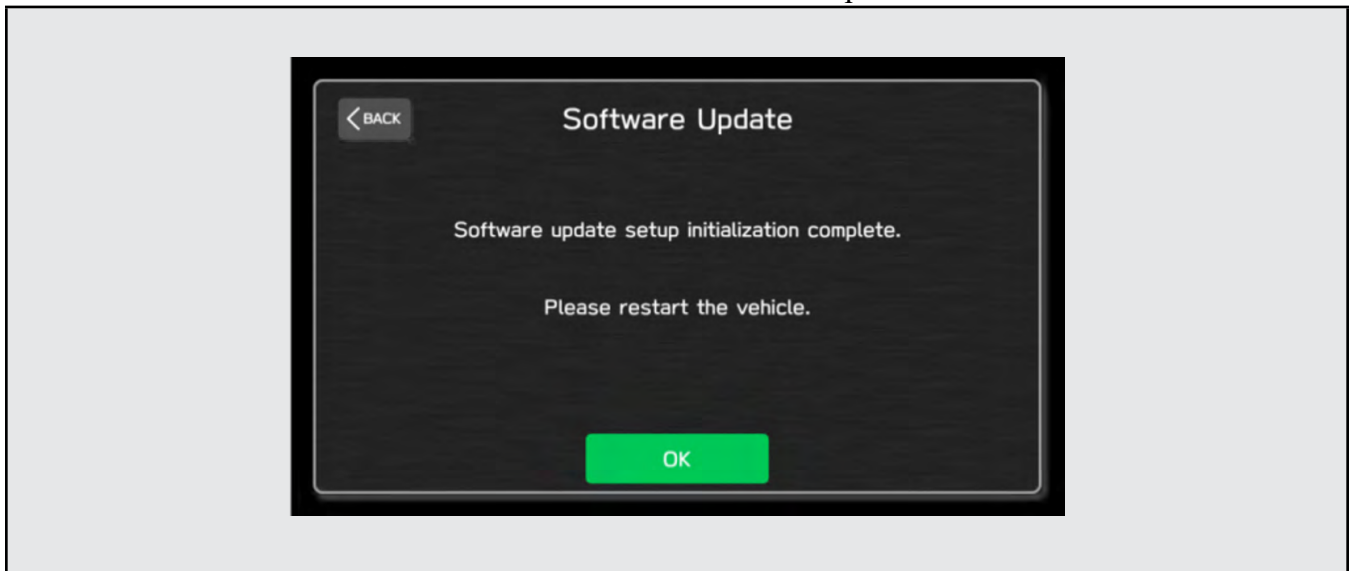
“APPENDIX A”

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.



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



1. Turn the ignition switch or the engine OFF, open the driver side door and close the door then wait for 3 minutes.
2. Open the driver side door then turn the ignition switch or the engine ON.
3. Go to Dealership Mode diagnostics then select Software Update as in STEP 4c.

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.

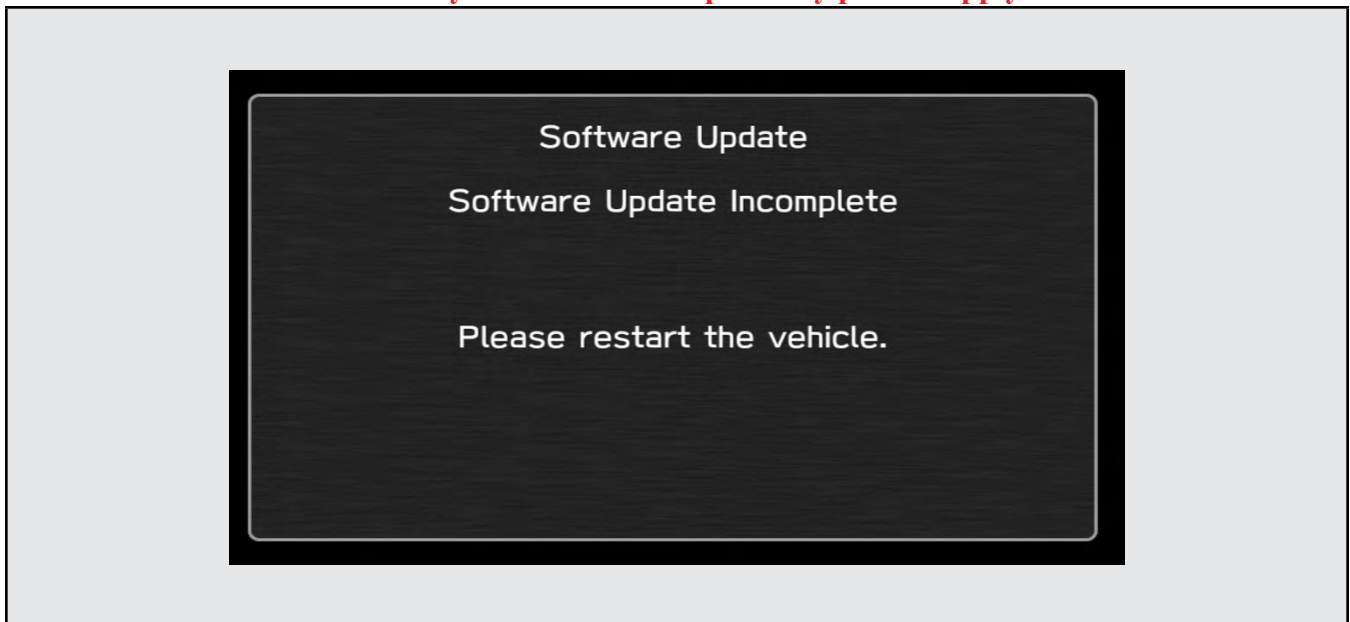
- If the first attempt of update fails with the message below, please perform procedures 1-2 to 1-8 before retrying the software update.

1-1. Select OK in the screen below



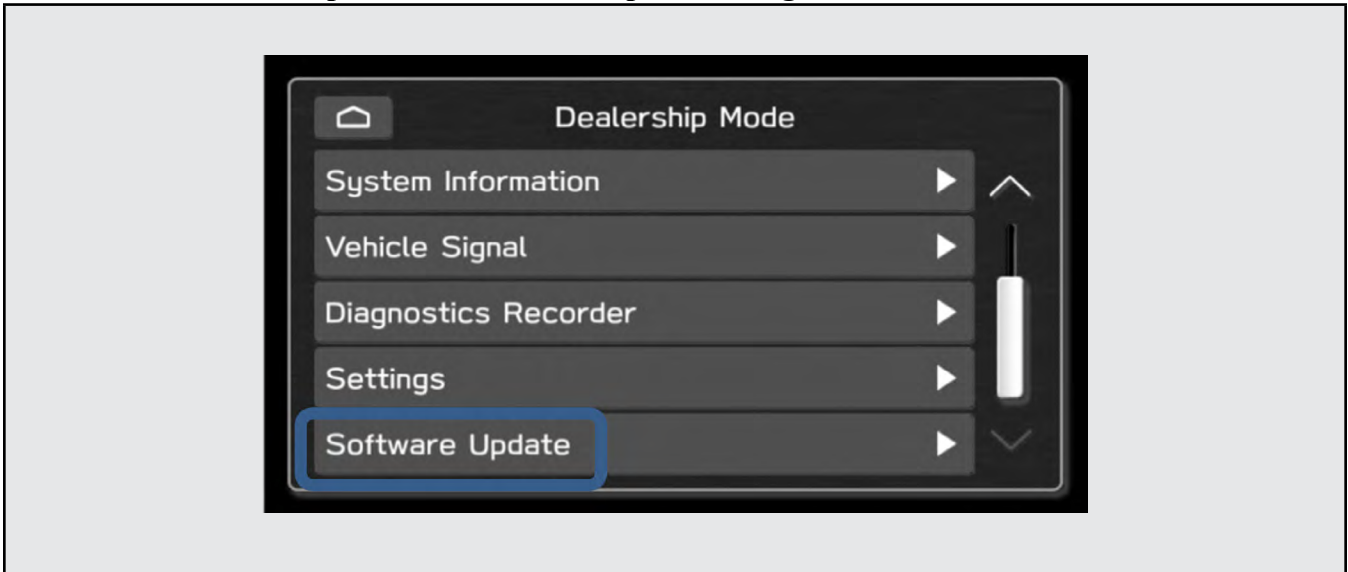
1-2. Turn the ignition switch or the engine OFF, and turn it ON again.

