

**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:** 15-336-25

**DATE:** 02/13/26

**SUBJECT:** FOTA (Firmware Over-The-Air) Reprogramming for DENSO Gen 5 CP25 Audio Navigation Infotainment Systems via DCM

**INTRODUCTION:**

This bulletin provides instruction for use of a new reprogramming procedure to optimize the Denso Gen 5 CP25 Audio and Navigation system utilized in the models listed above. Firmware-over-the-air (FOTA) is a process where remote devices can receive updates to their operating firmware. This process has become second nature with smartphones, tablets and many other connected devices. FOTA for automotive infotainment systems was designed with an emphasis on customer convenience. FOTA updates provide regular enhancements along with software patches as needed to enhance the customer experience. The convenience factor comes not only with the supply of regular updates and the enhancements they provide, but through customer control of when these updates are downloaded and installed. **The only requirement is a valid enrolment in MySubaru Companion service plan offered by MySubaru Connected Services**, since the download of the software is performed via DCM. FOTA operation is conducted in two steps: download (from the server to the vehicle via DCM) and installation (internal to CP25 system in the vehicle).

This bulletin outlines the procedure for performing FOTA updates successfully. These procedures involve:

- Assisting customers with FOTA -related concerns if they have been unsuccessful in performing the FOTA by themselves. (Possible vehicle or system concern.) \*
- Performing the FOTA update for customers who are not comfortable or need assistance with performing it themselves but have requested the Retailer to install it\*
- Updating the firmware using a USB flash drive by following the steps outlined in TSB 15-335-25 “Reprogramming File Availability for Optimization of Gen 5 Denso CP25 Infotainment Systems” when FOTA cannot be performed due to the setup or eligibility constraints\*.

**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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\* **NOTE:** If a customer is simply requesting help with how to perform FOTA, provide a copy of the appropriate customer instructions for FOTA available on Subarunet: Service Operations & Technical Forms/Downloads page. See [Appendix A](#) later in this bulletin for more information.

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

#### NOTES:

- The FOTA firmware version might not be the same version available to Retailers for USB updating use. In that case system updated using FOTA can be further updated by using the USB update procedure if additional updates are needed. For additional details clarifying the scope of FOTA updates, review the applicable Owner's Manual Supplement's additional information for the Center Information Display. The information is downloadable from: <https://www.subaru.com/owners/index.html>. See [Appendix C](#) below for more information.
- FOTA updates are for the system firmware ONLY. Map updates are a separate function which the customer may update on their own by using either USB download or Map Over the Air Update (MOTA). Go to: [subaru-maps.com](http://subaru-maps.com) for more information.

#### SERVICE PROCEDURE / INFORMATION:

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

The FOTA update process involves a remote downloading and installing the update firmware therefore, time duration depends on signal strength and transfer rate performance. During installation, the infotainment system's functionality will be restricted.

#### SET-UP INSTRUCTIONS AND CAUTIONS:

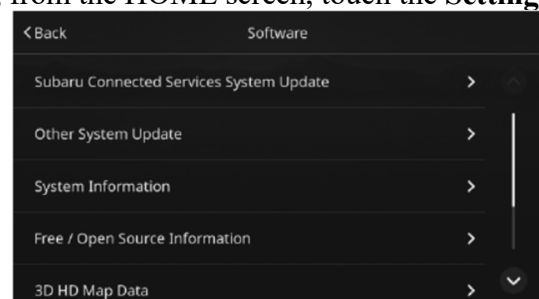
- Move the vehicle to an outside location where the engine can be safely started and kept idling during the update process.
- Never idle the vehicle in a closed space such as a garage, even if the garage door is kept open.
- Once the vehicle is in a safe location, be sure the vehicle is in Park (CVT) or Neutral (MT) and the parking brake is fully engaged.
- Open one or more windows to ensure fresh air is available.
- **Stay with the vehicle** until the update is completed.
- We suggest adjusting the climate controls to your desired settings in case they become unavailable during the update process.
- Unplug any devices, chargers, cables or other USB drives from the vehicle's USB and power ports.

**VERY IMPORTANT:** Before proceeding with the updating procedure, the currently installed version ID MUST be confirmed (Firmware Version Check) by following the steps below:

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

2) Press the **Software** button. Use the down arrow to scroll to **System Information** then press to display the System Information / Version information.

