

**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:** 26MY Outback Models including Wilderness models

**NUMBER:** 15-335-25

**DATE:** 02/06/26

**SUBJECT:** Reprogramming File Availability for Optimization of Gen 5 Denso CP25 Infotainment Systems

**INTRODUCTION:**

The following information announces reprogramming file availability and provides a software update installation procedure to optimize the new Gen 5 Denso CP25 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.

**ATTENTION:** For Outback 26MY it is required to use the **DST-010** and **SSM5-R** to access Software Update setting in Dealership Mode Menu.

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 5](#) and [Appendix 6](#) located at the end of this bulletin.

**IMPORTANT NOTE:** The update contains 4 folders and 2 files. 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.

**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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## MATERIALS REQUIRED:

- SDS notebook
- DST-010
- Flash drive USB 2.0 or higher

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 should be a minimum of **32GB** 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.

**NOTE: For 26MY and later vehicles use either a USB Type-C memory stick or a USB Type-A with a conversion adaptor to Type-C. The USB-A port is for power supply only and cannot be used to install the software update.**



## IMPORTANT NOTES:

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

Please follow [Appendix 1](#) “Flash Drive Selection” for selecting an applicable storage device

## SERVICE PROCEDURE / INFORMATION:

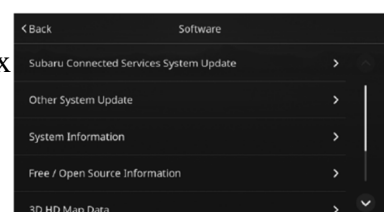
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

**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**.

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

**NOTE:** The last six digits of the software version (XXX-XXX) would determine an eligibility for the software update. If the last six digits of the software version are not “014-850” proceed to STEP 2 below. Otherwise the unit already has the latest software version installed. No update is required at this time



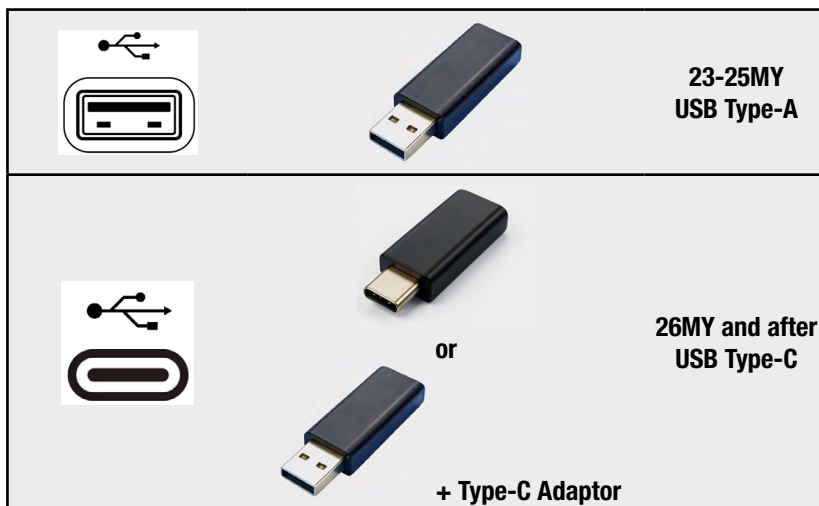
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## STEP 2- Prepare the USB flash drive

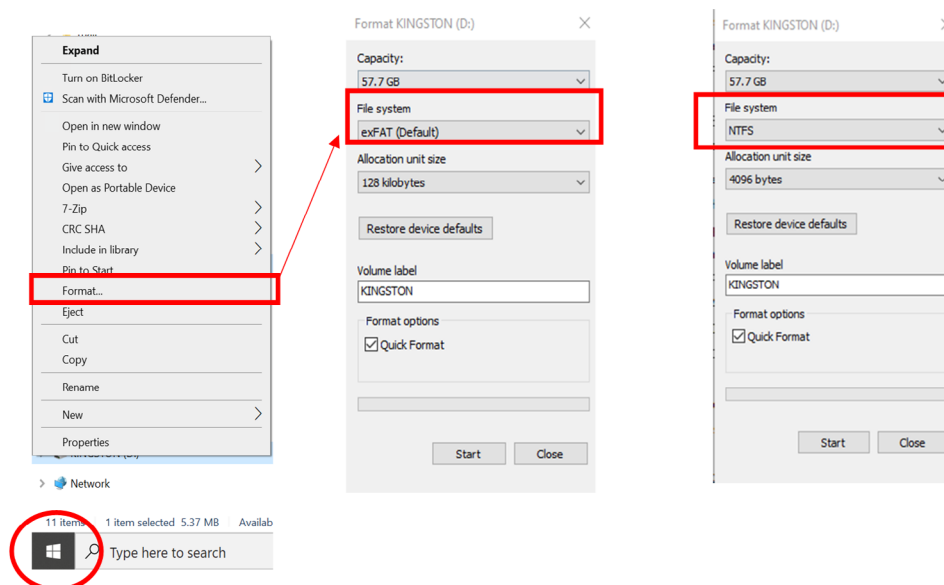
**CAUTION:** Do not use any USB flash drive which utilizes file organizing software or an operating system.

**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.

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



- 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.



Please follow [Appendix 2](#) “Flash Drive Recovery” for recovering a storage device if applicable.

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**STEP 3-** Download the Update Files to the USB:

Please transfer the files to USB Flash Drive following [Appendix 3](#) “Download the Update Files to the USB”.

**STEP 4-** Perform the software update a outlined in [Appendix 4](#).

Following the software update the confirmation message will re-appear and the customer need to select ‘Yes’ or ‘No’.

- CarPlay: (To enhance its services, iPhone may utilize vehicle and user information. For more details, please see Apple Privacy Policy and iOS Terms of Use. Other Bluetooth devices will be unavailable while Apple CarPlay is active. You may change your selection later under the settings menu.)
- Android Auto: (Google and its service providers may receive user information and vehicle information while Android Auto is active. You may change your selection later under the settings menu.)

**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.

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

**ATTENTION:** For Outback 26MY it is required to use SSM5-R to access Software Update setting in Dealership Mode Menu.

Please refer to [Appendix 4](#) “Perform the software update by SSM5-R and USB” for the work procedures for Outback 26MY.

