

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: 2026MY Solterra **NUMBER:** 15-332-26
SUBJECT: Reprogramming File Availability for Optimization of Denso-Ten Infotainment Systems **DATE:** 04/30/26

INTRODUCTION:

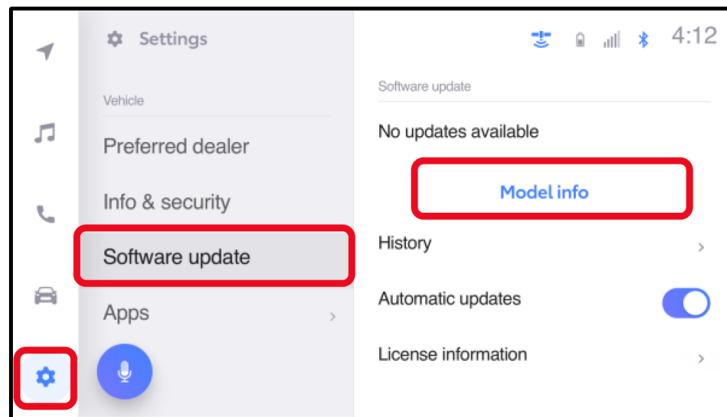
The following information announces the availability of reprogramming files and provides a procedure for installing a software update to optimize Denso-Ten head units. The procedure involves either downloading the software update files from Subarunet or using those sent directly from PDI (Nuspire) to the SDS Notebook, then transferring them onto a USB flash drive for head unit installation. This update includes several enhancements. For details on this update and previous updates, please refer to Appendix 2.

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 vehicle and allowing the head unit to boot up completely, from the HOME screen, press the **Settings (gear icon)** button.
- 1b) Press >Software Update > Model info.

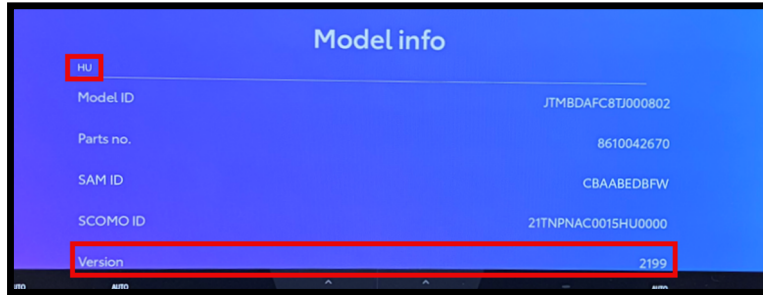


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1c) Is the software version 2222?

- **Yes** –The system is up to date. Performs diagnostics as per the applicable service manual.
- **No** – Continue to Step 2.



Step 2: Prepare a USB flash drive

Note: The 2026 Solterra is only equipped with a USB Type-C port. You must use a USB Type-C flash drive or a USB Type-A flash drive with a USB Type-A to Type-C adapter that supports data transfer.

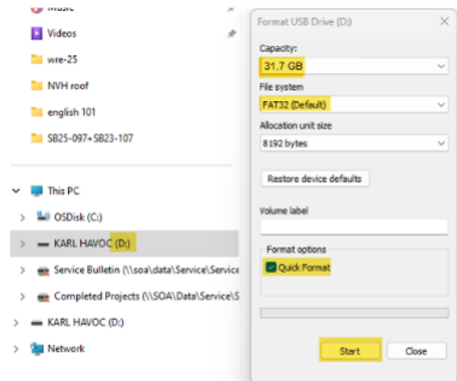
Flash Drive specs must be:

USB communication format	USB 2.0 or newer. USB 3.0 has proven to be faster.
File format	FAT 32
Memory capacity	Must be 4 to 32 GB

CAUTION: Do not use any USB flash drive that uses file-organizing software or an operating system.

VERY IMPORTANT: Before attempting to download any data files, confirm that the PC and flash drive being used are not infected with any virus. Then format the flash drive to FAT32.

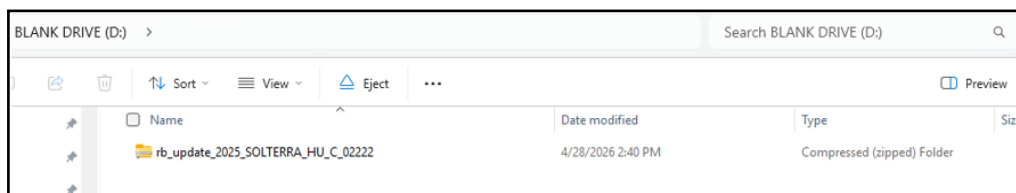
- Make sure the USB flash Drive is empty
- Right Click on the corresponding “Removable DISK”
- Select “Format”
- From the File System Drop-Down menu, Select “FAT 32”
- Check the “Quick Format” Box (if not already done).
- Click on “Start” to format the USB flash drive.