See 2026MY Outback Multimedia Navigation System Owner's Manual page 48 if need additional information.



*Continued...*

Please note the last six digits of the software version (014-850) would determine an eligibility for the software update. If the last six digits of the software version are not listed in the table below proceed to section “FOTA REPROGRAMMING OVERVIEW” below. Otherwise the unit already has the latest software version installed. No update is required at this time.

Latest Software Version
S01NSM014-850

If the vehicle is eligible to FOTA software update based on the software version, please follow the steps outlined in the section “FOTA REPROGRAMMING OVERVIEW”. If the software version is up to date please proceed to the WARRANTY / CLAIM INFORMATION section of the TSB and process a claim for Version Check Only.

### FOTA REPROGRAMMING OVERVIEW:

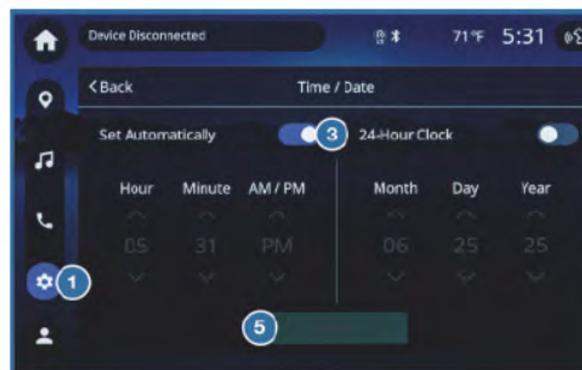
- **SUBSCRIPTION STATUS** - confirm subscription status for MySubaru Connected Services

**NOTE:** FOTA update is possible only with valid enrolment in MySubaru Companion service plan offered by MySubaru and active DCM. If the status of subscription is unclear, contact MySubaru Customer Care at (855) 753-2495 and find details of MySubaru agreement.

- Verify that the date (**Month/Day/Year**) and **time** are correct by selecting **Settings > Time & Date**. The vehicle system date must be set correctly to determine if an update is required and to establish authentication with the FOTA server.

To set the clock automatically:

- 1 Select the Settings icon.
- 2 Navigate to and select “Time/Date”.
- 3 Select “Set Automatically”. You can also adjust the clock format (12H or 24H).
- 4 The time and date arrows will become inactive.
- 5 Once you are finished, select “Apply”.



The clock automatically adjusts as follows:

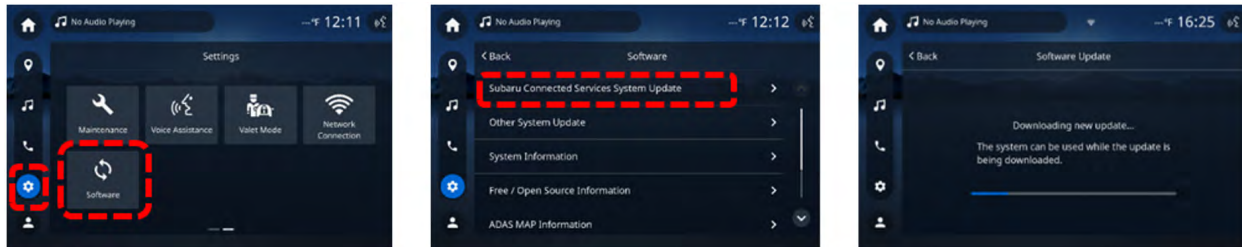
- 12.1-inch Multimedia System with Navigation: Automatically adjusts the clock when a GPS signal is available.
  - 12.1-inch Multimedia System: Automatically adjusts the clock when a MySubaru Companion and Companion+ signal is available. Without MySubaru Companion and Companion+, the clock automatically adjusts when a phone is paired and connected via Bluetooth®. “Phonebook Download” must be enabled in the Phone Settings.
- **SOFTWARE DOWNLOAD** - When software update becomes available, the software is automatically downloaded following IGN-ON operation without customer’s operation.

**CAUTION:** The process could be obstructed due to incorrect clock setting or poor DCM reception. If the clock time is incorrect, see [Appendix B](#) for how to set the correct time. If the DCM has lost reception, move the vehicle to a better (4G phone signal) reception area.