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

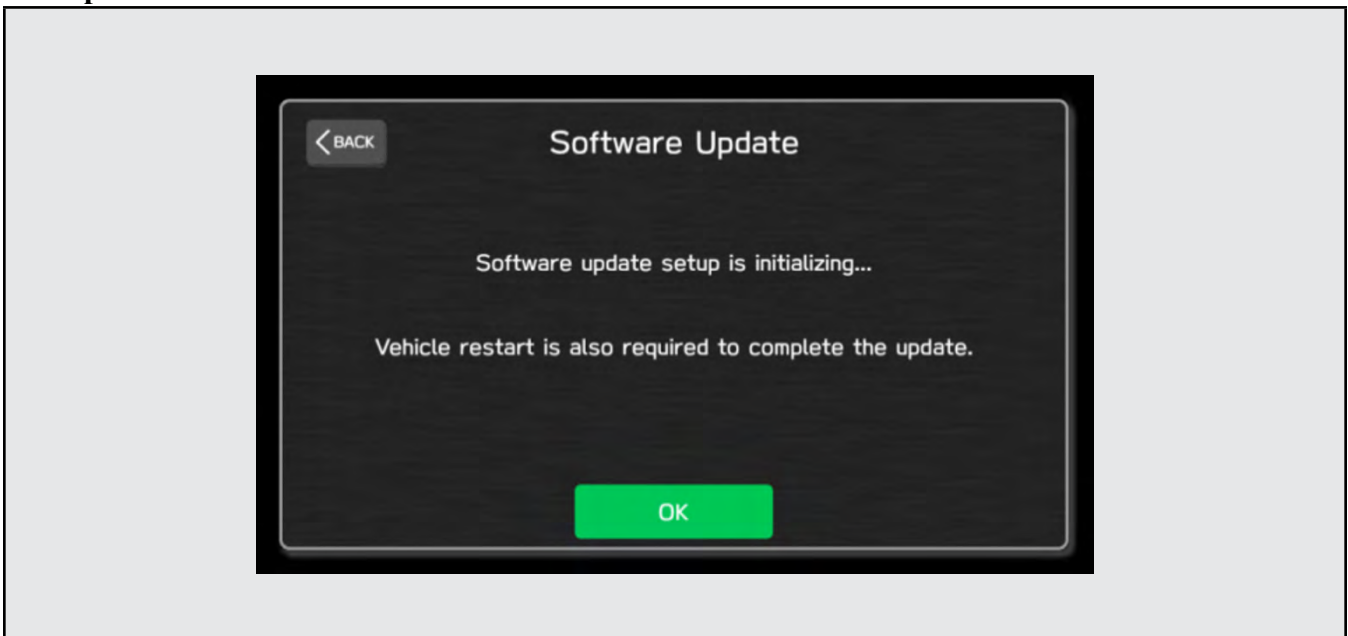


Continued...

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

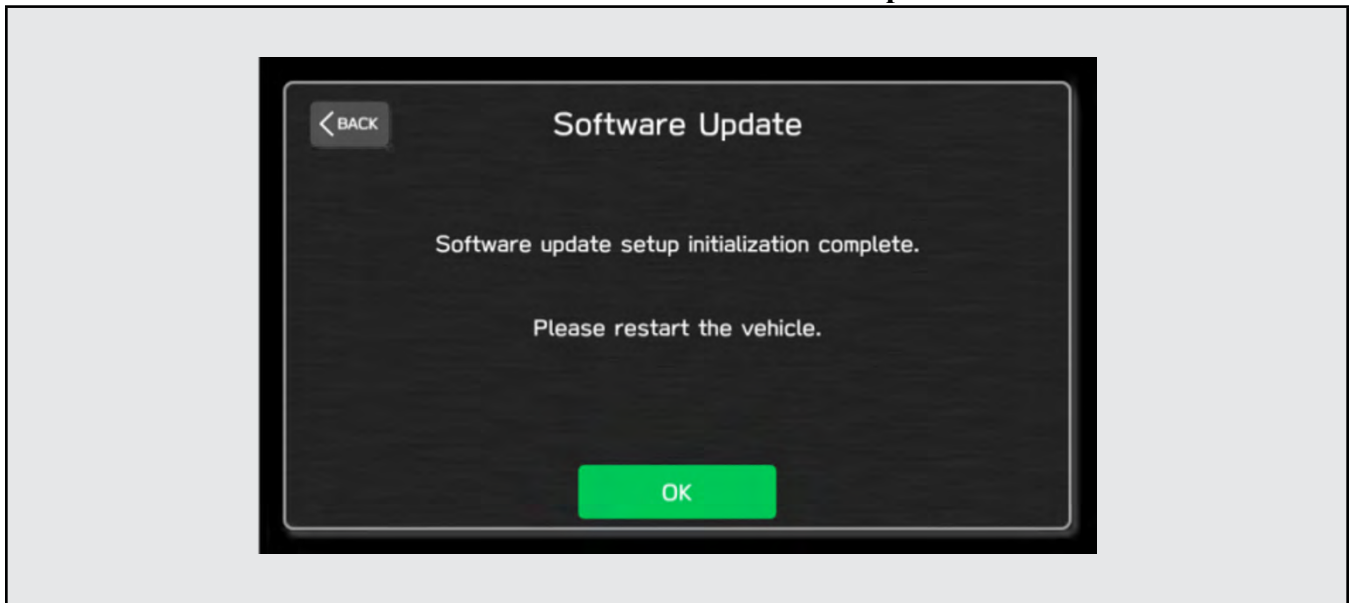


1-4. When you see the screen below, wait for approx. 15 minutes until the initialization is complete



Continued...

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



1-6. Turn the ignition switch or the engine OFF, open the driver side door and close the door then wait for 3 minutes.

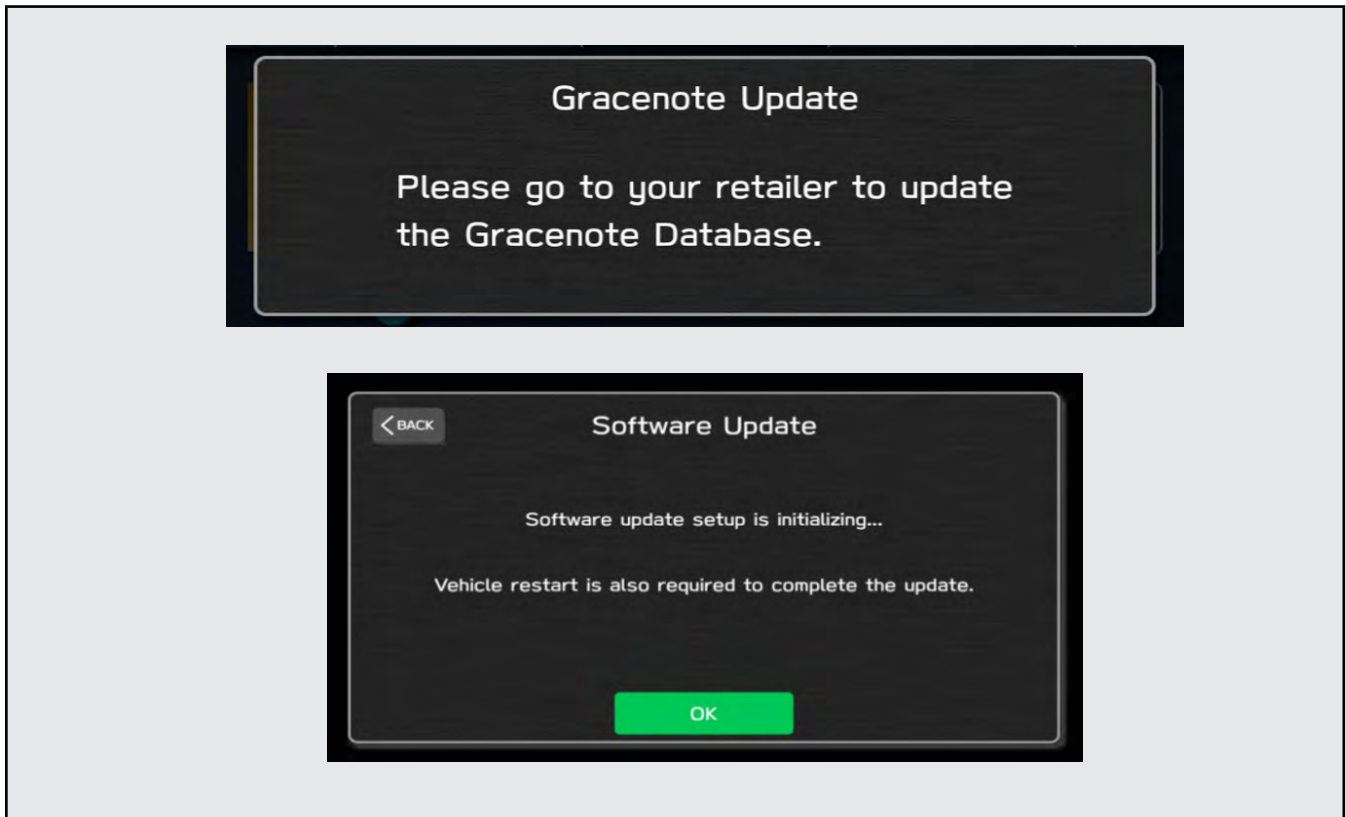
1-7. Open the driver side door then turn the ignition switch or the engine ON.

