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 INFORMATION BULLETIN

APPLICABILITY:	2026MY Outback	**NUMBER:** 15-331-25R
		DATE: 12/02/25
SUBJECT:	Infotainment Concern Data Collection and Sharing Guidelines for Denso Gen5 CP25 System	**Revised:** 01/20/25

INTRODUCTION:

This Service Information Bulletin has been developed to outline the steps for gathering basic but essential information during diagnosis of Infotainment concerns. The information collected will be used to escalate potential software or phone side concerns. In some cases, these escalations will lead to future software releases improving the infotainment system performance.

Anytime a repair is made to the Infotainment system, it must start with a clear understanding of the concern reported by the customer and the steps to duplicate it. As with any repair, the second step after understanding the concern is to duplicate it and determine if it is an operating characteristic or unexpected operation. If the condition reported is an expected operating characteristic, this should always be demonstrated to the customer to confirm their understanding before releasing the vehicle.
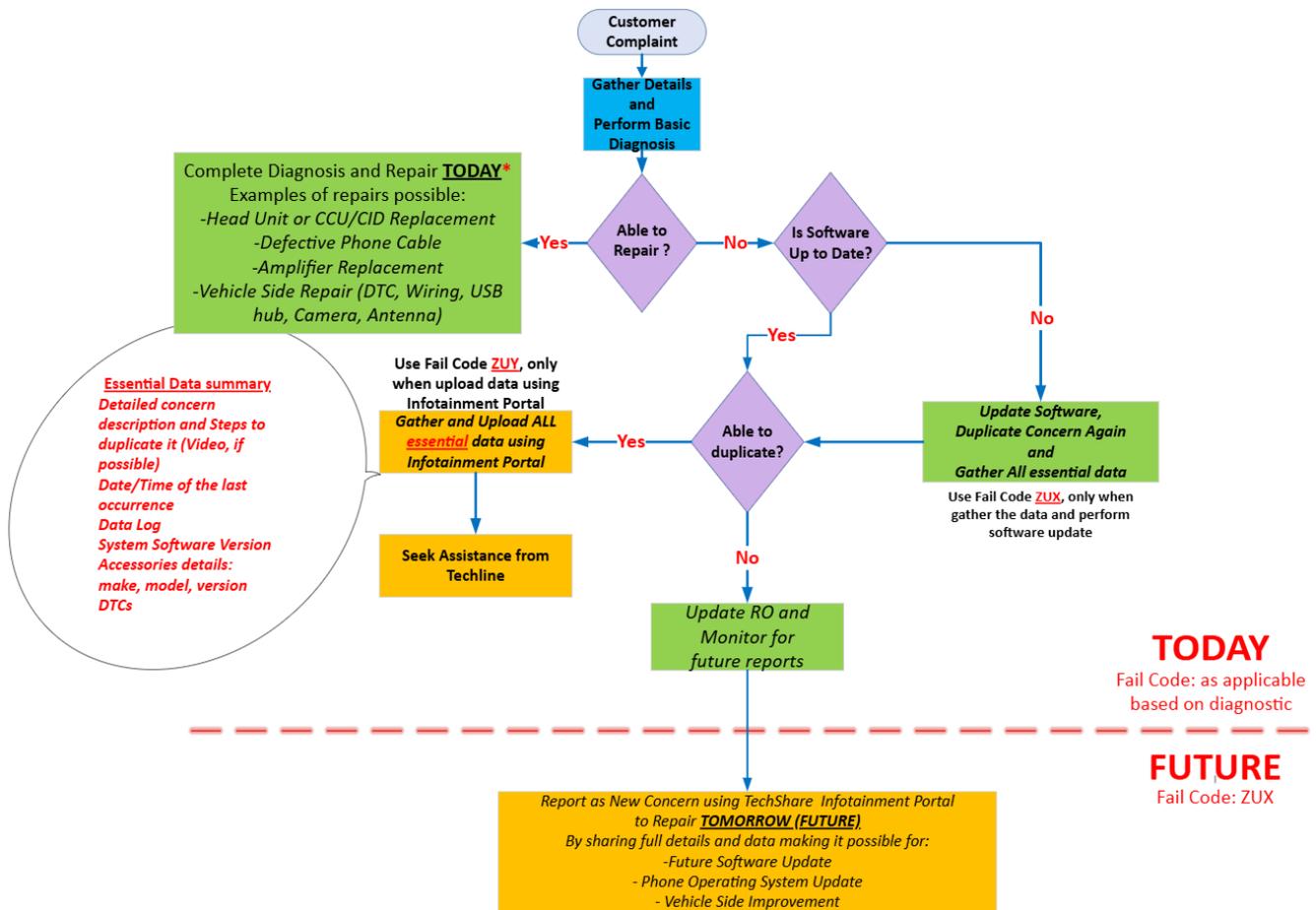
Successful repair of a customer's Infotainment concern can only be achieved by following a proven diagnostic strategy as outlined below.