**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 Code
DENSO CP25 SOFTWARE-REPROGRAMMING BY SSM5 AND USB INCLUDES VERSION CHECK	A810-286	1.0	ZWD-48

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

*Continued...*

**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.

# APPENDIX 1

## FLASH DRIVE SELECTION

There are various types of USB flash drives available from many suppliers. Ensure the USB flash drive has a capacity of **32 GB or higher**. Make sure the USB flash drive is **USB 2.0 or newer** and formatted to **NTFS**. If recognition issues persist, try using a USB flash drive from a different manufacturer. 26MY Outback only expects USB type C port for the update. We recommend using Anker USB C to USB A adapter.

- Anker USB C to USB A



- Kingston®:  
Kingston DataTraveler Kyson  
Kingston DataTraveler Exodia



- SanDisk®:  
Ultra Flair SDCZ73-032G-G46  
Ultra SDCZ48-032G-UAM46



- Transcend  
JetFlash 790



- Silicon Power®:  
Blaze B02



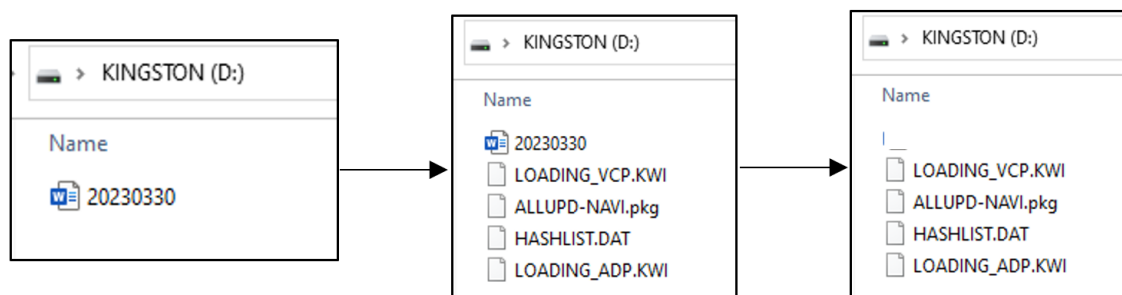
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## APPENDIX 2

### FLASH DRIVE RECOVERY

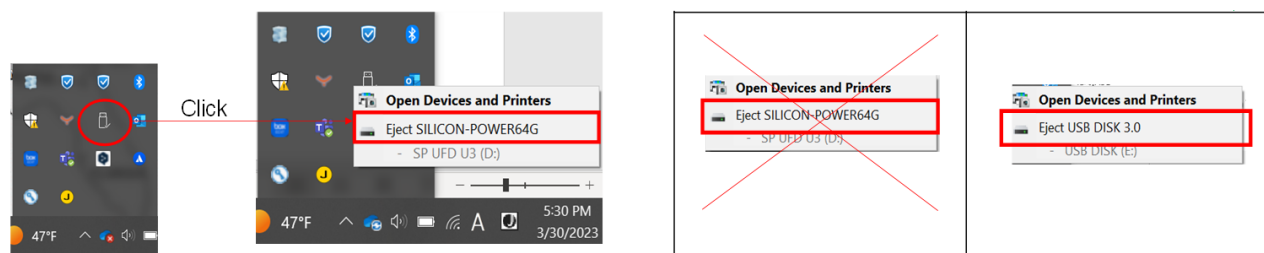
In the rare case you might encounter a scenario when USB drive is not recognized on the data is not accessible. In those instances, you might find information below useful. Please review and apply as applicable.

- Reformat the drive and write MS Word file to the USB device. You may delete this file afterwards. After that, write the software update files.



Note: The new version of the format (NTFS) will prevent some PCs from not being able to read the USB device.

Caution: If the software cannot be updated using a Silicon Power® USB, insert the USB into the laptop and check the device name. If the Device name shows “SILICON-POWER64G”, the software cannot be updated and another USB must be used.



### When the USB Is Not Recognized

There are various types of USB flash drive available from many suppliers. If the CP25 does NOT recognize the USB drive during the reprogramming process, due to Controller IC type of USB drive or Compatibility with the CP25, please clear the file and format for “FAT32” in the above process, instead of “NTFS”. If a recognition problem remains, please use a USB flash drive from another manufacturer.

*Continued...*

# APPENDIX 3

## DOWNLOAD THE UPDATE FILES TO THE USB

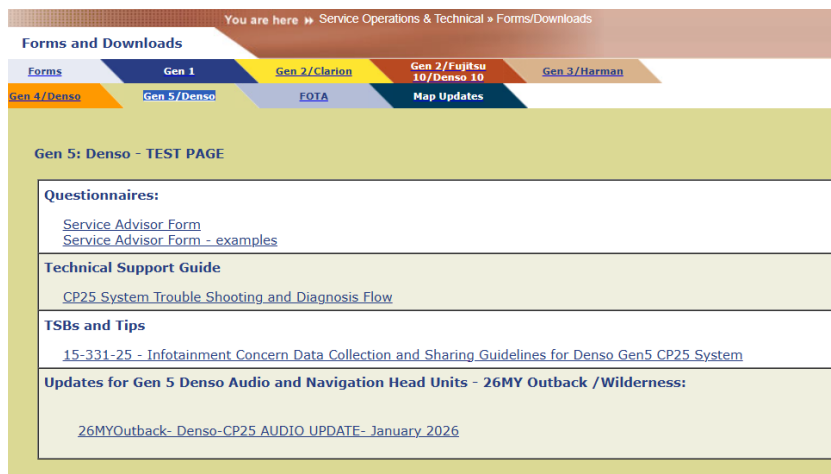
The files are available for download on Subarunet (see “A” below).