1-8. Go to Dealership Mode diagnostics then select Software Update as in STEP 4c.

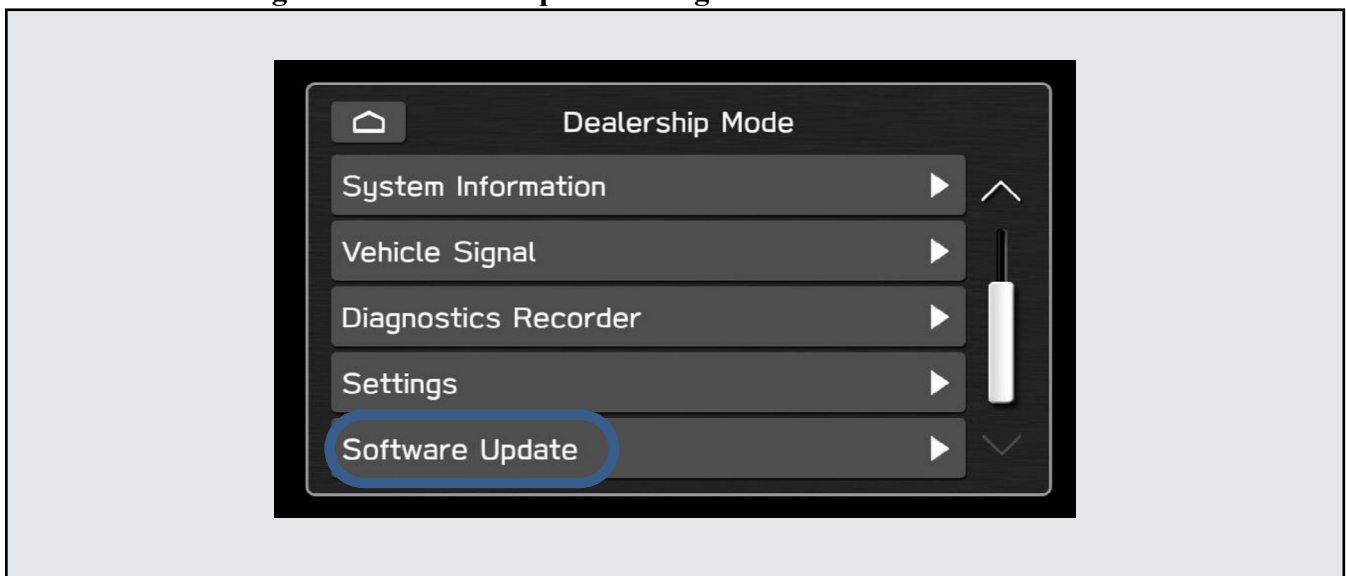
Continued...

“APPENDIX C”

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

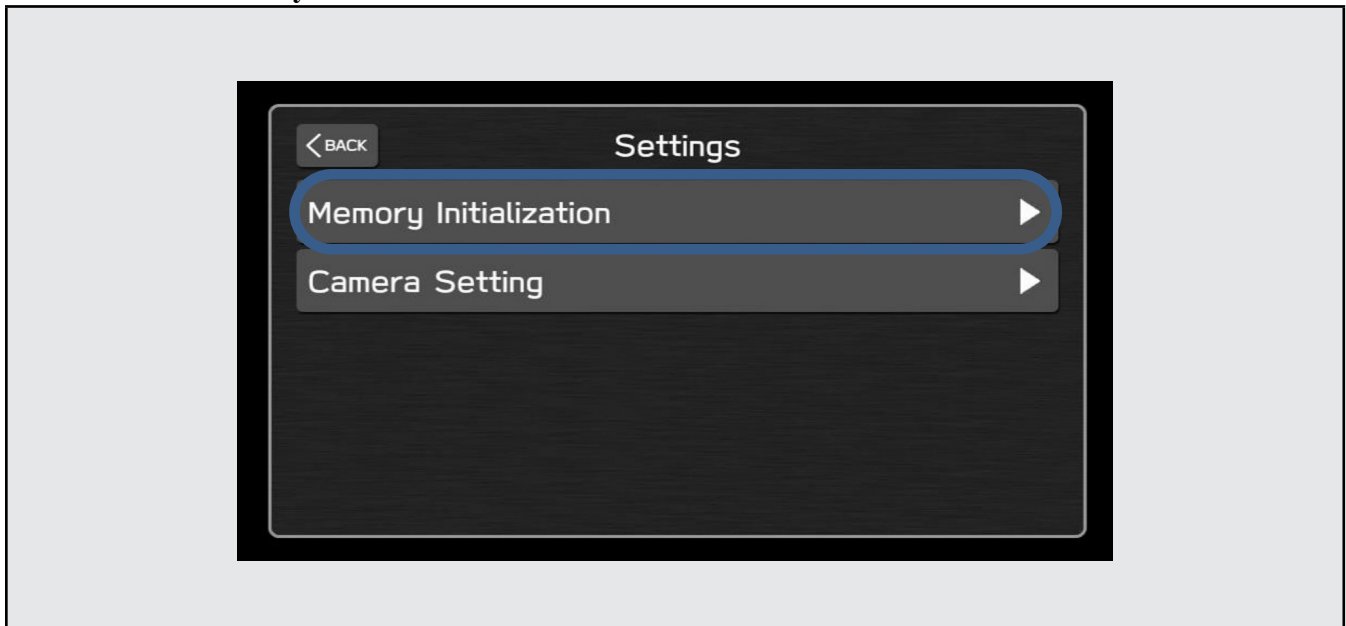


2-1. Select “Settings” in the Dealership Mode diagnostics screen.



Continued...

2-2. Select “Memory Initialization”



2-3. Select “OK”

After Memory Initialization, all settings are reset to factory default.