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**NOTE:**

1. Download takes 5 to 30 minutes, depending on the service provider and LTE signal strength. To confirm the download status, please select “**Settings > Software > Subaru Connected Services System Update**”.

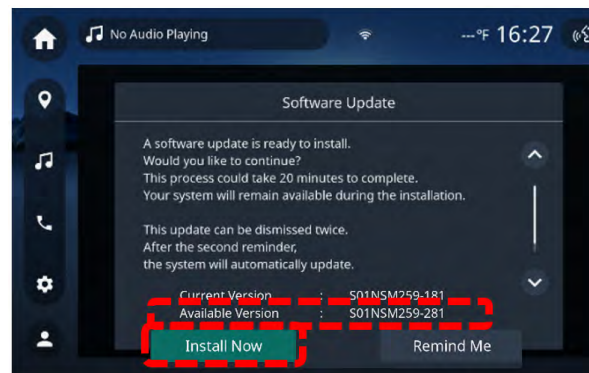


2. If the engine/ignition is turned off during the download, the download will resume once the engine/ignition is turned back on. After the download completes and the vehicle has stopped, “Installation approval” popup appears. Please move the Installation step.

**INSTALLATION** - The installation consists of two stages: installation and activation.

**NOTE:** It is recommended that the engine remains running during the installation. If an error popup appears, please refer to the Troubleshooting Guide in [Appendix D](#).

After the download completes in the background and the vehicle is stopped, the following popup will appear.

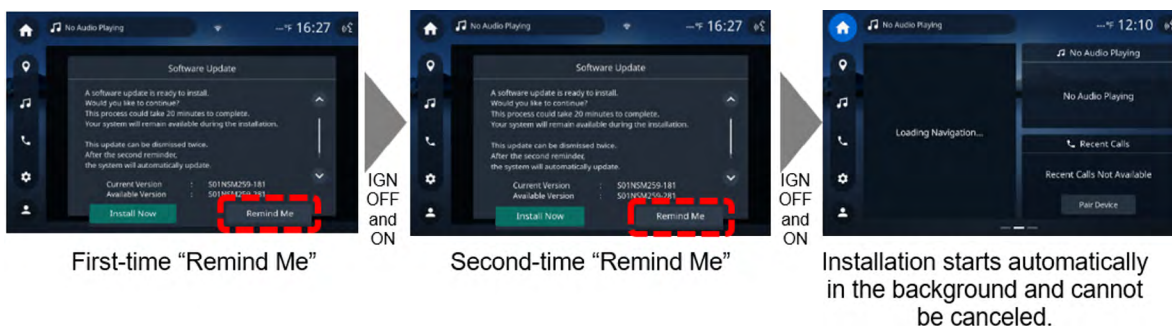


Follow the on-screen instructions displayed in the popup.

If you have navigated to another screen, select “**Settings > Software > Subaru Connected Services System Update**”, or turn the engine(ignition) OFF and then back ON.

1. Click “Install Now” and verify that the installation progress bar appears. Selecting “Remind Me” will delay the update up to two times before the installations starts automatically.

**Note:** If needed, this is a good point to make a note of the “Available Version” for later verification.

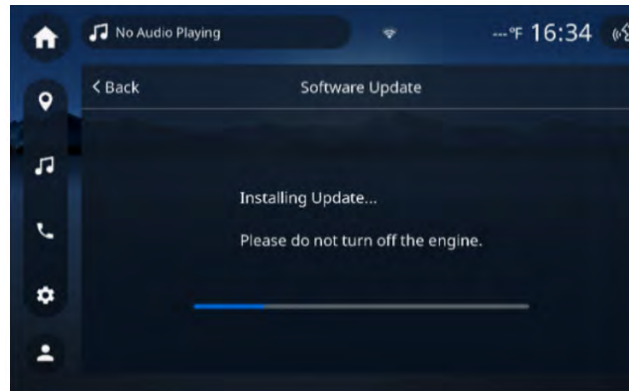


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2. Wait until the progress bar indicates 100% completion of the installation.

Note: Installation takes 10 to 40 minutes, depending on the system load status. During the installation, other functions remain available as usual, and you can navigate to any screen.