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:



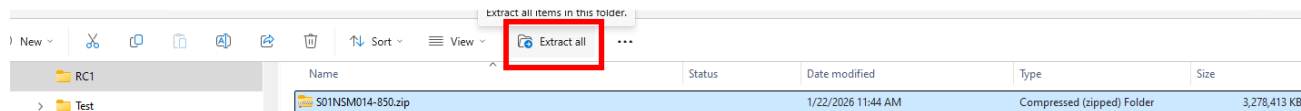
[Click Here to Access the Downloads for Audio/Navigation Information on Subarunet](#)

**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 5/Denso for Audio/ Navi then click on the applicable Hyperlink to download the file(s) to your SDS Notebook or PC:

Updates for Gen 5 Denso Audio and Navigation Head Units –26MY Outback

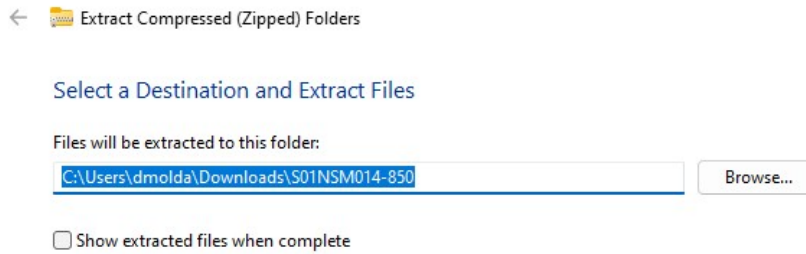
### 26MYOutback - Denso-CP25 AUDIO UPDATE- February 2026

- Go to Downloads.
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Open / display the contents of File folder, for example: “S01NSM014-850”.
- Click on “Extract All File

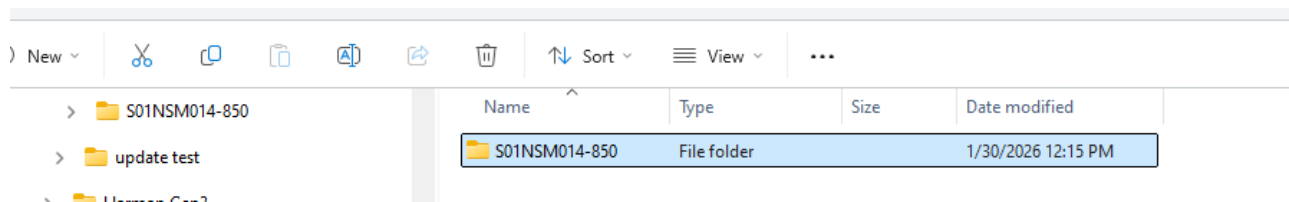


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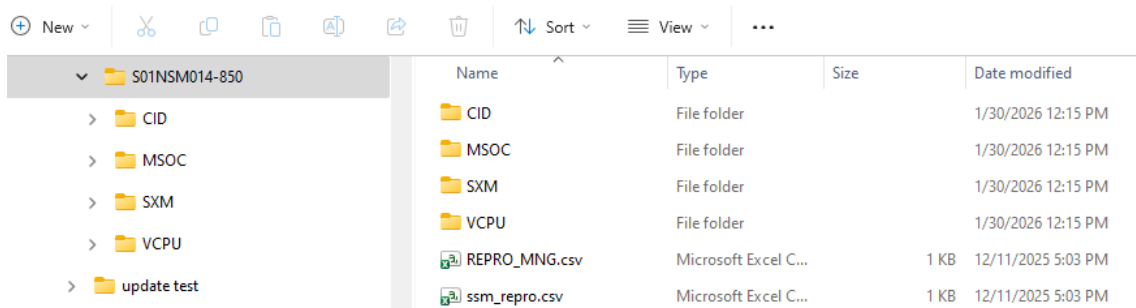
- The screen similar to the one below will appear to set a destination for the extracted file.



- Double-click on the required folder (for this example, used folder titled “S01NSM014-850”).



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 4 folders and 2 files. 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. **NEVER** change the update file names after downloading them.

**NEVER** save any other files on the same flash drive.

Once it occurs, it cannot be fixed unless the CCM is replaced.

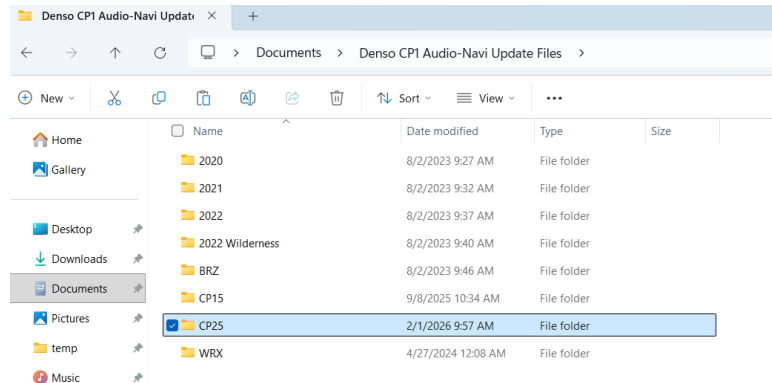
*Continued...*

- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. Denso CP25 2026MY ALL).
- Go to **Step 4** in service procedure.

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

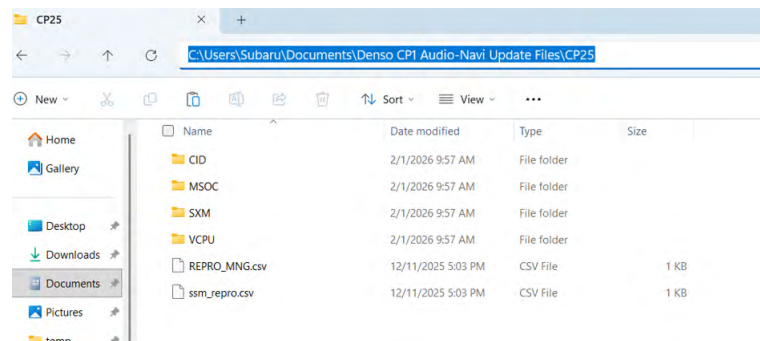
- Go to My Documents on the GUI screen click on the folder “Denso CP25 Audio-Navi Update Files” to display the list of available update files shown below.

**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.”



- **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 “CP25”) and the update file will display as shown.

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



**IMPORTANT NOTE:** The update contains 4 folders and 2 files. 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.

**NEVER** reuse or combine files from a prior update with a newer version. **NEVER** change the update file names after downloading them.

**NEVER** save any other files on the same flash drive.

Once it occurs, it cannot be fixed unless the CCM is replaced.

*Continued...*

- 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 (Denso CP25 2026MY ALL in this example).