STEP 3: Download the Update Files to the USB flash drive:

Transfer the **ZIPPED** files to the USB Flash Drive following Appendix 1, “Download the Update Files to the USB”.

Note: Do not extract the files; the zip folder needs to be saved directly to the blank USB flash drive as shown below:

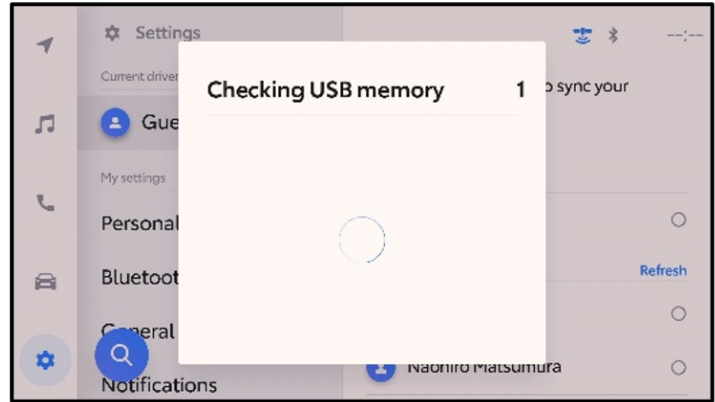
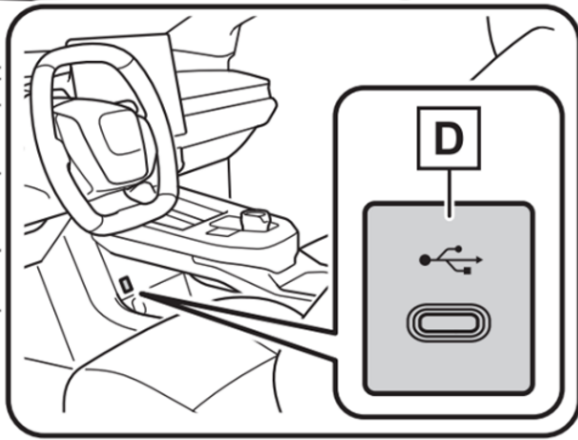



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STEP 4: Push the ignition switch to put the vehicle in READY-ON mode, apply the parking brake and select “N” on the rotary shifter.

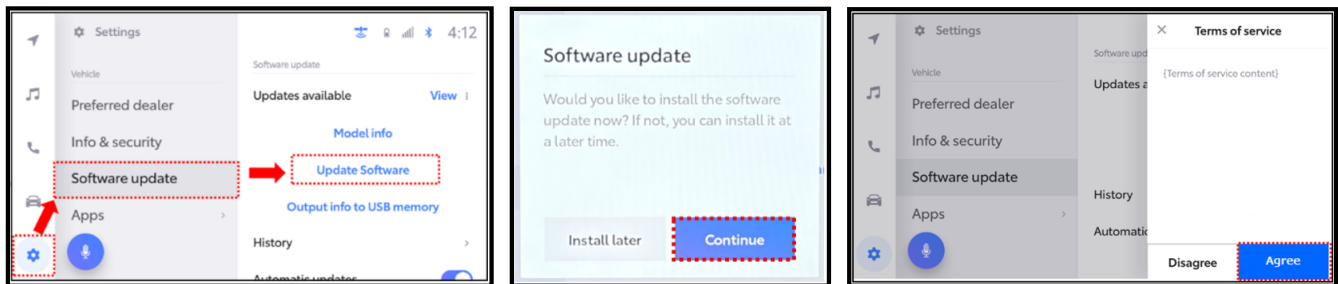
STEP 5: Insert the flash drive containing the correct software update into the vehicle’s leftside USB port marked with the USB (🔌) icon.

Note: A “Checking USB memory” message will display. This message can be displayed for up to 10 minutes.