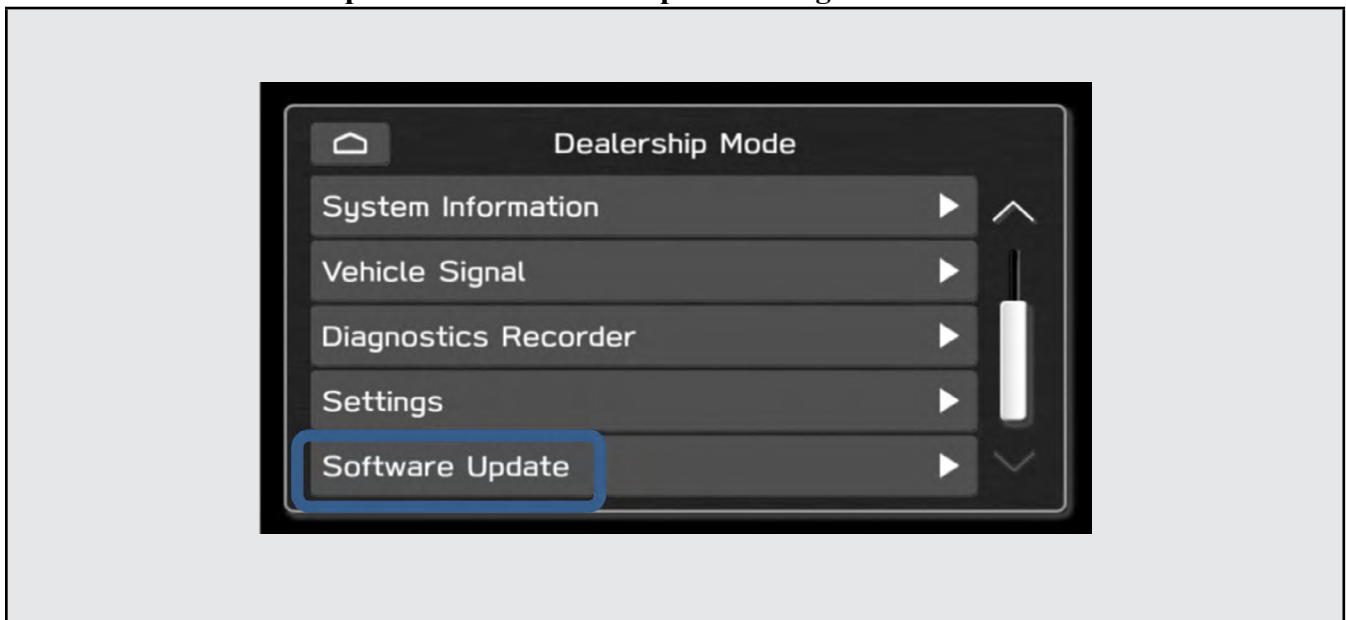
Continued...

2-4. You will see the following screen



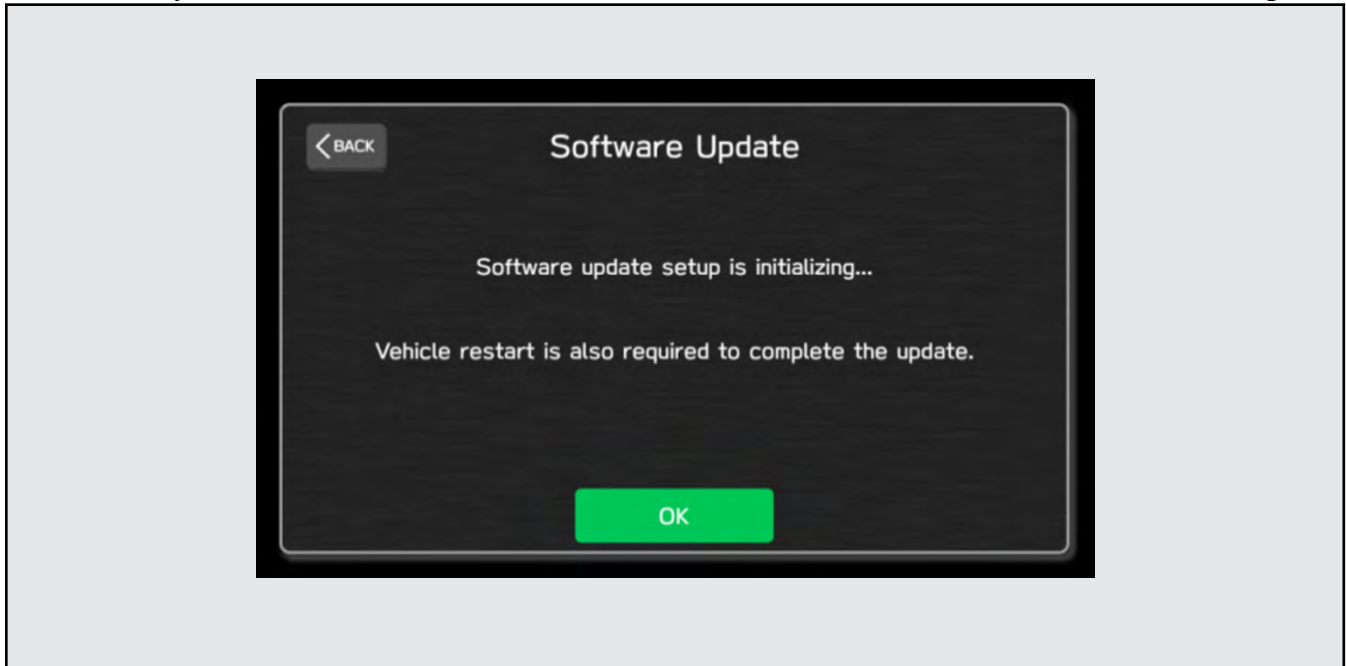
2-5. After a few seconds, system restarts itself.

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

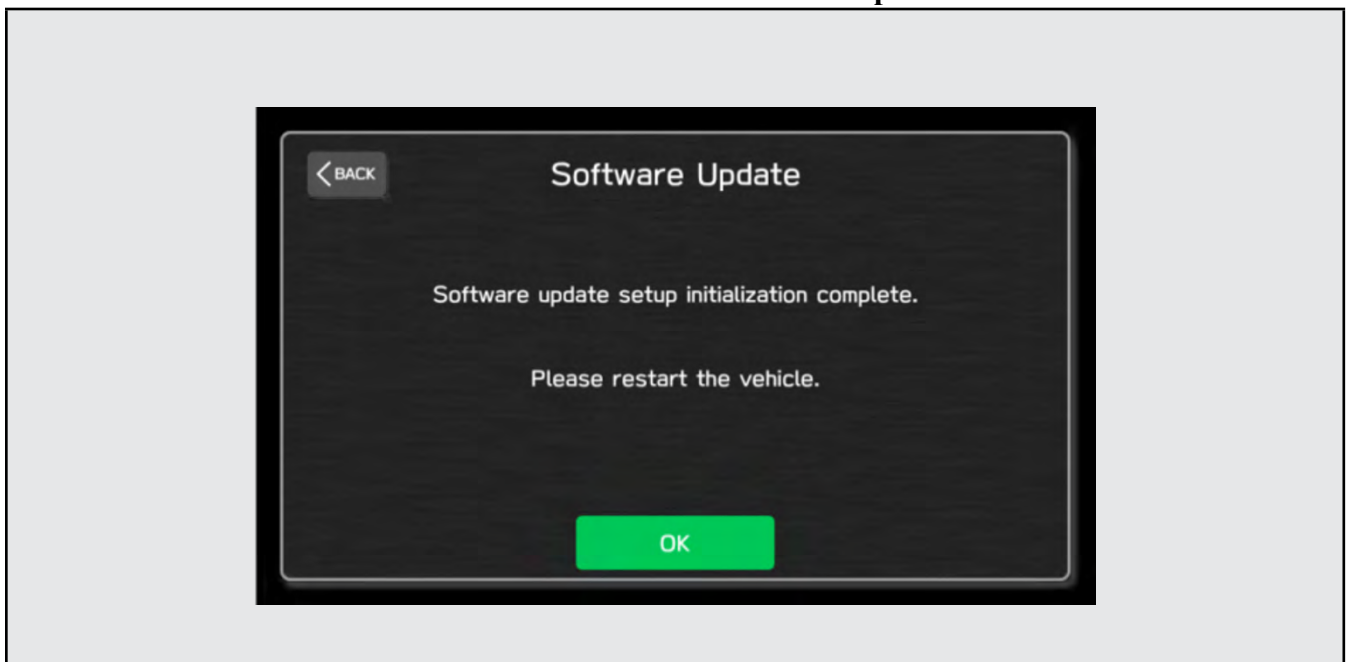


Continued...

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



2-8. You will see the screen below when the initialization is complete.



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 switch or engine ON.

2-11. Go to Dealership Mode diagnostics then select Software Update.

Continued...