Proceed to **STEP 4** in service procedure.

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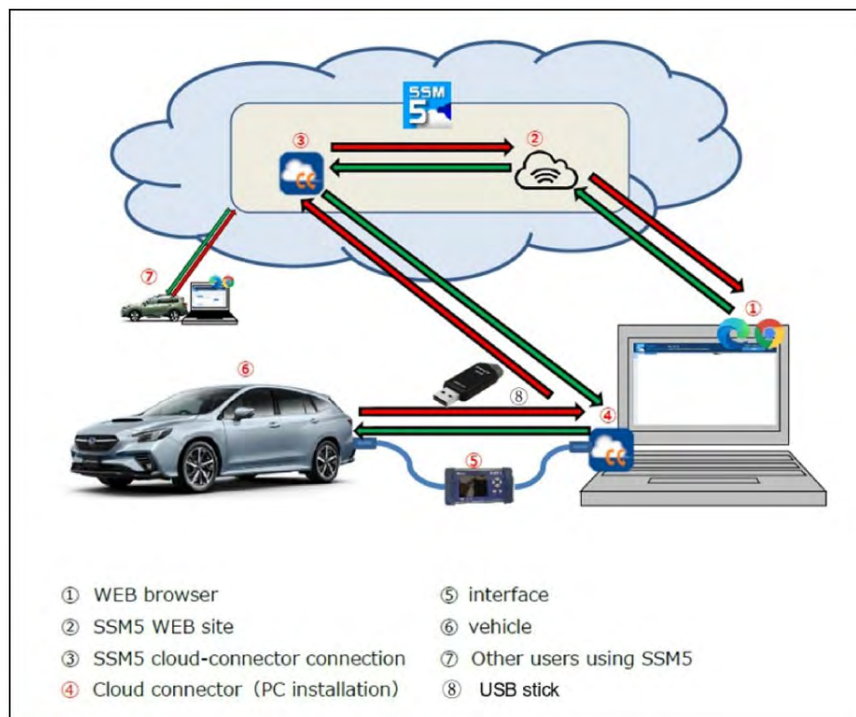
## APPENDIX 4

### PERFORM THE SOFTWARE UPDATE BY SSM5 AND USB

#### REPROGRAMMING BY SSM5 FOR OUTBACK 26MY

##### 4-SSM5-a. Introduction

For Outback 26MY it is required to use SSM5-R to access Software Update setting in Dealership Mode Menu.



##### 4-SSM5-b. Preparation

It is necessary to perform the reprogramming work with the Ignition ON and Engine OFF. It is also recommended to hook up a battery charger to the battery to maintain consistent voltage in the electric circuits of the vehicle.

If the vehicle is Automatic (CVT) model, shift the select lever to N range and apply parking brakes (EPB). **With the gear in P range, the ignition switch is automatically turned off after about 1 hour. To prevent and unexpected shutdown in IGN-ON/Engine-OFF, open the display “Setting” > “Vehicle” and turn “Automatic Vehicle Shut Down” to OFF. ALWAYS confirm the Parking Brake (EPB) is ON.**

Outline of the preparation steps:

- Prepare USB flash drive to store software update files per the instructions in STEP 2 page 3.
- Prepare an interface to connect the vehicle with the PC loaded with SSM software.
- Install “Cloud Connector” to the PC.
- Connect DST-010 between the vehicle and the laptop to sync-up SSM5 with the vehicle.
- Refer to TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” for the setup and

*Continued...*

configuration details with SSM5.

- 4-SSM5-c. Execution

i. Follow TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” **STEP 1-STEP 11** to connect the vehicle and the laptop with SSM5 access. When vehicle information acquisition is completed, a list of on-board systems is displayed. Confirm that either one of the two reprogramming availability option on the Cockpit Control Unit is marked “Available” and click on it. See below.

I Applicable System	I CID / ROMID / SWID	I Reprogramming availability Campaign	I Reprogramming availability Other	I Equipped	I Communication
Airbag	922012002	Not Available	Not Available	Equipped	Communicating
Control Gateway	4732313030	Not Available	Not Available	Equipped	Communicating
Telematics	3490220680	Not Available	Not Available	Equipped	Communicating
Engine	XE1W011Y00G	Not Available	Not Available	Equipped	Communicating
EyeSight	0A21080235042108012E	Not Available	Not Available	Equipped	Communicating
Blind Spot Detection/Rear Cross Traffic Alert	LH : 0009720000 RH :	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Collation)	0162001051	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Power Supply)	0162001151	Not Available	Not Available	Equipped	Communicating
Brake Control	A220241703	Not Available	Not Available	Equipped	Communicating
Air Conditioner	1300110002	Not Available	Not Available	Equipped	Communicating
Electric Brake Booster	6220240103	Not Available	Not Available	Equipped	Communicating
Front Relay Control Module	0000000081	Not Available	Not Available	Equipped	Communicating
Combination Meter	7000900301	Not Available	Not Available	Equipped	Communicating
Transmission	4012354350	Not Available	Not Available	Equipped	Communicating
Tire Pressure Monitor	0003020201	Not Available	Not Available	Equipped	Communicating
Power Steering	2A00000901	Not Available	Not Available	Equipped	Communicating
Body Control	0047830085	Not Available	Not Available	Equipped	Communicating
Cockpit Control Unit	71M1w0r1y060	Available	Available	Equipped	Communicating
Monocular Camera	464E933332	Not Available	Not Available	Equipped	Communicating
Driver Monitor	-	-	-	Not Equipped	No communication
Front Corner Radar	-	-	-	Not Equipped	No communication

Only one of them will be shown as Available.

When you have multiple items listed, please select the one applicable to TSB 15-335-25 as illustrated in the picture below.”