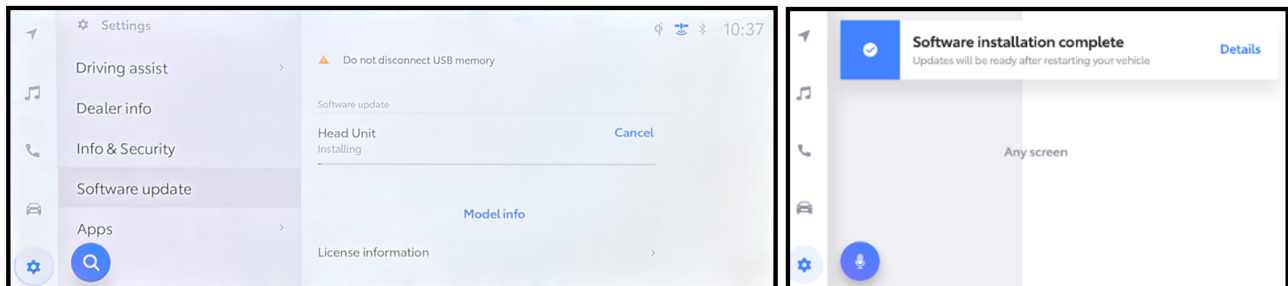
STEP 6: Press  > Software update > Update Software > Continue > Agree

Note: The content displayed on the “Terms of Service” screen may not display correctly during the update process. This condition does not affect the update. Please continue with the procedure as instructed.



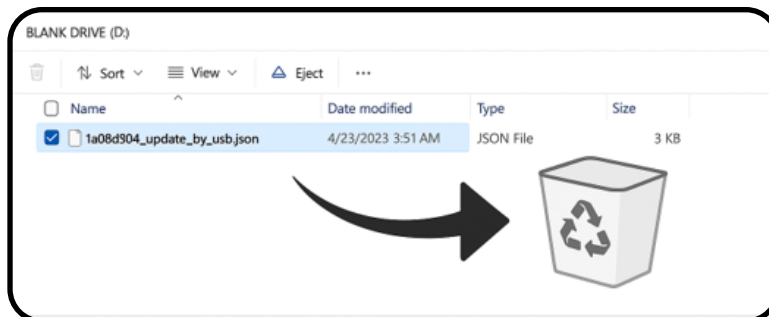
Note: If the “Update Software” button is not displayed on the software update screen, perform the following. Select “View” on the software update screen. Then select “OK”.

STEP 7: Wait for the update to finish downloading. A progress bar will display the installation status. A banner will appear when the update is complete, stating “Software installation complete.”

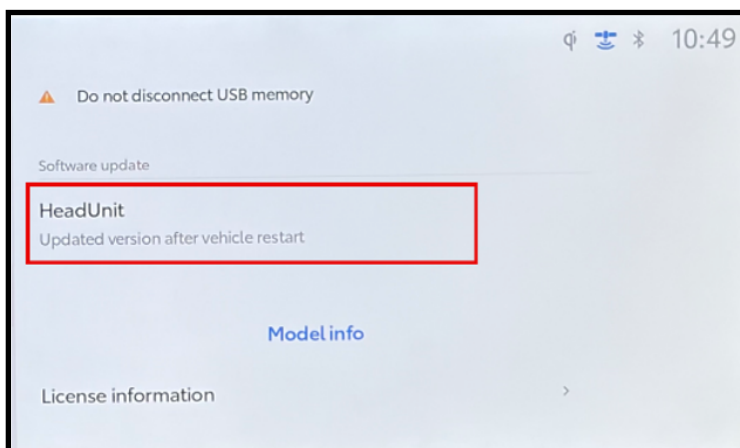



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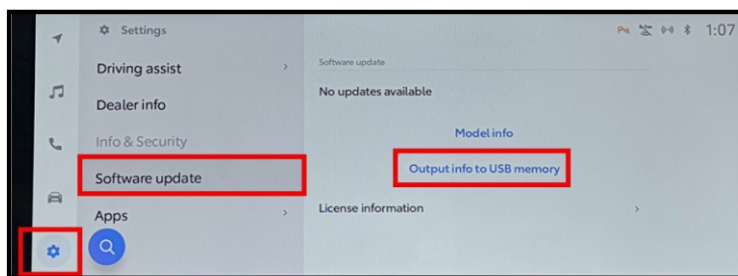
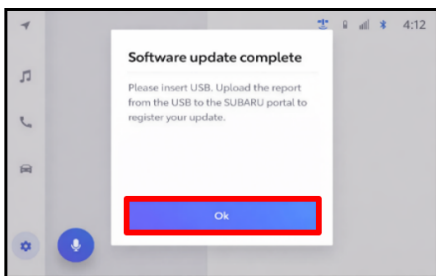
[Note: In some cases, the head unit may generate a completion report and automatically save it to the flash drive. This .json file is not required and should be deleted from the flash drive.]



STEP 8: After “Updated version after vehicle restart” is displayed, restart the vehicle by turning the ignition switch off. Open and close the driver’s door twice. Then turn the ignition switch on and wait two minutes. Once the head unit has successfully booted up, remove the flash drive. Reperform the steps outlined in Step 1 and verify that the software version is **2222**.