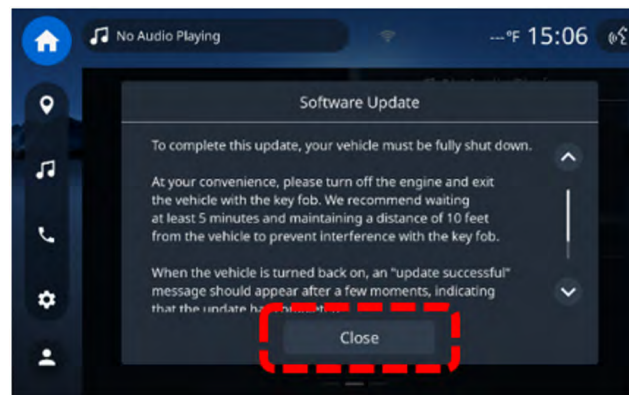
To return to this progress screen, select “Settings tab > Software > Subaru Connected Services System Update”.



Note: While the vehicle is stationary, press the brake pedal every 15 minutes to prevent the engine/ignition from shutting down automatically.

If the engine/ignition is turned OFF during the installation, the install will resume in the background once the engine/ignition is turned ON.

3. After the installation is complete, the following pop-up will appear. Press the “Close” button and proceed to the next step.



4. Shut down the system to activate the installed software following the steps outlined below.

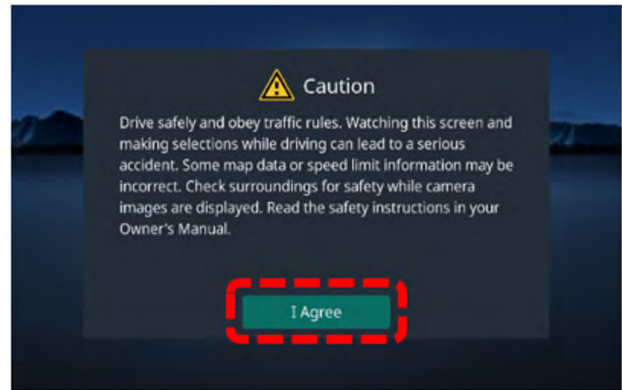
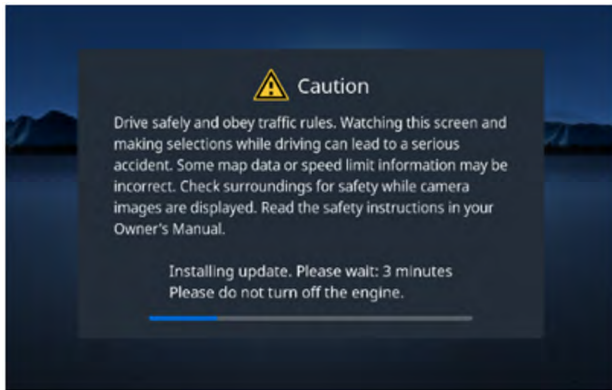
Note: The installation will not be completed until the system is shut down correctly.

- Turn the ignition(engine) switch off.
- Open the driver’s door once then close.
- Lock the doors.
- Step away from the vehicle at least 10 ft ( 3 m) with the key FOB.
- Wait at least 5 minutes.
- Unlock the doors.
- Open the driver’s door then close.
- Turn the engine/ignition on.

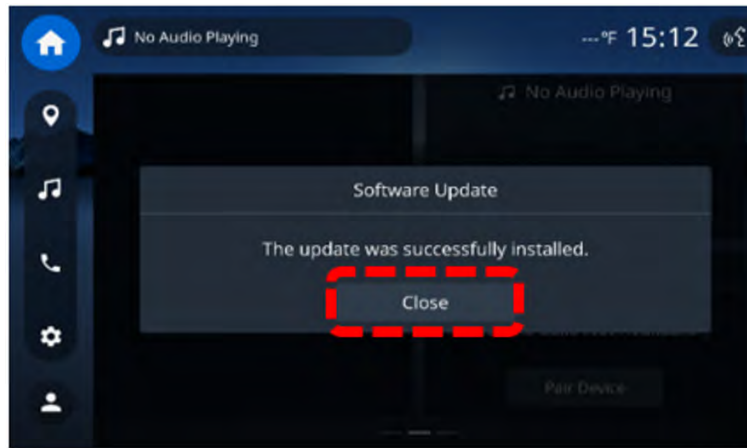
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- When the engine/ignition is turned ON, “Caution” screen will be displayed.