Example Only

The screenshot shows the SSM5 Select Monitor 5 interface. The top bar includes 'SUBARU Select Monitor 5 Ver: 2.5.1' and 'Voltage 14.239V'. The main area displays 'Diagnosis - Cockpit Control Unit' with a 'Flash' button. Below this, there is a search bar and a table of service bulletins. Two entries are highlighted with red arrows and the text 'Multiple options':

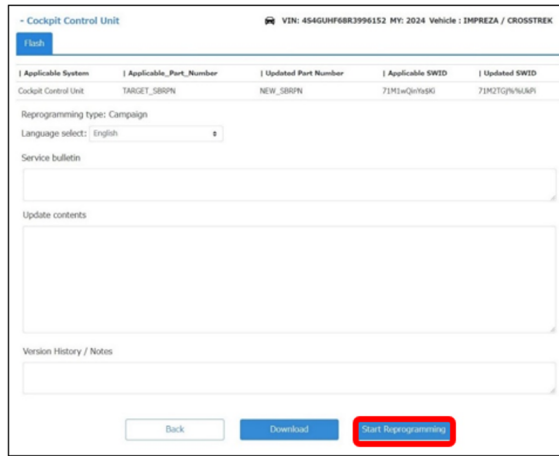
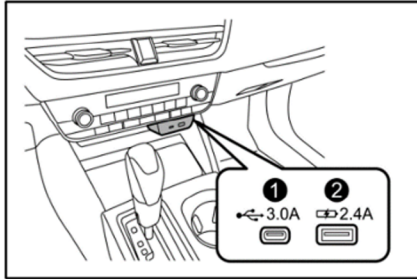
Service bulletin	Update Description	Release Date
<a href="https://www.subaru.net.com/nts/doc/productCamp/bulletin/WRC-24R.pdf">https://www.subaru.net.com/nts/doc/productCamp/bulletin/WRC-24R.pdf</a>	Required file to allow CP1.5 USB updates to Ver 5.2 only for 25MY	2025/01/16
<a href="https://www.subaru.net.com/nts/doc/tech/ServiceBulletins/15-305-239r_011625.pdf">https://www.subaru.net.com/nts/doc/tech/ServiceBulletins/15-305-239r_011625.pdf</a>	Legacy/Outback. Required to allow WRC-24 Update	

ii. Insert the USB flash drive containing the update data into the vehicle’s USB port and click on [Start Reprogramming] to begin the reprogramming process.

**ATTENTION:** The USB-A part is for power supply only and cannot be used to install the software update.

Continued...

Insert the USB Type-C memory device into the No.1 port.



iii. Follow TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” **STEP 12 - STEP 15** to start the software update

iv. The following progress bar will be displayed briefly (for a few seconds), and then it will quickly reach 100% and switch to the next screen.



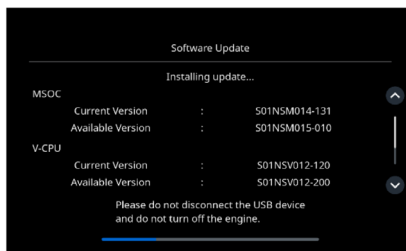
When the following screen is displayed, the software update starts within the CCU. The screen displayed on the CID will also switch. Wait until the CID screen displays [Software update completed].

**NOTE:** The CID screen transition takes approximately 3 minutes. Do not turn the ignition OFF until the process is complete. If the screen does not transition after waiting 5 minutes, please turn the ignition OFF-ON and try again.

[SSM5 Display]

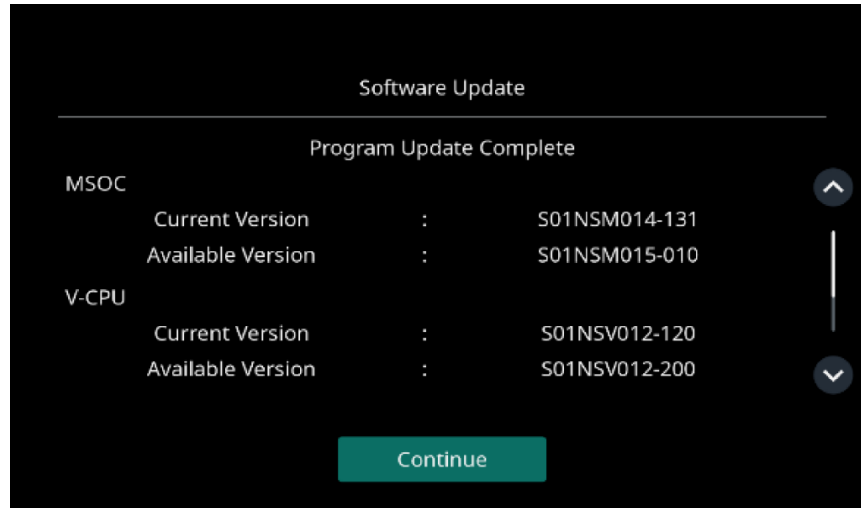
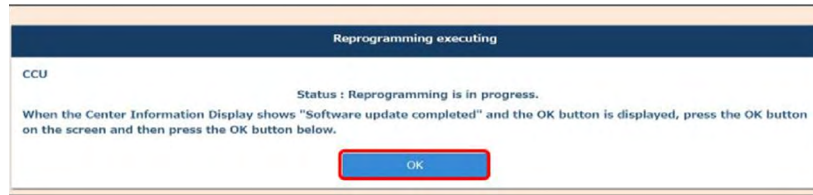


[CCU Display]



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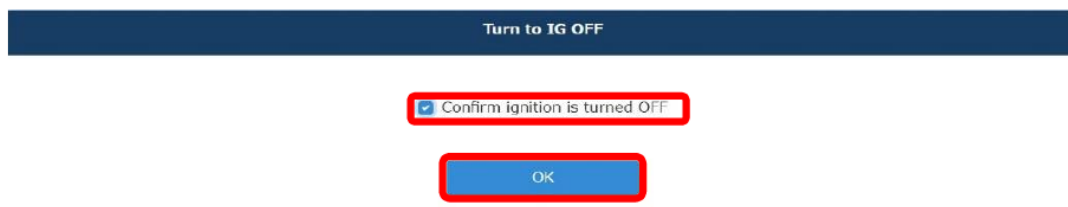
v. After “Software update complete” appears in the CID, click “Continue” on the SSM5 screen.



vi. Confirmation screen will be displayed as shown below. Check the box and click [OK].



vii. When ‘[Turn to IG OFF]’ is displayed, turn the ignition off. After turning the ignition off, check the box and click [OK].