“APPENDIX D”

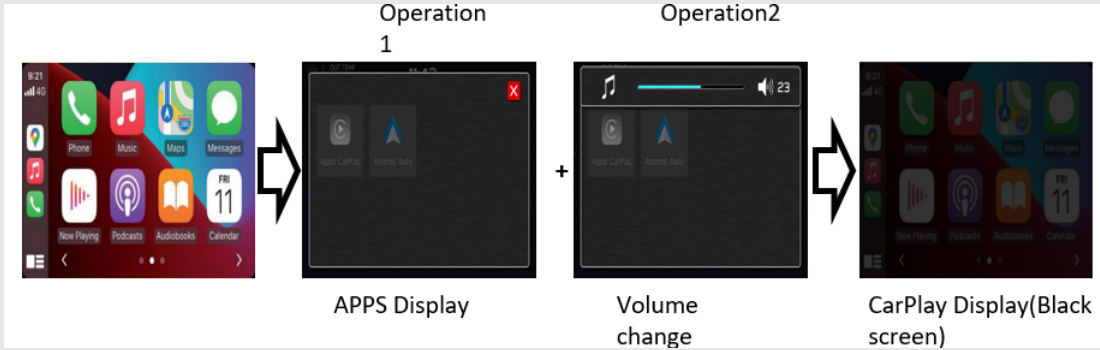
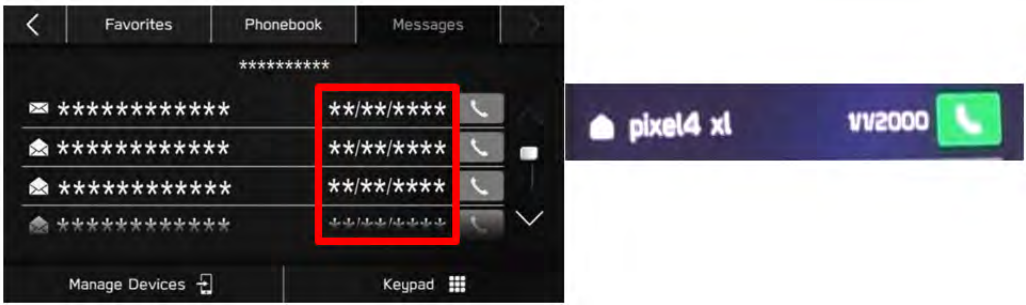
Denso Gen 4 Software Update Timeline (TSB Number: 15-297-22)

Update #	Model Year:	Version	Release Date:	NEW Software Version ID #:	Conditions Addressed:
0	2022	0	10/1/2021	F41CMM091-781 F41CMM101-880	- SOP for 22MY BRZ
1	2022	10	6/10/2022	F41CMM122-080	- See "Conditions Addressed by Update #1" as outlined in "Appendix E" below
2	2022 2023	11	12/29/2022	F41CMM132-180 FG1CMM130-680	- See "Conditions Addressed by Update #2" as outlined in "Appendix E" below
3	2022 2023	12	6/30/2023	F41CMM142-280 FG1CMM140-780	- See "Conditions Addressed by Update #3" as outlined in "Appendix E" below
4	2022 2023-2024	13	4/19/2024	F41CMM152-380 FG1CMM150-880	- See "Conditions Addressed by Update #4" as outlined in "Appendix E" below

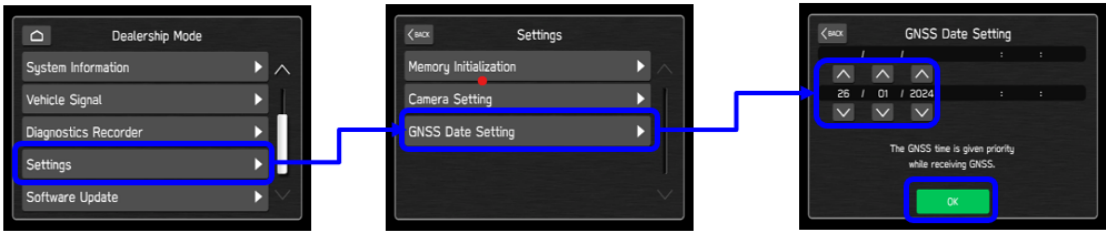
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“APPENDIX E”

Symptoms Addressed By Update #4

Category	Symptom
Black screen	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.
	After starting the engine, the loading animation remains and the screen does not transition.
Display	Repeated and consecutive operation of voice recognition activation, CarPlay activation, and the HOME button operation may cause the CarPlay screen to be black screen for several seconds.
	After performing operations 1 and 2 below from the CarPlay screen, returning to the CarPlay screen may cause 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 by volume operation, etc.
	 <p style="text-align: center;">Operation 1 Operation 2</p> <p style="text-align: center;">APPS Display Volume change CarPlay Display (Black screen)</p>
	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.
	
	When resuming USB audio playing on the same USB drive, there is a mismatch between the played tracks and the displayed track names. (Possible root cause: After playing USB audio, edit the folder structure or song order on the USB drive by PC.)
	The radio preset list becomes completely empty.
	When the "All" tab is pressed on the TravelLink Sports screen, a blank screen may appear.

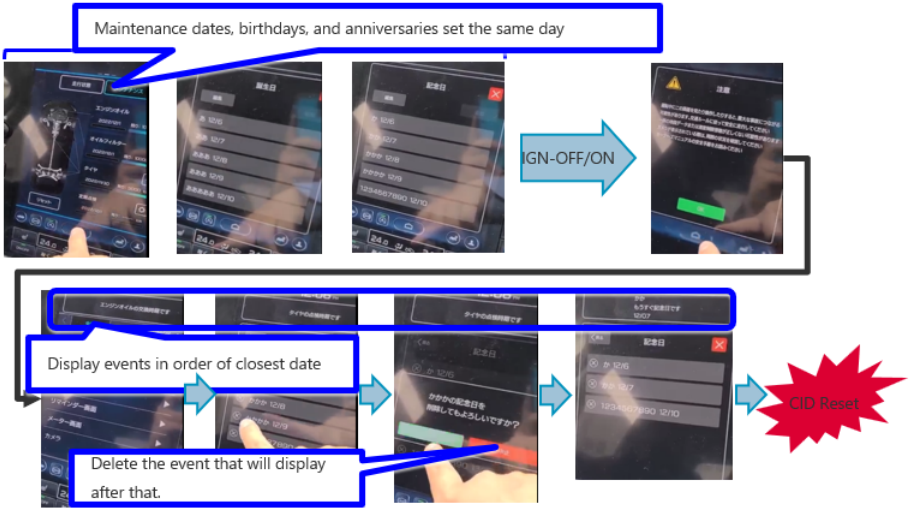
Continued...

Category	Symptom
	<p>When the clock was set to ""AUTO,"" the date and time could be shifted to a date approximately 20 years in the future due to anomalous values received from GPS or other reasons. In such cases, the date and time could not be corrected manually and had to be reset by disconnecting the battery terminal.</p> <p>As a countermeasure, a setting screen for manually adjusting the clock display in the "AUTO" setting should be added to the Dealership Mode.</p> <p>Dealership Mode->Settings->GNSS Data Setting</p> 
Function	<p>Update on Bluetooth connection security vulnerability.</p> <p>Sometimes, the system does not resume playing from the previously played song, but starts playing from the first song on the USB. (Possible root cause: The last audio source that was playing last time was USB audio. The same USB as last time was plugged in and audio playing started automatically.)</p> <p>When updating the CCU software from Dealership Mode, a progress bar for the installation may stop in the middle of the update and the update may not be completed.</p> <p>Immediately after turning ignition on, it may take about 50 seconds until SXM audio starts to play.</p> <p>CarPlay does not activate. (If the cable is disconnected or inserted while using CarPlay or a temporary contact failure occurs, the system is not activated after that.)</p> <p>When a Bluetooth or Android Auto connection fails due to an error on the smartphone device, the connection is given up because there is no way to recover from the CCU. The system behavior is changed so that the CCU will attempt to restore the connection state by sending a request to the smartphone device once again.</p> <p>When connecting Apple devices loaded with iOS 16.4 or later, the short message feature is not available.</p>
Operation	<p>Touch controls on the CID screen do not work.</p> <p>When a preset channel on the SXM is pressed, a different channel is selected instead of the registered channel.</p> <p>Touch operation of the CID screen does not work. The screen is displayed and sound is played, but only the operations are not available.</p> <p>When the engine is started with the iPhone connected via USB, CarPlay may not start even if the CarPlay icon on the home screen is pressed. (This can be resolved by reinserting the USB cable.)</p> <p>Continuous operation of Preset Up/Down on SXM preset channels causes switching to channel 0.</p>

Continued...

