

To: All Subaru Retailers

From: Subaru of America, Inc.



Date: November 4, 2025

RE: 2026 Solterra CarPlay and Android Auto operation

We have been made aware of a few cases related to Apple Carplay and Android Auto operation in 2026 Solterra models which are currently under investigation. Customers may experience a mute condition while making/taking calls in Carplay or Android Auto mode. Some customers also may experience intermittent skipping music while streaming in Carplay or Android Auto mode. These concerns are currently under investigation and a software update to address these concerns is expected to be released to the retailers by late November. ***Replacing the head unit will not help alleviate the concern, as the exchange units also have the same software version currently.***

Customers can use the phone and stream music in hands free mode, without any interruption, just by connecting it to Bluetooth and not enabling Carplay or Android Auto connections. This can be achieved by following the steps in the **Managing Device Settings** section below. All trim levels of Solterra come with 1-year free trial of cloud navigation (Drive Connect) with integrated features to take advantage of the full capabilities the vehicles are built with and we recommend customers take advantage of the free trial for the full integrated Solterra experience.

Manage Device Settings

To use the phone and music streaming in Bluetooth mode without activating Carplay or Android Auto use the following setting in the Manage Devices area

- Set “Use for Phone” and “Use for Media” to “ON”
- Set “Use for Apple Carplay/Android Auto” to “OFF”