Concern description, Date and Time of duplication, Data log are essential elements for understanding the customer concern and must be included with all submissions.

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Infotainment Concern Diagnostic and Reporting Flow

Customer Complaint → **Gather Details and Perform Basic Diagnosis**

Able to Repair?
- Yes → **Complete Diagnosis and Repair TODAY***
  Examples of repairs possible:
  - *Head Unit or CCU/CID Replacement*
  - *Defective Phone Cable*
  - *Amplifier Replacement*
  - *Vehicle Side Repair (DTC, Wiring, USB hub, Camera, Antenna)*
- No → **Is Software Up to Date?**

Is Software Up to Date?
- Yes → **Able to duplicate?**
- No → **Update Software, Duplicate Concern Again and Gather All essential data**
  Use Fail Code ZUX, only when gather the data and perform software update

Able to duplicate?
- Yes → **Gather and Upload ALL *essential* data using Infotainment Portal**
  Use Fail Code ZUY, only when upload data using Infotainment Portal
  → **Seek Assistance from Techline**
- No → **Update RO and Monitor for future reports**

Essential Data summary
Detailed concern description and Steps to duplicate it (Video, if possible)
Date/Time of the last occurrence
Data Log
System Software Version
Accessories details: make, model, version
DTCs

TODAY
Fail Code: as applicable based on diagnostic

FUTURE
Fail Code: ZUX

Report as New Concern using TechShare Infotainment Portal to Repair TOMORROW (FUTURE)
By sharing full details and data making it possible for:
- *Future Software Update*
- *Phone Operating System Update*
- *Vehicle Side Improvement*

* NOTE: In case of Black Display concern confirm it is duplicated with the latest software version. If yes, it would be due to the hardware failure in the CCU (Cockpit Control Unit) part of CP25 system. CCU replacement is advised as the next step to repair this concern. Please follow proper exchange procedure.

Please see chart below and **Appendix 1** to differentiate Black/Blank Display cases and decide on the repair action.

Customer Concern: Black or Blank Display/Reboot		
Which of the following is customer's concern		
Both MET/CID are all Black or Full Black/ Reboot	Partial Black Display	Projected application image is Black (CarPlay or Android Auto)
Proceed with CCU exchange, if duplicated with the latest software version	Addressed by current/future software version update	Restart the phone/ Check the phone for the updates

Various resources are available to help diagnose and repair the Infotainment system: TSBs, TechTIPS, Techline and DSQMs.

Subarunet->Service Operations & Technical -> Forms/Downloads or Subarunet->Service Operations & Technical -> STIS

SPECIAL NOTE: For the latest updates on Tips for current concerns, perform key word search in "TechTIPS Article Locator Index" (Document code: SUTTIPSLOC), or review all relevant infotainment related TechTips from the "Accessories" (#15) tab found on the table of contents.