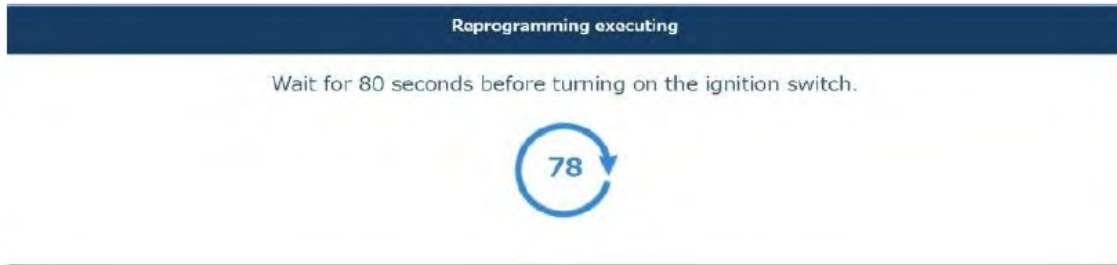


Pressing [OK] will start an 80-second countdown. Wait until 80 seconds to elapses.

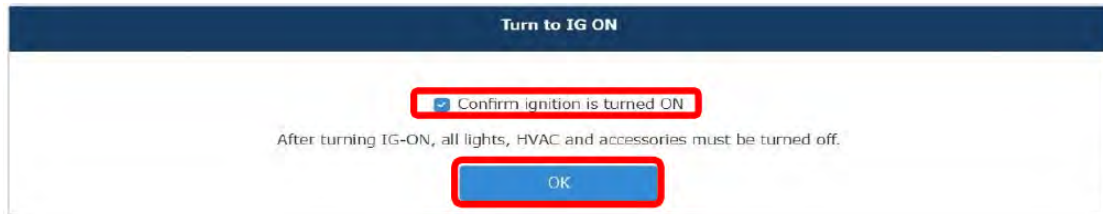
**DO NOT** open or close the door while waiting for 80 seconds.

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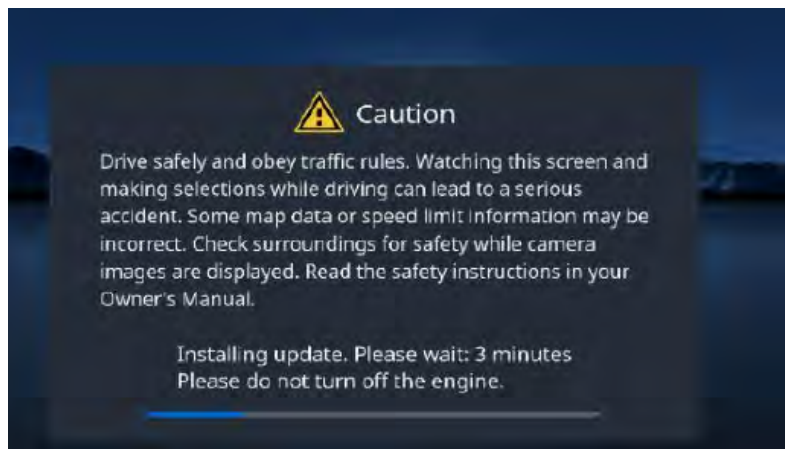
If you press OK before turning the ignition off, the 80-second countdown will start in advance. In that case, wait for the 80 seconds to elapse after turning the ignition OFF before proceeding to step (viii).



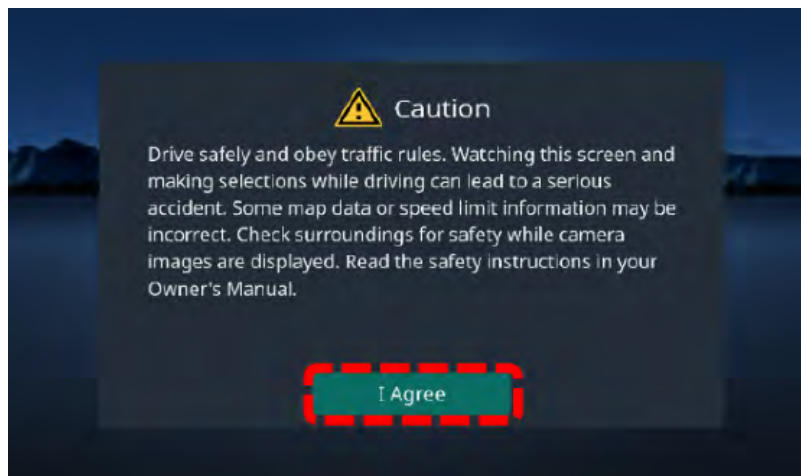
viii. When '[Turn to IG ON]' is displayed (after 80 seconds have passed from turning the ignition off), turn the ignition on. Confirm that the ignition is ON, check the box, and click [OK].



NOTE: The CID screen transition occurs between steps (vi) and (viii). After turning the ignition ON, the following screen will appear on the CID.



Leave ignition ON for approximately 3 minutes. After approximately 3 minutes, the “I Agree” button will appear. When the button is displayed, the update is complete. Press the “I Agree” button, or wait 5 seconds after it appears, and the screen will transition to the Home screen.



*Continued...*

**Note: It is very important to complete software update verification for the server to get all required details for the VIN and store that information for future applications. For example, campaign or recall eligibility or claim eligibility verification etc.**

## **NOTE**

Between steps (iv) and (vii), the software update process takes place internally within the CCU, and SSM5 won't provide information about the CCU's status during this time. If you make a mistake in the operation or if the software update is interrupted, the SSM5 and CCU's states may become inconsistent.

### Case 1

In the event of a failure in updating the CCU software due to some abnormality, and the CID displays a software update failure.

**Measure:** By proceeding with the SSM5 operation and establishing communication with the CCU, the status of the update failure will be displayed. You can then proceed with the update again.

### Case2

If the CCU software update is interrupted by turning ignition off and resumed by turning ignition on again.

**Measure:** Follow the instructions on the CID screen and proceed with SSM5 operations from (v) to (vii) to establish communication with the CCU. And then confirm the success of the update.

### Case3

The PC's browser is closed or the PC's network is disconnected (while the Cloud Connector is still active).

**Measure:** You can resume by reopening the browser and logging into SSM5. (The CCU's update continues during this time.)

### Case4

Cloud Connector has ended.