Category	Symptom
	<p>Voice recognition does not recognize certain SXM channel names.</p> <p>When getting CCU USB logs from the Dealership Mode->Diagnostics Recorder screen, it was necessary to turn off ""Begin Recording"" before performing ""Export Data to USB"" then turn ""Begin Recording"" ON again after log acquisition was complete. The sequence of operation is improved by automatically turn ""Begin Recording"" to ON after the logging is complete.</p> <div data-bbox="545 405 1261 833" data-label="Image"> </div>
Operation	<p>After indicating "Play Artist *****" via voice recognition, the user selects a specific song on the displayed list to start USB audio playback. Then, instead of the song on the list, the specific song from the first album of that artist will be played.</p> <p>When starting hands-free call using voice recognition commands, a warning message "Please wait a minute" may appear on the meter display and the call cannot be initiated.</p> <p>When using CarPlay, it may suddenly disconnect and not reconnect even after unplugging and plugging the USB cable.</p> <p>CarPlay will not be activated.</p> <p>Operation of the CID screen and reaction may become slow while using Bluetooth audio.</p> <p>After USB audio playing is completed to the last song with the repeat function off, pressing search to switch the playing mode (folder, artist, album, etc.) and then selecting a song will prevent playing from starting.</p> <p>After canceling the phonebook transfer that appears automatically when connecting via Bluetooth, attempting to transfer a phonebook by manual operation may fail to initiate the transfer.</p> <p>If there is no response from the iPhone/Android device for an extended period, a pop-up will be displayed, indicating that the screen cannot be shown due to a communication issue with the device.</p>

Continued...

Category	Symptom
	<p>While playing Bluetooth audio, CID screen may turn into a black picture and does not resume until the ignition switch cycle (*1) is performed. Note (*1): Turn off the ignition switch, open and close the driver's door, wait for about 3 - 5 minutes then turn on the ignition switch again.</p>
	<p>The CID screen may reset within 3 minutes after engine starts.</p>
	<p>The CID screen may reset within 3 minutes after engine starts. No sound is heard from the speaker and ""No Audio Playing"" is displayed on the CID screen.</p>
<p>Reset</p>	<p>When maintenance dates, birthdays, and anniversaries are set on the same day, pop-ups will appear in sequence on the top of the CID after engine starts when their dates are close. At this time, if an operation is performed to delete the maintenance date or birthdays or anniversary date registration within a few seconds immediately before the display, the CID screen will reset. However, the BRZ screen configuration does not allow the delete operation to be performed before the display, so this event does not occur actually.</p>  <p>Maintenance dates, birthdays, and anniversaries set the same day</p> <p>IGN-OFF/ON</p> <p>CID Reset</p> <p>Display events in order of closest date</p> <p>Delete the event that will display after that.</p>
	<p>When an iPhone/iPod is connected via USB cable and connected as an iPod audio device instead of CarPlay, the CID screen may reset when song information is received. (This occurs when some of the song information data sent by the iPhone/iPod is missing.)</p>
	<p>When the ignition is repeatedly turned ON/OFF in quick succession, CID screen may reset right after startup.</p>
	<p>After turning the ignition ON, the CID screen resets approximately after 6 minutes. This occurs due to a communication issue within the CCU causing the radio tuner to become unresponsive.</p>
	<p>A few minutes after ACC-ON, the CID screen may reboot. This is caused by failure to start software related to button operation during CCU startup.</p>


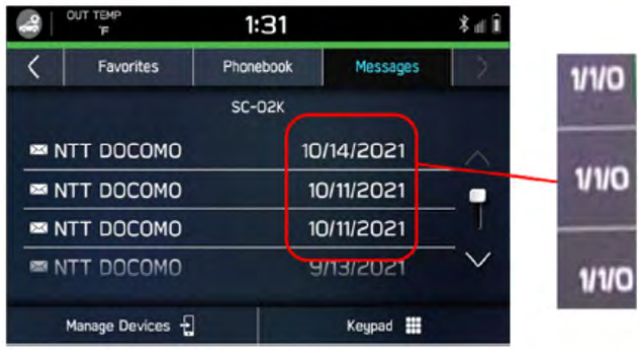
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Category	Symptom
Voice and Audio	The volume of the+B43+C43:C50+C43:C49+C43:C50+C43:C49+C43:C48+C43:C49+C43:C43:C52
	Audio operation (audio playing, volume change, audio source switch) may not be available after engine starts.
	After pressing the radio icon from the HOME screen, the FM radio may not sound.
	When a hands-free call is started while music is playing in AndroidAuto, and the call is ended after the ignition is turned off/on, music is played from the device itself instead of the vehicle speakers. This may occur 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.
	Music is not audible on AndroidAuto if the following steps (1) to (3) are performed. (Unplugging and plugging in the USB cable will solve this problem.) (1) Start hands-free call while music is playing on AndroidAuto. (2) Turn off audio by pressing and holding the volume button. (3) Cancel audio OFF and end the call.
	After ACC is turned OFF while SXM is playing, SXM may not play automatically the next time the ACC is turned ON.
	No sound from all audio sources after engine starts, and "No Audio Playing" is displayed on the CID screen.
	When volume is changed when using CarPlay, the speakers may not temporarily sound.
	When calling with CarPlay function, the other party's voice can be heard, but yours may not be able to reach the other party.
	When using the voice recognition feature while playing audio or radio, the speaker may not sound.

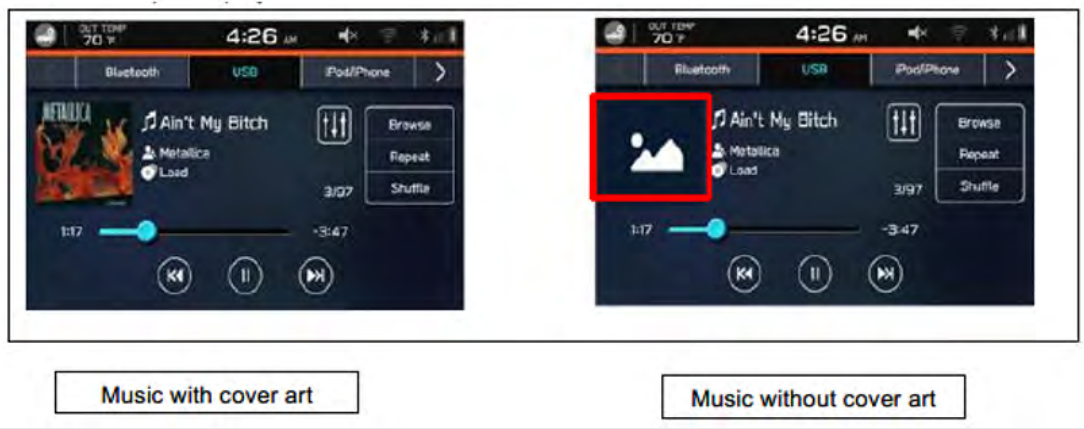

Symptoms Addressed By Update #3

Number	Symptoms to be Improved:
1	Unexpected 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	Loss of audio output for AM/FM


Continued...