Note: As instructed on the Caution screen, wait for 3 minutes without turning the engine off. After 3 minutes, press the “I Agree” button.



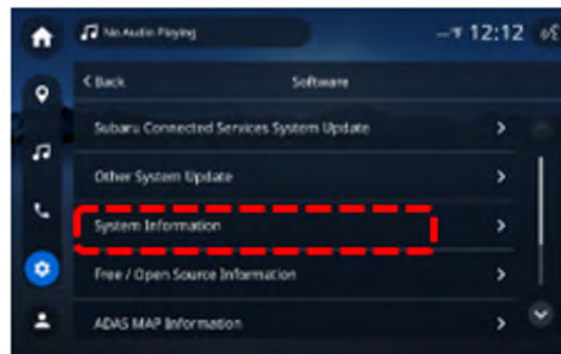
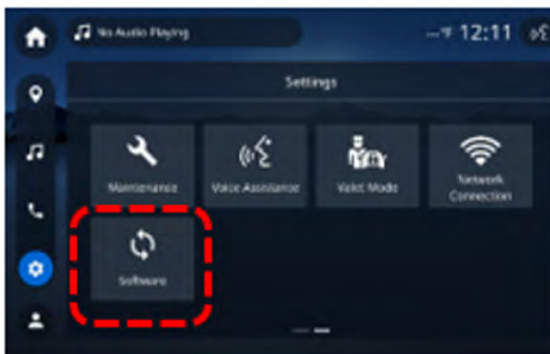
- After the software update is completed successfully, the following pop-up will appear. Press the “Close” button.



### Verification of the installed software version

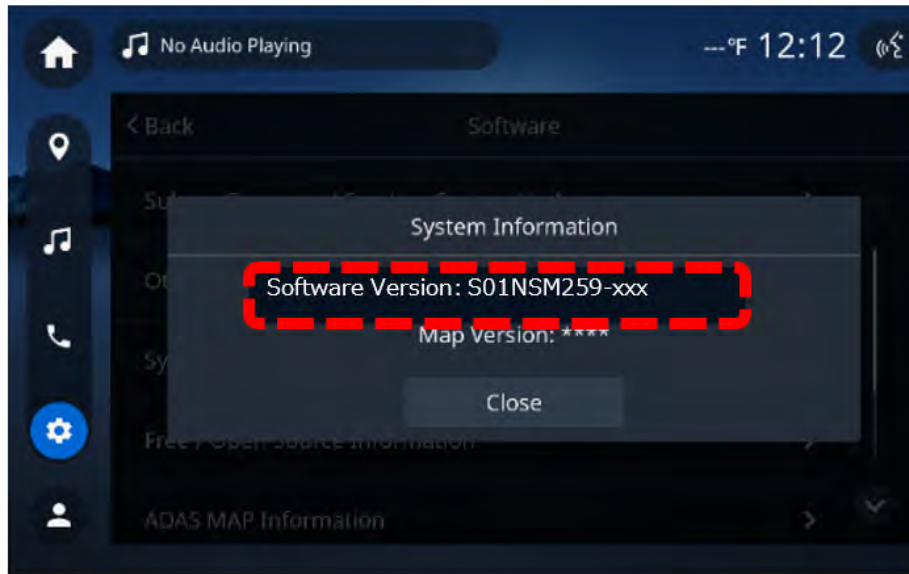
To verify whether the software update has been successfully completed, check the current software version by following the steps below.

- Select “Settings > Software > System Information



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2. Verify whether the “software version” matches the “Available Version” noted on page TBD.



**Note: Consecutive FOTA updates**

If the software version prior to the FOTA update is too outdated, updating to the latest software may not be completed in a single attempt, and consecutive updates are required.

In such cases, once the next FOTA update becomes available, the “Install Agreement” screen will appear again. When this occurs, restart the process from STEP Installation on page TBD.

**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 GEN 5 CP25 CHECK ONLY	A031-186	0.2	ZWD-48

**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.

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## APPENDIX A

Links to Customer self-install instructions for FOTA Customer Instructions will be added to the Subarunet Service Operations & Technical > Forms/Downloads page when they become available. Once the links are available and to enhance customer satisfaction, consider providing customers with a copy of the appropriate instructions for their specific system along with access to the retailer's secure customer Wi-Fi network. Doing so will enable customers to try performing the FOTA update on their own while at the retailer.