To locate the "TechTIPS Article Locator Index" from STIS "Subaru Tech Info System", select"Online Reference". Select "Other/Miscellaneous" in Publication Type and input Document code in applicable area, OR search KEYWORD for "TechTIPS Article".

SERVICE INFORMATION:

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

- Always confirm the condition as reported by the customer. See **Appendix 1** for reference to select a concern description as applicable.

- Always document the date and time of the last concern duplication and collect the data log.

- Always attempt to use customer's setup and equipment for concern duplication. If you can't use the customer's phone make sure the phone you test with is as close a match as possible by using a phone with the same make, operating system, and carrier version.

- Always document the concern by capturing the steps leading to duplication and when possible, record a video of concern.

- Make sure the concern is not due to the setup or the customer's accessory/phone. As an example does the condition occur with all phones, all phones of the same type or just the customer's phone that are connected in a similar way.

- Always document Infotainment system software version and accessory details: make, model, software version.

- When you replace hardware or perform software update in attempt to repair a concern, please claim appropriate labor operation. The warranty information in the bulletin is not applicable in those instances.

It is IMPORTANT to understand some conditions cannot be resolved in the field solely by parts replacement. Some of these situations will require a Techline assistance or assistance from the DSQM. Those are the times, when getting essential data about the concern as well as the diagnostic performed are the most critical.

NOTE: In case of Black Display concern confirm it is duplicated with the latest software version. If yes, it would be due to the hardware failure in the CCU (Cockpit Control Unit) part of CP25 system. CCU replacement is advised as the next step to repair this concern. Please follow proper exchange procedure.

If you'd like to request assistance from Techline regarding an infotainment case, please have all your files and documents and submit an infotainment case online through the TechShare website. If the vehicle has been in with previous infotainment concerns, please have the previous repair order information available. **If you have any issues with the process or technical issues, please contact Techline.**

Continued...

Please keep in mind the basic essential information has to be captured to enable assistance as well as report a concern. Following the steps outlined below should be a good start.

STEPS TO GATHER BASIC INFORMATION

➢ESSENTIAL INFORMATION

1. Obtain a detailed description of the customer concern including steps to duplicate it

    A. Multiple concerns must be addressed one by one as each may have a unique cause. Consult the customer, if you do not clearly understand each reported concern and document each separately. Lumping concerns together will delay or prevent review of the reported condition.

    B. Describe the condition in detail. What is the customer description for what is happening. How would you as a technician describe it. Include notes on the features that are not working but also what is working even when the condition occurs. The table below shows an example of the detail being requested. See **Appendix 1** for reference to select a concern description as applicable.

Level of Details	Description Details
Not Acceptable	No Sound/ No Audio
Acceptable	No sound from SXM radio, but there is sound from AM/FM radio. Audio streaming is working as well.

    C. **Date/Time:** Obtain from the customer the date and time of the last occurrence. The customer may not remember the time of occurrence clearly. In that case, please confirm with the customer whether it was morning or evening and the day of the week etc.

    D. **Data Log:** Download Infotainment system Data Log and note the Date/ Time of last occurrence – see Appendix 2

➢REMAINING INFORMATION

2. Confirm whether the concern is duplicated at the time of repair

    A. Note the frequency of occurrence. Is it: Constant or continuous (easily duplicated), Intermittent (happens frequently at least daily but not all the time with a good chance of duplication), or Random (happens with no set occurrence. Could be weekly or monthly. Very hard to duplicate.)

3. Obtain the current Software Version the concern has been duplicated with (Clear photo of the Software Information Screen showing the latest software version is REQUIRED).

> **NOTE: DO NOT** use the coding from this bulletin to submit the claim, if the software update resolves the concern. In that case please use the labor time codes from the related software update bulletin to submit the claim.

4. Obtain the Video of condition being duplicated (may be supplied by the Customer if an intermittent or randomly occurring condition.)