[Caution: Failure to perform step 8 can cause a pop-up shown below. If this pop-up appears, insert a blank USB drive. Press  >Software Update > Output info to USB memory. Remove the flash drive once the prompt that .json files are extracted. Delete these files from the USB flash drive.]



STEP 9: Perform a complete system scan. Clear any DTCs set during the software update. If any DTCs return, diagnose them according to the applicable service manual.

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, 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 TEN AUDIO UNIT SOFTWARE UPDATE	A810-286	.6h	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 1

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 PDI(Nuspire) in the same way a Select Monitor Update would be pushed out. (see “B” below).

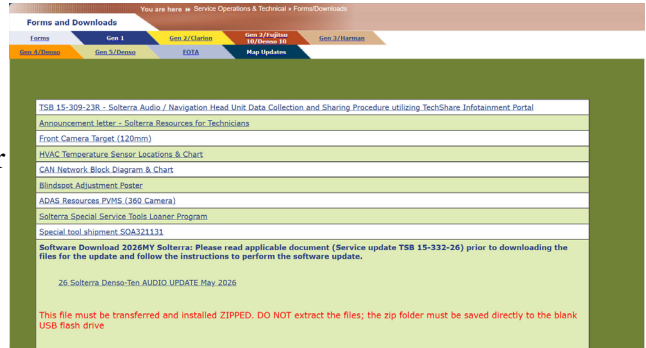
Follow “A” when using files downloaded from Subarunet.

Follow “B” when using the files sent directly to the SDS notebook from Nuspire.

“A” When using update files downloaded from Subarunet:

IMPORTANT: Files downloaded from Subarunet will be .zip files and must remain zipped.

Using the normal audio / navigation system file update download procedure: Go to Subarunet, select Service Operations and Technical>>Forms/Downloads>>Solterra Resources then click on the applicable Hyperlink to download the file(s) to your SDS Notebook or PC:



- Go to Downloads.
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.

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

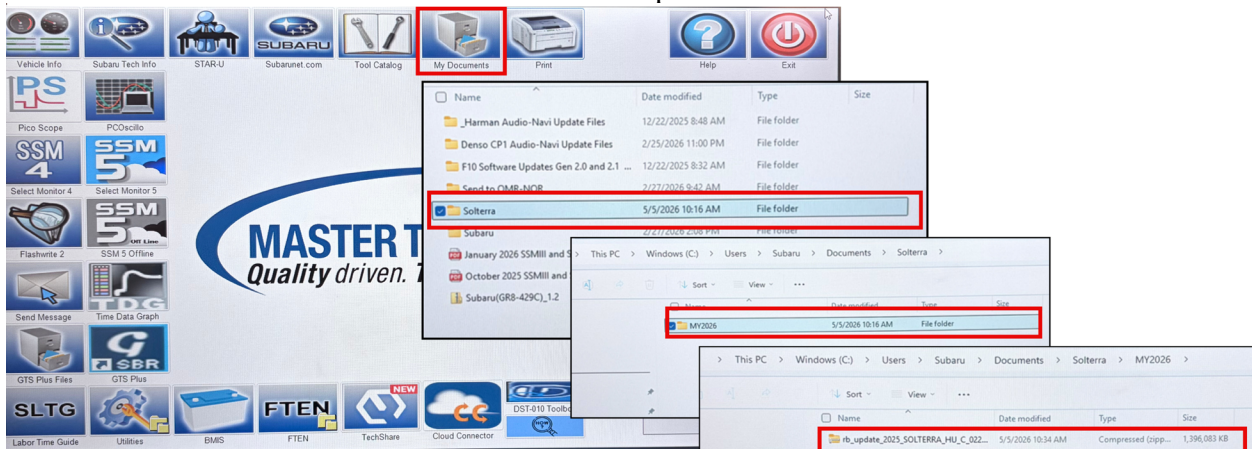
- From the Toughbook home screen, navigate to the **My Documents > Solterra > MY2026** to locate the update file.

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 and the update file will display as shown.
- Select all the zipped files and either copy / paste or click / drag them to the USB flash drive.
- 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.



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Appendix 2

Symptoms Addressed by Update

Number	Symptoms Addressed by Update
1	While streaming audio via Wireless CarPlay there is a noticeable crackle/static interruption/skip at ~1 minute intervals. Music, podcasts and audio books apps all experience this phenomenon.
2	While using Wireless CarPlay for phone calls the audio cuts out and the caller can no longer be heard in the cabin and the receiver cannot hear the caller. The audio mutes on both sides of the conversation.
3	When an Android device is paired to the vehicle, if the Android device is not present in the vehicle, an Android Auto Connection error appears.