**Measure:** After confirming that the reprogramming is completed on the CID side, sign in to SSM5 again and verify that the ID has been updated.

### Case5

If [Software update complete] is displayed on the CID, and you proceed with SSM5 operations up to (vii) before completing ignition off and on.

**Measure:** No problem (No need to do anything special.) If SSM5 reads the ID after turning ignition off/on, and the updated value is returned, the process completes successfully. If the ID is not responded by the CCU, reconnect the vehicle to SSM5 and perform an ID read to confirm whether the ID has been updated.

### Case6:

The CID does not display the Software Update screen and the update does not start.

*Continued...*

### Case6-1:

A CCU software update via FOTA is currently running in the background.

(You can check this through the CID screen by going to Settings -> General Tab -> Software Update)

**Measure:** Wait for the FOTA to complete. If FOTA is in progress, software updates via SSM5 cannot be executed until the FOTA is completed.

### Case6-2

If the files stored on the USB memory are corrupted, missing, or if the USB memory is not recognized correctly (e.g., removed during the process.)

**Measure:** Try formatting, downloading, extracting, copying, or replacing the USB memory, and so on again.

ix. While checking if the software update has been completed correctly, a progress bar will be displayed. Wait until it reaches 100%.



x. If the software update has been completed correctly, it will display “Reprogramming completed”. Remove the USB drive from the vehicle and click on “Back to Diagnosis Screen”.



*Continued...*

xi. Please verify that the Cockpit Control Unit's Reprogramming availability is set to 'Not Available.' The software update process is completed at this point.

Applicable System	CID / ROMID / SWID	Reprogramming availability Campaign	Reprogramming availability Other	Equipped ▲	Communication
Airbag	9220120002	Not Available	Not Available	Equipped	Communicating
Central Gateway	4732313030	Not Available	Not Available	Equipped	Communicating
Telematics	3400220680	Not Available	Not Available	Equipped	Communicating
Engine	XE1W011Y00G	Not Available	Not Available	Equipped	Communicating
EyeSight	0A21080235042108012E	Not Available	Not Available	Equipped	Communicating
Blind Spot Detection/Rear Cross Traffic Alert	LH : 0000720000 RH :	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Collation)	0102001051	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Power Supply)	0102001151	Not Available	Not Available	Equipped	Communicating
Brake Control	A220241703	Not Available	Not Available	Equipped	Communicating
Air Conditioner	1300110002	Not Available	Not Available	Equipped	Communicating
Electric Brake Booster	B220240103	Not Available	Not Available	Equipped	Communicating
Front Relay Control Module	0000000081	Not Available	Not Available	Equipped	Communicating
Combination Meter	7000000301	Not Available	Not Available	Equipped	Communicating
Transmission	4012354350	Not Available	Not Available	Equipped	Communicating
Tire Pressure Monitor	0003030201	Not Available	Not Available	Equipped	Communicating
Power Steering	2AD0000901	Not Available	Not Available	Equipped	Communicating
Body Control	004783D085	Not Available	Not Available	Equipped	Communicating
Cockpit Control Unit	71M2Tg%UKP	Not Available	Not Available	Equipped	Communicating
Monocular Camera	464E533332	Not Available	Not Available	Equipped	Communicating
Driver Monitor	-	-	-	Not Equipped	No communication
Front Corner Radar	-	-	-	Not Equipped	No communication

**CAUTION:** Once you have performed a software update, you cannot start the next software update until the “**Initializing...** “ process is completed. If the “**Initializing...** “ screen is displayed or **error code '4538'** is set on SSM5, please wait for about 20 minutes until it is finished leaving IGN ON. When initializing is completed, turn the IGN OFF, open the driver side door and close the door then wait for 3 minutes prior to proceeding to the update.

Following the software update the confirmation message will re-appear and the customer need to select 'Yes' or 'No'.

- CarPlay: (To enhance its services, iPhone may utilize vehicle and user information. For more details, please see Apple Privacy Policy and iOS Terms of Use. Other Bluetooth devices will be unavailable while Apple CarPlay is active. You may change your selection later under the settings menu.)
- Android Auto: (Google and its service providers may receive user information and vehicle information while Android Auto is active. You may change your selection later under the settings menu.)

xii. Display the System Information/Version information following step 1b from page 2 to confirm the software has been updated to match a new version from the Software Version Table below.

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

*Continued...*

# APPENDIX 5


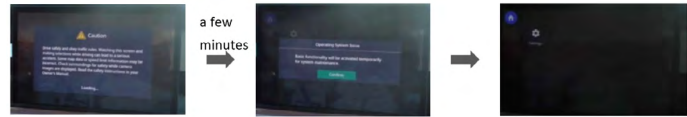
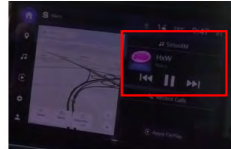

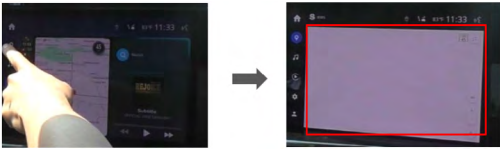
## DENSO GEN 5 SOFTWARE UPDATE TIMELINE

Update #	MY	Version	Release Date:	NEW Version ID #:	Conditions Addressed:
0	2026	0	9/1/2025	S01NSM012-820	SOP for 26MY Outback
<a href="#">1</a>	2026	RC1	2/6/2026	S01NSM014-850	- See "Conditions Addressed by Update #1" as outlined in " <a href="#">Appendix 6</a> " below



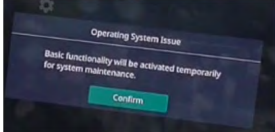


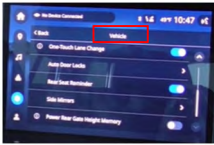
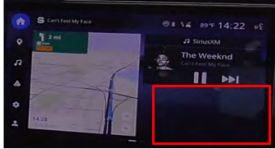
*Continued...*