    A. Verify the date and time of concern duplication.

5. Obtain the Phone Information (Make/ Model/Software Version)

    A. Screen shot of phone software version screen is BEST.
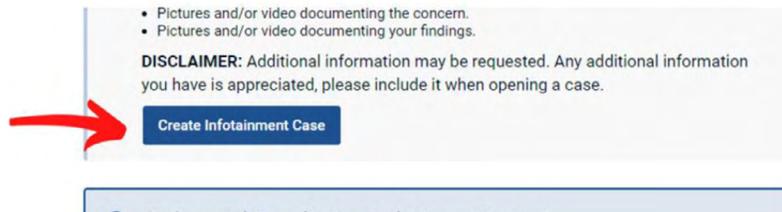
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6. Obtain SSM Data with DTCs and Related Troubleshooting Results.

    A. Always perform diagnosis of current DTCs which may be related. Any electrical concern may be impacting the operation of the audio/ navigation system and must be resolved to eliminate it as a possible source of the condition. Conditions like this can be repaired TODAY.

    B. Revise following portal request format

    C. Attach troubleshooting results for all Bxxxx and Uxxxx DTCs infotainment specific B/U codes.

STEPS FOR SUPPLYING INFORMATION USING INFOTAINMENT PORTAL

1) Log into TechShare

2) From the left-hand dropdown menu, navigate to Techline

3) Under the Techline Support Phone Number, click "Create Infotainment Case"

4) Select your Retailer from the dropdown menu

5) Fill out Infotainment Case Form and submit

Continued...

6) The technician will receive an email with the Techline case number

IMPORTANT CAUTION: Always disconnect the Telematics Data Communication Module (DCM) **BEFORE** any swapping of CCU. **DCMs must NEVER be swapped or the customer's services will not function and DCM replacement may be required as a result which would NOT be a warrantable repair.**

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information: *

Operation Description	Labor Operation #	Fail Code	Labor Time
DENSO CP25 AUDIO/NAV - REPROGRAM AND DOCUMENT SOFTWARE VERSIONS - POST-UPDATE CONCERN DUPLICATION - INFOTAINMENT PORTAL DATA SUBMISSION	A031-199	ZUX-43	2.4
INFOTAINMENT PORTAL DATA SUBMISSION (ONLY)	A031-180	ZUY-98	1.0

* Please include Techline Case number in claim notes with "ZUX" or "ZUY" Fail Code.

Do not enter any claims using ZUX as failure code if you:

- Installed an exchange or a new CCU or CID as a repair, unless the condition is still duplicated following this repair. A NEW video will be required as confirmation.

- Swapped components as a repair, unless the condition is still duplicated following this repair. A NEW video will be required as confirmation.

- Installed a software update as a repair, unless the condition is still duplicated following this repair. A NEW video will be required as confirmation.

- Performed any other repair or update, unless the condition is still duplicated following this repair. A NEW video will be required as confirmation. ZUX are only used when reporting conditions, which cannot currently be resolved by any other means available.
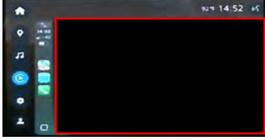
IMPORTANT REMINDERS:

- 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 1

This section is designed to assist in technical analysis and troubleshooting by organizing the details of the problem as described by the customer. Listed below examples are based on the screen of the field report and general industry practices. Please review all items and select the one matching the case the most as applicable.