Number	Symptoms to be Improved:
5	Loss of audio output from all sources. Voice from telematics, meter buzzer or beep sound are not affected.
6	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.
7	SXM radio output is lost after terminating a handsfree phone call.
8	No audio played back when using CarPlay.
9	Cyclic short noise like a drilling or vibration is heard from speakers.
10	After the engine is started, a message of “Loading Navigation...” continues to be displayed, but the map is not displayed.
11	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).
12	<p>Navigation map scale is changed to the lowest setting (globe is displayed).</p> 
13	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.
14	<p>When selecting “Phone-”>”Message,” message received time is displayed incorrectly as “1/1/0.”</p> <p>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.</p> 

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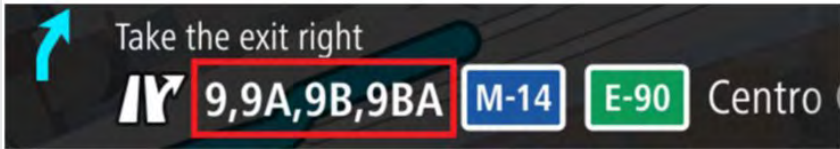
Number	Symptoms to be Improved:
15	Even when using the same mobile device that was paired previously, a message of “Are you sure you want to activate this profile?” is prompted and confirmation is needed to activate the device.
16	<p>Cover art of previous music is displayed when playing music without cover art in USB audio. It can occur when music with and without cover art is mixed and stored together a single USB.</p> <div data-bbox="365 415 1442 840" style="text-align: center;">  </div>
17	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.
18	<p>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:</p> <ol style="list-style-type: none"> 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.
19	<p>In USB music mode, some music is skipped and the music in the next folder is started. Under following condition</p> <ol style="list-style-type: none"> 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.
20	The mode does not switch to Media, after “Media” icon is selected.
21	<p>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.</p> <div data-bbox="435 1675 1365 1921" style="text-align: center;">  </div>

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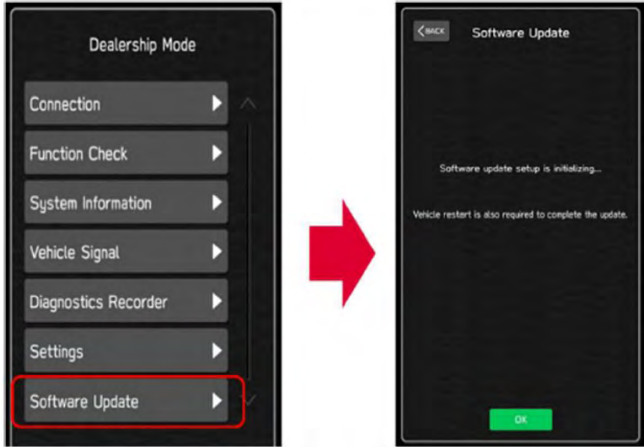
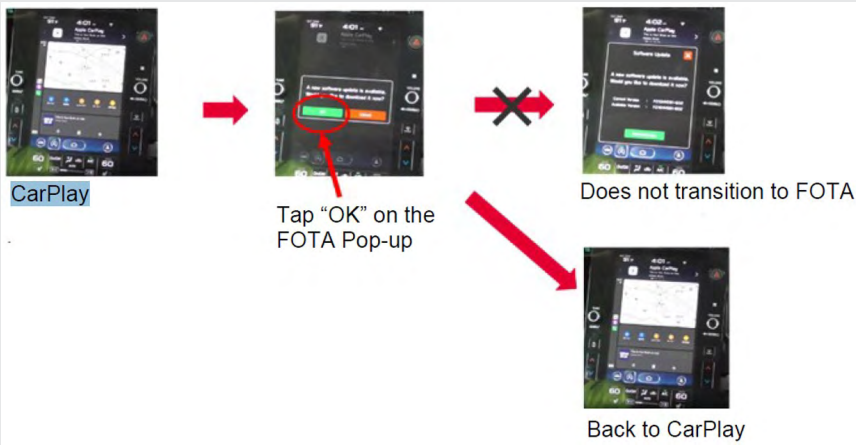
Number	Symptoms to be Improved:
22	<p>When using FOTA service to update the software by selecting “Setting” > “Software Update,” a message of “A new software update is available. Would you like to download it now?” is displayed but the downloading does not start after pressing “OK.” When this symptom 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.)</p> 
23	When Pre-Collision Braking System is activated, a message of “Obstacle Detected” is displayed on the information bar and does not go away.
24	Preset SXM channel cannot be selected by satellite switch on the steering wheel.
25	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.
26	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.”
27	<p>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:</p> <ol style="list-style-type: none"> 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.
28	DAB preset channel is displayed as not registered due to loading error.

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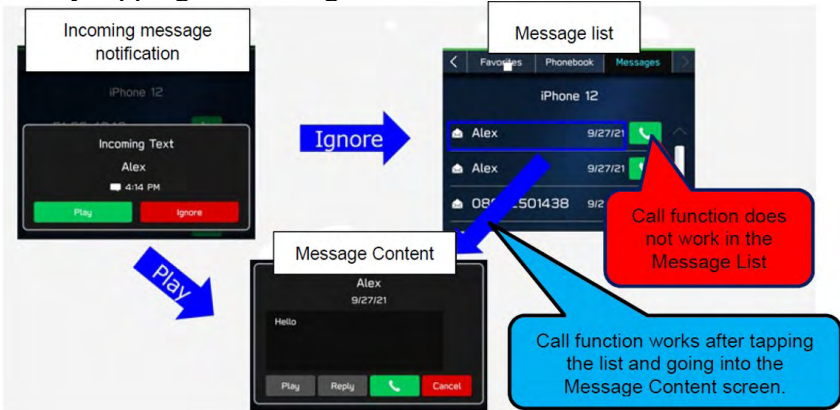
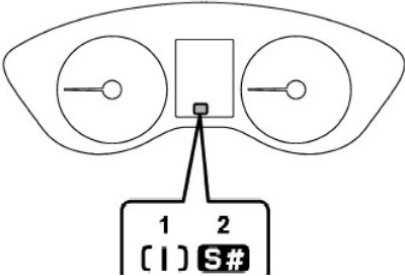
Symptoms Addressed By Update #2

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 improved to prevent CID and CCU from resetting whenever its individual function fails.
6	<p>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-by-turn navigation and restarts.</p> <p>Example:</p> 
7	<p>CID restarts when Navigation system is re-routing the route crossing the border of the states.</p> <p>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.</p>
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	<p>Reprogramming process takes extensive time (40 minutes or more.)</p> <p>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.</p>

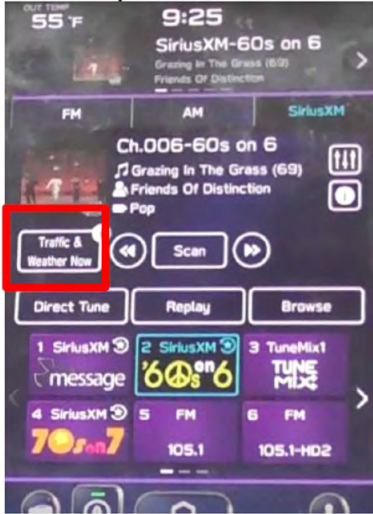
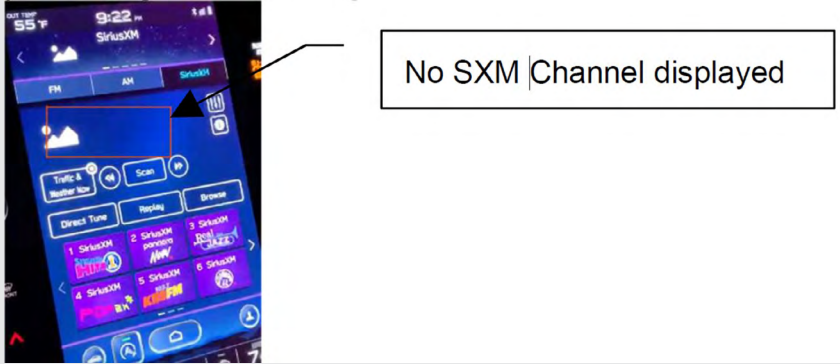

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Number	Symptoms to be Improved:
<p>12</p>	<p>When conducting USB reprogramming, the screen transition to error screen instead of confirmation screen.</p>  <p>Insert USB</p> <p>Tap OK</p> <p>Confirmation screen</p> <p>Error screen</p>
<p>13</p>	<p>When “Software Update” is selected in the Dealership Mode, the following initialization process does not end more than 20 minutes. *</p>  <p>Note* In case this USB update failure occurs, retry updating according to the instructions in “Appendix A ”</p>
<p>14</p>	<p>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.</p>  <p>CarPlay</p> <p>Tap “OK” on the FOTA Pop-up</p> <p>Does not transition to FOTA</p> <p>Back to CarPlay</p>

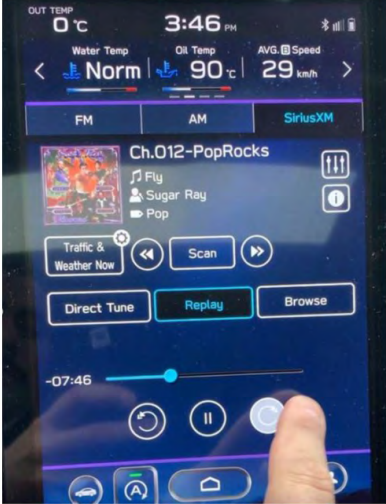


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Number	Symptoms to be Improved:
15	<p>Call function does not work in the Message List (after ignoring the incoming message notification.). However, the call function can still be used after getting into the Message Content screen by tapping the message list.</p> 
16	<p>Message reading function of short mail does not resume and ends once it is interrupted by barge-in voices for other functions.</p>
17	<p>After the Ignition Switch is turned on, the SI-DRIVE indicator starts blinking and the derive mode cannot be changed.</p> 
18	<p>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.)</p>
19	<p>CarPlay drops off randomly after running without interruptions for an extended period of time.</p>
20	<p>Steering wheel control switches don't always work with Android Auto for audio streaming control.</p>
21	<p>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.</p>
22	<p>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.</p>
23	<p>Soon after the cable has been removed from the AUX TERMINAL (USB Hub), icons on Home Screen stop functioning.</p>
24	<p>Phone Book is displayed in the order of the First Name even though the display setting was made in the order of Family Name.</p>

Continued...