The screenshot shows a web page titled "Forms and Downloads" with a breadcrumb trail: "You are here » Service Operations & Technical » Forms/Downloads". The page has a navigation menu with tabs for "Forms", "Gen 1", "Gen 2/Clarion", "Gen 2/Fujitsu 10/Denso 10", "Gen 3/Harman", "Gen 4/Denso", "Gen 5/Denso", "FOTA", and "Map Updates". The "Gen 5/Denso" tab is selected, leading to a page titled "Gen 5: Denso - TEST PAGE". This page contains four sections: "Questionnaires" with links for "Service Advisor Form" and "Service Advisor Form - examples"; "Technical Support Guide" with a link for "CP25 System Trouble Shooting and Diagnosis Flow"; "TSBs and Tips" with a link for "15-331-25 - Infotainment Concern Data Collection and Sharing Guidelines for Denso Gen5 CP25 System"; and "Updates for Gen 5 Denso Audio and Navigation Head Units - 26MY Outback /Wilderness:" with a link for "26MYOutback- Denso-CP25 AUDIO UPDATE- January 2026".

**REMINDER:** Retailers performing these updates are to follow the Service Procedures outlined in this bulletin ONLY. Always follow the applicable service procedures as outlined in this and other Service Bulletins. The additional steps and requirements supplied in Service Bulletins support a Subaru Technician's proper diagnosis and repair of any customer concern.

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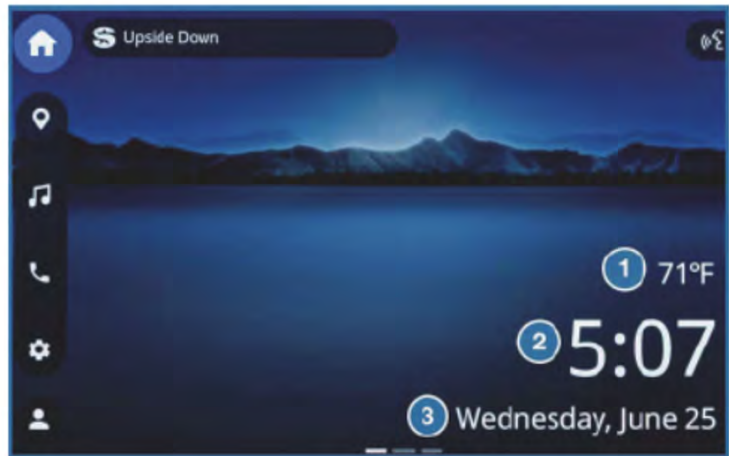
## APPENDIX B

### How to set the correct time on the clock

Software Update availability notification only works, if the clock has been set accurately. Check if the time is correct or not shown on the Home screen or shown on the status bar

#### Calm Screen

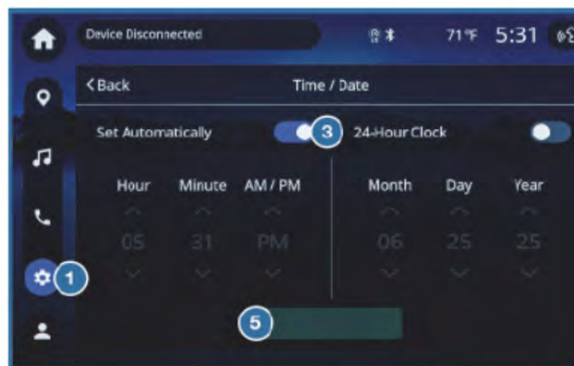
- 1 Outside Temperature:**  
Displays the temperature outside of the vehicle.
- 2 Clock:** Select to display the clock setting screen.
- 3 Date and Day of the week:**  
Displays the date and day of the week.



If the time is not correct, set the clock using procedure below.

To set the clock automatically:

- 1** Select the Settings icon.
- 2** Navigate to and select "Time/Date".
- 3** Select "Set Automatically". You can also adjust the clock format (12H or 24H).
- 4** The time and date arrows will become inactive.
- 5** Once you are finished, select "Apply".



The clock automatically adjusts as follows:

- 12.1-inch Multimedia System with Navigation: Automatically adjusts the clock when a GPS signal is available.
- 12.1-inch Multimedia System: Automatically adjusts the clock when a MySubaru Companion and Companion+ signal is available. Without MySubaru Companion and Companion+, the clock automatically adjusts when a phone is paired and connected via Bluetooth®. "Phonebook Download" must be enabled in the Phone Settings.