A. "Display Malfunction"

A-1. Both MET/CID are all black	A-2. Only CID is all black	A-3. CarPlay screen is black
A-4. Android Auto screen is black	A-5. Only shows the background	A-6. SXM screen is blank
A-7. Loading and does not start	A-8. Map screen is loading	A-9. Camera view malfunction
A-10. Line	A-11. Color abnormalities	A-12. "Operating System Issue" then only "Setting" shown.
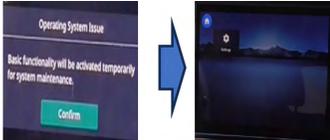
B. "No Sound output" and/or "Abnormal Audio output"

B-1. All source - no sound	B-2. Bluetooth - no sound	B-3. CarPlay - no sound
B-4. Android Auto - no sound	B-5. USB-Audio - no sound	B-6. AM/FM - no sound
B-7. SXM - no sound	B-8. Abnormal audio*	

* Please confirm specific symptoms such as the type of sound (low-pitched, high-pitched, etc.)

C. "Phone Connection"

C-1. Unable to pair via Bluetooth	C-2. Unable to connect via Bluetooth	C-3. Unable to connect to CarPlay
C-4. Unable to connect to Andriod Auto		

D. "Touch Screen Malfunction"

D-1. Touch screen doesn't work at all

D-2. The touched point is different from the pressed point

D-3. Touchscreen responds on its own Touchscreen responsiveness is poor

E. "Navi Operation"

E-1. The vehicle is moving in a location different from the actual position

E-2. Stopped at a location different from the pressed point

E-3. Navigation system freezes and restarts

F. " Voice Recognition"

F-1. Voice commands aren't recognized

F-2. Voice commands are inaccurate

Continued...

APPENDIX 2

## I. Denso CP25 Data Log Collection process

A. Required Equipment

1. PC with Cloud Connector installed

2. SSM5 account (https://ssm5.subaru.com/)

3. DST-010

4. Media- USB Flash Drive

- The USB flash drives can be USB 2.0 or 3.0 of recommended 4GB or more storage capacity. The most practical and reliable method is not exceed 32GB when selecting USB drive.

- The USB flash drive MUST be reformatted to NTFS or FAT32 before loading any files to it. NTFS is not the standard format on most USB flash drives. FAT32 is not available for the drive size exceeding 32GB.

- Log files will not exceed 2GB storage requirement.

- File format Setting

  1. Right click on the corresponding "Removable Disk".

  2. Select "Format".

  3. From the File System drop-down menu, select <NTFS> or <FAT32>

  4. Click on "Start" to format the USB flash drive.

  IMPORTANT 5. If NTFS is selected, after formatting you must copy a file from the computer onto the flash drive and then delete it. Any file will work.
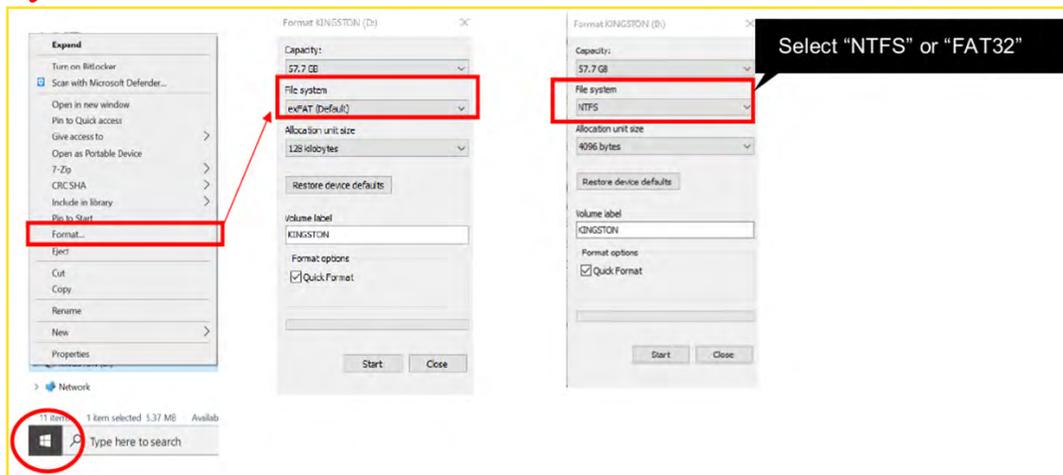
Continued...