Number	Symptoms to be Improved:
25	<p>No response when touching “Traffic & Weather Now (TWN)” on SMX screen.</p> 
26	<p>SXM has blank screen and no sound when the SXM screen had been selected as audio source at the previous ignition off timing.</p> 
27	<p>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.</p> 
28	<p>SXM has blank screen and no sound when the audio source is change to SXM.</p>

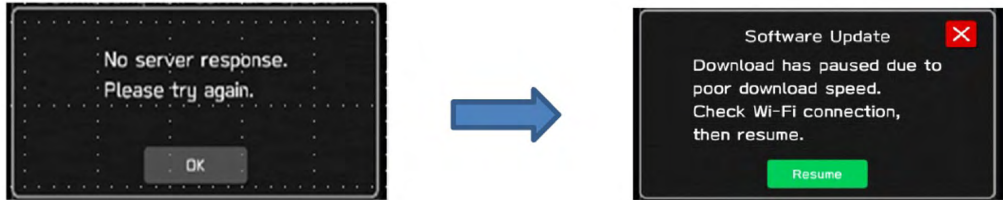

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Number	Symptoms to be Improved:
29	<p>“Fast forward” does not work in SXM replay function. (Fast Rewind works.)</p> 
30	<p>The channel information becomes blank when the seek button (<< / >>) of the steering satellite switches is pressed continuously to control the Traffic & Weather Now (TWN) in SXM.</p> 
31	<p>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.</p> 

Continued...

Number	Symptoms to be Improved:
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.
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

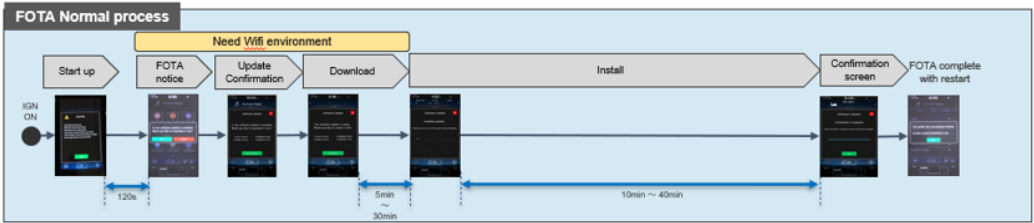
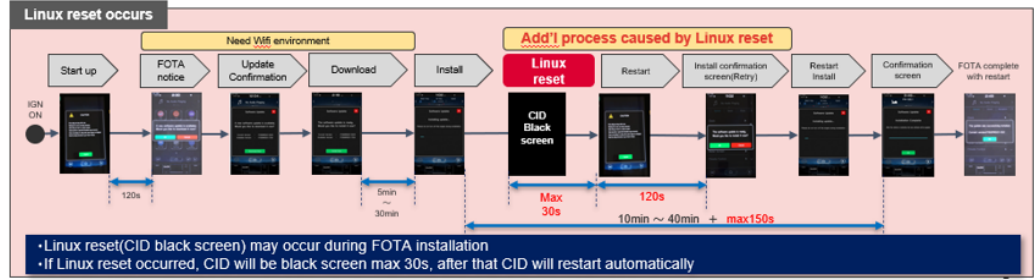

Number	New Functions and Enhancements:
1	Icons of home screen change to those of the US specifications even though the original specification is not of the US.
2	Two ways of MOTA operations, i.e., by connect CCM to Wi-Fi or by transferring the downloaded map data to CCM via smart phone are executed simultaneously by error.
3	<p>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.</p> <div style="text-align: center;">  </div> <p>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.)</p> <p>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.</p> <div style="text-align: center;">  </div>

Continued...

Number	New Functions and Enhancements:										
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.										
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 unless they were in the root area of the USB stick.										
9	<p>In conjunction with the specification improvement described in item 8, "Repeat All" is added to the play mode selection menu.</p> <table border="1" data-bbox="444 865 1360 1232"> <thead> <tr> <th data-bbox="444 865 906 940">Improved</th> <th data-bbox="906 865 1360 940">Current</th> </tr> </thead> <tbody> <tr> <td data-bbox="444 940 906 1014">Repeat All <New></td> <td data-bbox="906 940 1360 1014">—</td> </tr> <tr> <td data-bbox="444 1014 906 1087">Repeat current album/folder</td> <td data-bbox="906 1014 1360 1087">Repeat current album/folder</td> </tr> <tr> <td data-bbox="444 1087 906 1161">Repeat current track</td> <td data-bbox="906 1087 1360 1161">Repeat current track</td> </tr> <tr> <td data-bbox="444 1161 906 1232">Cancel repeat</td> <td data-bbox="906 1161 1360 1232">Cancel repeat</td> </tr> </tbody> </table>	Improved	Current	Repeat All <New>	—	Repeat current album/folder	Repeat current album/folder	Repeat current track	Repeat current track	Cancel repeat	Cancel repeat
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	<p>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.</p>  <p>However, in rare case, the CCU restarts itself* during installation.</p>  <p>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.</p> 

Continued...

Number	Symptoms to be Improved:
2	<p>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:</p> <ul style="list-style-type: none"> • Loss of Bluetooth or Wi-Fi connection • Application crash during Bluetooth audio streaming • Launching CarPlay or AndroidAuto application, after the smart phone is connected • Removing USB connection between the iPhone's and CP1 during active CarPlay session • When ACC is turned OFF and ON, while STARLINK CompanionApp map update is being performed • Performing USB map update using Bluetooth connection with a smart phone carrying STARLINK CompanionApp map update data • "Service Appointment Scheduler" application crash due to a communication error between DCM and CCM • Re-inserting USB Flash drive within 2-3 seconds • Removing USB Flash drive while playing back the data from the USB Flash drive • CID display loses images (black screen) and reboots itself after ACC (or Ignition) is turned OFF and ON.
3	<p>No image on CID (Center Information Display) or Black display condition and HVAC function becomes inoperative due to listed below actions:</p> <ul style="list-style-type: none"> • Failure to complete CP1 software update via USB port * <p>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.</p> <ul style="list-style-type: none"> • Performing CP1 software update via USB port using the same software version <p>Note* In case this USB update failure occurs, retry updating according to the instructions in "Appendix B "</p>
4	Intermittent loss of Bluetooth connection
5	<p>"Software update setup is initializing ..." message displayed for an extended period of time (over 30minutes), after a follow-up attempt for CP1 software update via USB port is performed to recover a failure **</p> <p>Note** In case this USB update failure occurs, retry updating according to the instructions in "Appendix C"</p>

Continued...

Number	Symptoms to be Improved:
6	<p>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.) ***</p> <p>Note*** In case this USB update failure occurs, retry updating according to the instructions in "Appendix C"</p>
7	<p>CID display loses images (black screen) and reboots itself when a USB is inserted then removed within 2-3 seconds.</p>
8	<p>No operation is accepted in SMX screen and the sound is lost.</p>
9	<p>When a phone call is made using Google voice command while listening to music via AndroidAuto, the sound of AndroidAuto stops after finishing the phone call.</p>
10	<p>Even when <RADIO> <MEDIA> are selected in the Home screen, there is no transition of the screen.</p>