For more details, refer to the Owner's Manual.

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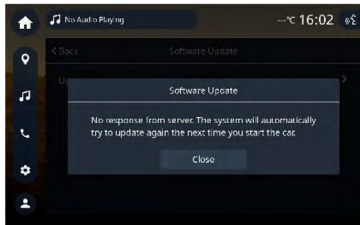
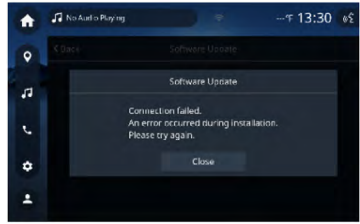
## APPENDIX C

The FOTA update software version might not be the same version available to Retailers for USB updating use. In that case the system which has been updated via the FOTA can be further updated using USB update. Updating the firmware using a USB flash drive by following the steps outlined in TSB 15-335-25 “Reprogramming File Availability for Optimization of Gen 5 Denso CP25 Infotainment Systems”.



See TSB 15-335-25 Appendix 6 for the list of improvements for the applicable software version update.

*Continued...*

## Appendix D

No.	Case Scenario	Causes	Check Points	Reference image
<b>1. Troubleshooting for Step 1 (Check preconditions) in the Operation Guide.</b>				
1-1	“In order to use the software update feature, a Subaru Connected Services subscription is needed. Please visit MySubaru online for more information.” appears during check for update.	“Subaru Connected Service Subscription” contract is not valid.	The type of subscription contract may vary depending on your region. Please contact your retailer for details about the contract.	
<b>2. Troubleshooting for Step 2 (Download) in the Operation Guide.</b>				
2-1	“No response from server. The system will automatically try to update again the next time you start the car.” popup appears during download.	Shown when there is no response from the server and “Settings > Software > Subaru Connected Services System Update” screen is selected.	There may be an issue on the server providing the service. 1. wait for a while 2. turn the engine/ignition OFF and turn it ON *If the symptom occurs again, please contact your retailer.	
2-2	“Connection failed. Unable to check for updates because no active internet connection has been detected.” popup appears during download.	Shown when the LTE connection is unstable and “Settings > Software > Subaru Connected Services System Update” screen is selected.	1. move to strong LTE signal strength. 2. turn the engine/ignition OFF and turn it ON *If the symptom occurs again, please contact your retailer.	
2-3	“The software download failed.” popup appears during download.	Shown when an unexpected error occurs and “Settings > Software > Subaru Connected Services System Update” screen is selected.	The download will automatically restart after 72 hours. *If the symptom occurs again, please contact your retailer.	
<b>3. Troubleshooting for Step 3 (Installation) in the Operation Guide.</b>				
3-1	“No response from server. The system will automatically try to update again the next time you start the car.” popup appears during installation.	Shown when there is no response from the server.	There may be an issue on the server providing the service. 1. wait for a while 2. turn the engine/ignition OFF and turn it ON *If the symptom occurs again, please contact your retailer.	
3-2	“Connection failed. An error occurred during installation. Please try again.” popup appears during installation.	Shown when the LTE connection is unstable.	1. move to strong LTE signal strength. 2. turn the engine/ignition OFF and turn it ON *If the symptom occurs again, please contact your retailer.	

*Continued...*

No.	Case Scenario	Causes	Check Points	Reference image
3-3	“The software install failed. Please try again.” popup appears during installation.	Shown when an error occurs during the installation process.	The installation will automatically restart after 72 hours. *If the symptom occurs again, please contact your retailer.	
Other				
4-1	“Software update setup is initializing...” screen appears during all updating process.	This is not an error; it is displayed only during the 90-second period after the engine is turned on and “Settings > Software > Subaru Connected Services System Update” screen is selected.	1. wait for 90 seconds. 2. continue following the steps in the FOTA operation guide.	
4-2	“Setup is initializing...” screen appears during all updating process.	This is not an error; it is displayed when the internal process has not been completed and “Settings > Software > Subaru Connected Services System Update” screen is selected.	Please retry after adhering to the wait times specified in troubleshooting guide or and procedure of operation guide.	