Note: For 26MY and later vehicles use either a USB Type-C memory stick or a USB Type-A with a conversion adapter to Type-C

We are relying on collecting the approximate date and time of the event from the customer, if possible. Please make an effort to obtain this information, if possible.

The data log contains data for approximately last 4 weeks.

B. Process:

IMPORTANT ➡

1. **Confirm that the shift position is in "P" range and the parking brake is ON.**

   Caution: If you encounter an error shown below, it is due to communication error between the vehicle and your PC running SSM5. Please confirm Electronic Parking Brake is ON. If yes, please verify your connection and confirm SSM5 is still in sync and running.
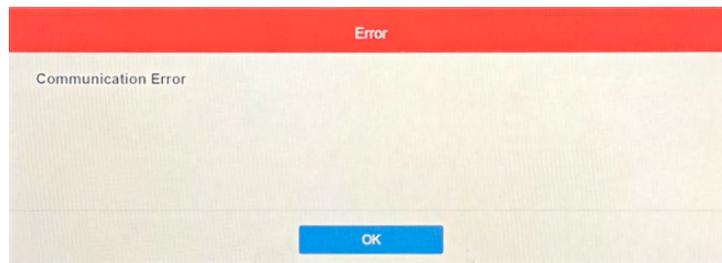
2. If extracting log data with IGN-ON / Engine-OFF, open the display "Setting" → "Vehicle", and turn "Automatic Vehicle Shut Down" to OFF.

   (If left IGN-ON, the head unit will automatically shut down after 30 minutes of engine-off status.)

Note: Technically, it is possible to acquire logs while the engine is running. However, log data size has increased starting from CP25, and acquiring it is expected to take considerable time. Even if data is acquired with the engine off, it is not expected to take long enough to cause the battery to die. Still please monitor the battery condition closely.

3. Connect the DST-010 to both the OBD connector and the PC.

4. Launch "Cloud Connector", then open SSM5.

5. Click "Start SSM5" from the Cloud Connector screen.
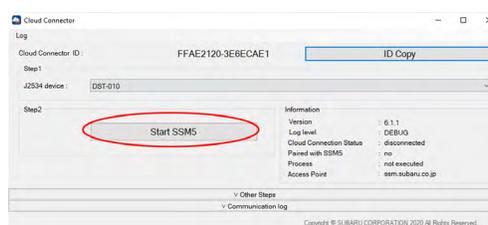
Continued...

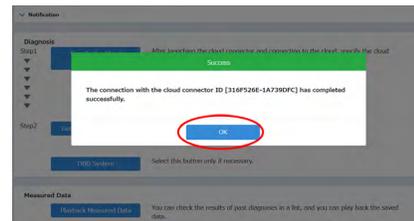6. Establish a connection with the vehicle.
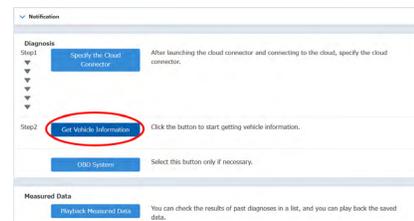
    6.1   Click "Specify the Cloud Connector."
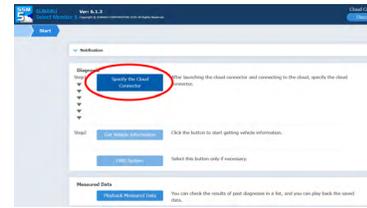
    6.2   Click "Pariring."
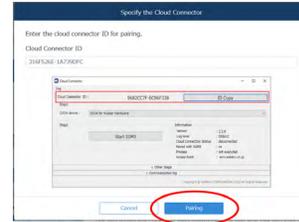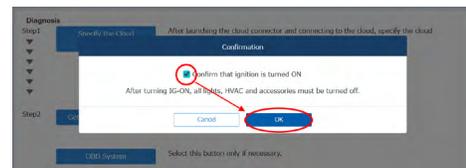
    6.3   After "Success" is displayed, click "OK."
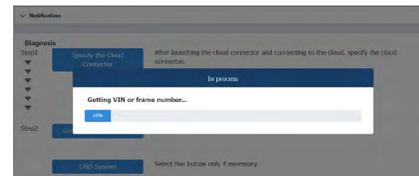
    6.4   Click "Get Vehicle Information."