# APPENDIX 6


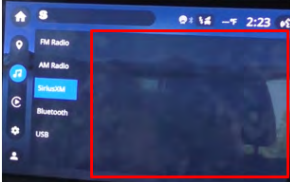

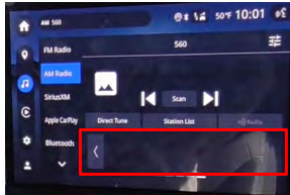

## SYMPTOMS ADDRESSED BY UPDATE #1:

No	Category	Symptom
1	Display	<p>After turning the ignition ON, the CID displays a black screen for approximately 25 seconds, and the meter resets.</p> 
2	"CarPlay AndroidAuto"	<p>"[Specification Change] Even when the conditions for CarPlay/Android Auto meter display are not met, the Map mode (blue background) will be displayed."</p>
3	CarPlay	<p>"[Specification Change] The Recent Call widget on the CID HOME screen will now support CarPlay's Recent Calls."</p>
4	"CarPlay AndroidAuto"	<p>"[CarPlay/Android Auto Certification Update] When both Bluetooth and CarPlay are connected, if a Bluetooth call ends while a CarPlay call is ongoing, the system does not switch to the CarPlay call screen."</p>
5	Display	<p>When the ignition is turned ON, the meter normally displays within 2 seconds; however, in some cases, it may take up to 4 seconds to appear.</p>
6	Display	<p>After turning the ignition ON, the Caution screen is displayed for several minutes, followed by a persistent "Operating System Issue" screen.</p> 
7	SXM	<p>When a SXM channel is requested via Voice Assistance, the system switches to the SXM screen, but playback does not start.</p> 
8	Display	<p>After ignition ON, the Caution screen freezes on "Loading," causing the CID to start up on the non-navigation screen.</p> 
9	Reprogram	<p>When performing consecutive CCU-FOTA updates, the second FOTA does not start.</p>
10	Navigation	<p>While navigating, opening the Map screen during driving causes the Map screen to reset and the route guidance to disappear.</p> 


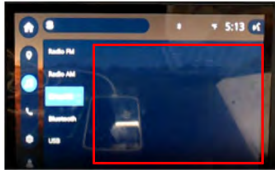


*Continued...*

11	Display	<p>Icons do not appear when opening the Settings screen.</p> 
12	Navigation	<p>On the Home screen Map Widget, the globe display freezes, and the Map contents do not display when opening the Map screen.</p> 
13	Audio	<p>During Android Auto Music playback, switching to FM results in FM not playing.</p>
14	Reprogram	<p>During CCU-FOTA installation, turning IGN OFF/ON causes the installation to fail and "The software install failed" popup appears.</p>
15	Reprogram	<p>During CCU-FOTA installation, turning IGN OFF/ON displays the "Operating System Issue" popup.</p> 
16	Navigation	<p>While navigating, pressing the "Full Route Display" button during driving does not respond, and after 20 seconds, the Map screen resets and automatically switches to the Audio screen.</p> 
17	Reprogram	<p>After CCU-FOTA completion popup, turning IGN OFF/ON results in the Caution screen, and the HOME screen content does not display.</p> 
18	Audio	<p>Switching Audio sources in the order "USB-A &gt; FM/AM &gt; Handsfree call &gt; End Call &gt; FM/AM" prevents FM/AM from playing.</p>
19	Setting	<p>"After MemoryInitialize or CCU replacement, the Automatic Vehicle Shutdown menu (Settings &gt; Vehicle &gt; Automatic Vehicle Shutdown) does not appear."</p> 
20	AndroidAuto	<p>When changing the system language during Android Auto connection, Recent Calls on the Home screen do not display.</p> 

*Continued...*

21	Time	<p>During CarPlay connection, after making and ending a call, Recent Calls on the Home screen show a 4-hour time difference from the system time.</p> 
22	Audio	<p>During FM playback, IGN OFF/ON prevents FM from auto-playing.</p>
23	Audio	<p>When a device with a large music library is connected via Bluetooth, pressing the Audio screen does not display information.</p> 
24	Audio	<p>When a device with many songs is connected via Bluetooth, navigating from the playback screen to the song list and back freezes the audio screen, and the song list scroll appears transparent.</p> 
25	Navigation	<p>During navigation, opening the “Next Guidance (Turn by Turn)” screen while driving causes it to freeze and disappear.</p>
26	Audio	<p>In the Audio screen, rapidly pressing preset AM radio stations alternately causes the preset list information to disappear.</p> 
27	Audio	<p>Switching from SXM to FM during SXM playback changes to the FM screen, but the FM information does not display and SXM continues playing.</p> 
28	Audio	<p>Scrolling a music list with a device containing many songs connected via Bluetooth causes playback to cut out and the screen to freeze.</p> 

Continued...

29	Time	System time becomes inaccurate. 
30	AndroidAuto	[Specification change] Improved error popup text for Android Auto connection failure (10 popups targeted).
31	Call	[Specification change] Limit Voice Assistance reading range to message body only. [Before] Subject + Body [After] Body only.
32	CarPlay	[Specification change] When “CarPlaySessionStart” from CCU times out, resend for retry. If still times out, display error message.
33	Diagnosis	SSM detects DTC code B22A8 (Bluetooth disconnected) even in normal use cases.
34	SXM	In low voltage conditions (e.g., immediately after cranking IGN ON), pressing the Audio screen shows no information on the SXM screen. 
35	Audio	During FM playback, IGN OFF/ON prevents FM from auto-playing.
36	Diagnosis	Extracting logs via SSM briefly shows the log screen and automatically switches to the HOME screen.
37	Diagnosis	SSM detects DTC code B22A7 (Bluetooth connection failure) even in normal use cases.
38	Navigation	During navigation, IGN OFF/ON causes the current route to disappear.
39	Navigation	Checking Parking information while driving does not display available spaces (Hybrid navigation not functioning).
40	SXM	During SXM playback with a non-Audio screen displayed, IGN OFF/ON and then pressing Audio screen shows no SXM information.
41	SXM	While using Voice Assistance to play an SXM channel, pressing the Skip Forward button causes playback to stop at song change. 
42	Navigation	When CarPlay-Map is displayed on the Meter, IGN OFF/ON prevents CarPlay-Map from displaying on the Meter. 
43	Bluetooth	On Manage Device screen, if Add button fails once due to device settings, the button is grayed out and new device registration is blocked temporarily.

*Continued...*