    6.5   After checking "Confirm," click "OK."
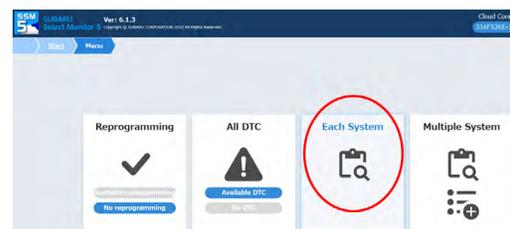
    6.6   Wait until it's finished.

7. Insert the USB Flash drive into the USB-C port.

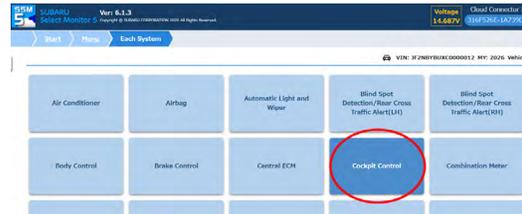(**Note:** The USB-A port is for power supply only and cannot be used for log-data extraction.)
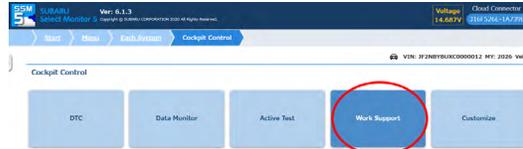
8. From the SSM5 menu, select:

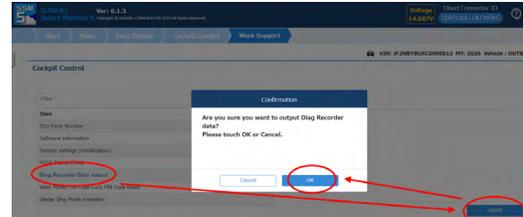   8.1   Each System

Continued...

8.2   Cockpit Control

8.3   Work Support

8.4   Click "Diag Recorder Data output"

-> Click "Select" -> Click "OK"

9. Confirm that the display changes to "Export Data to USB." Wait until the process is completed.


Note: In a rare case the progress bar might not appear on the CID. Don't be alert the data log extraction is in progress. Once the data log export is completed, there will be a notificaiton on the CID. If the progress bar is not displayed, please wait until "Complete" is shown on the SSM5 screen. This issue is scheduled to be resolved in a future software update (RC#1).

10. When the message 'Export Complete' is displayed, the log data export has been successfully completed. Remove the USB memory stick and DST-010 from the vehicle. Finally, return "Automatic Vehicle Shut Down" setting to its original state.
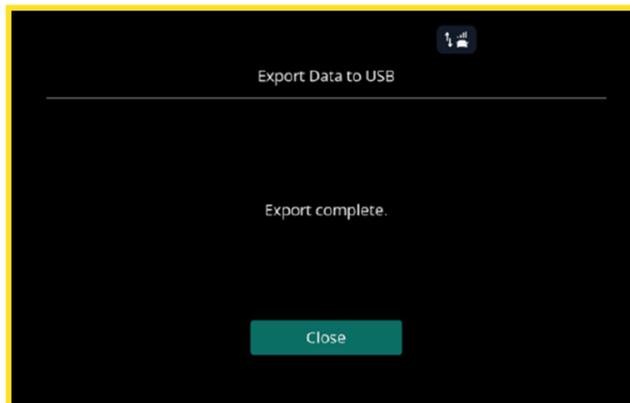
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11. Transfer data log folder (**CP2CCU_DREC**) from USB drive to PC. Do not modify the folder name or the data inside the folder.
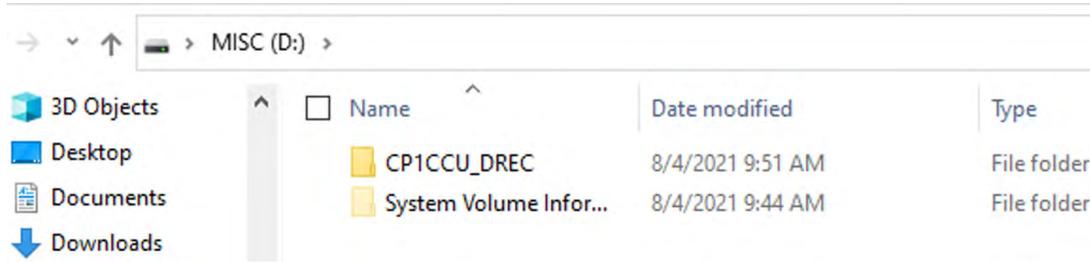

12. Next step is sharing the data log for analysis using Infotainment Portal or TechShare QMR attachment (**TechShare QMR attachment**). See section "**II. Data log sharing for analysis**" for additional information.

II. Data log sharing for analysis

It is mandatory to properly complete required fields in order to submit your report. Make sure you include the date of failure duplication, steps to duplicate the failure, system software version.

Video of the failure duplication is always a plus.

The following instructions will explain how to successfully share the data log using TechShare Infotainment Portal.

Please note in case of Denso CP25 system the data log contains multiple folders. In order to properly and completely upload the data log, please compress the folder containing the data log to create .**zip folder** as shown below for CP1.
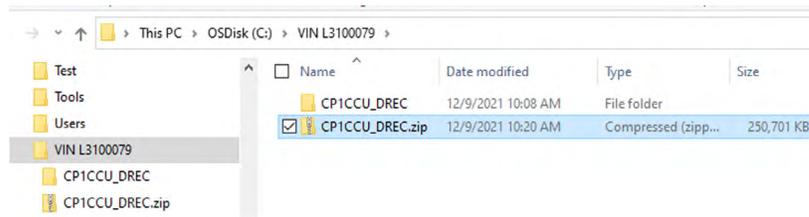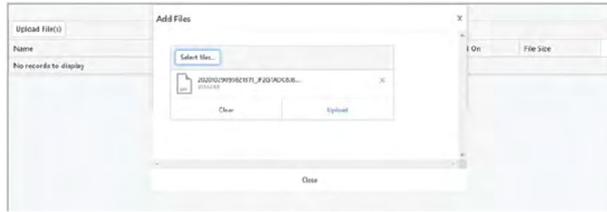

Select the applicable file. Scroll to the "**Send to**" menu and choose "**Compressed (zipped) folder**".
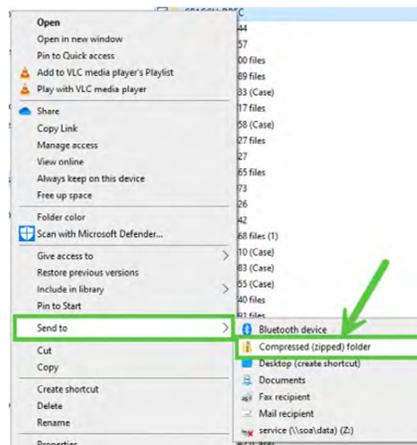
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Attach data log from PC following TechShare directions. Make sure you upload .zip file in case of Denso CP25 report.

It takes under 10 minutes to upload the file depending on its size. Once uploading is completed, the file is listed among attachments as shown below.

Apply the same steps if uploading multiple files to attach to the case for further analysis. Additional information to assist with TechShare application usage is available under "User Documentation" link found in web version as shown below.