

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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 26MY Outback Models including Wilderness models

NUMBER: 15-335-25R

DATE: 02/06/26

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

REVISED: 07/23/26

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.

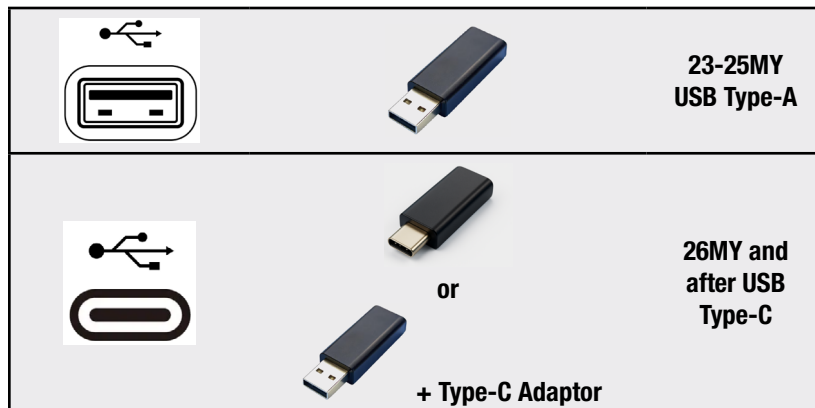
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MATERIALS REQUIRED:

- 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 adapter 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 “016-820” and the version doesn’t match the software version from TSB 16-336-25 “FOTA (Firmware Over-The-Air) Reprogramming for Denso Gen 5 CP25 Audio Navigation Infotainment Systems via DCM”, please proceed to Step 2 below. Otherwise the unit already has the latest software version installed. No update is required at this time

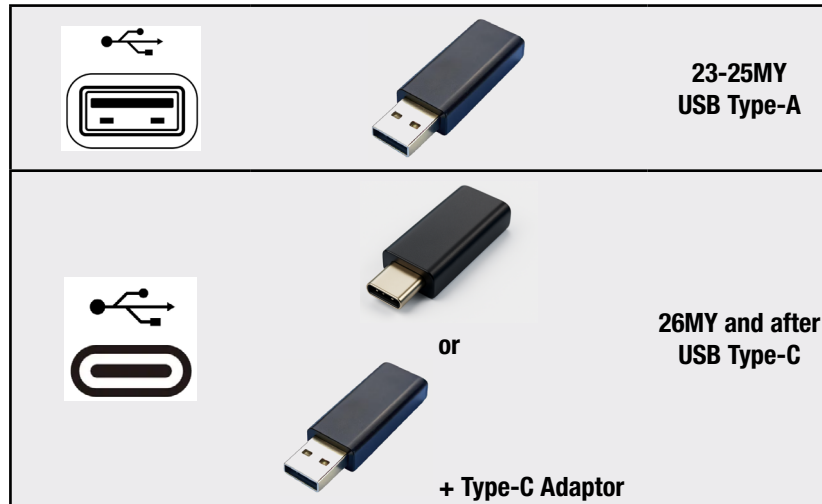
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STEP 2- Prepare the USB flash drive

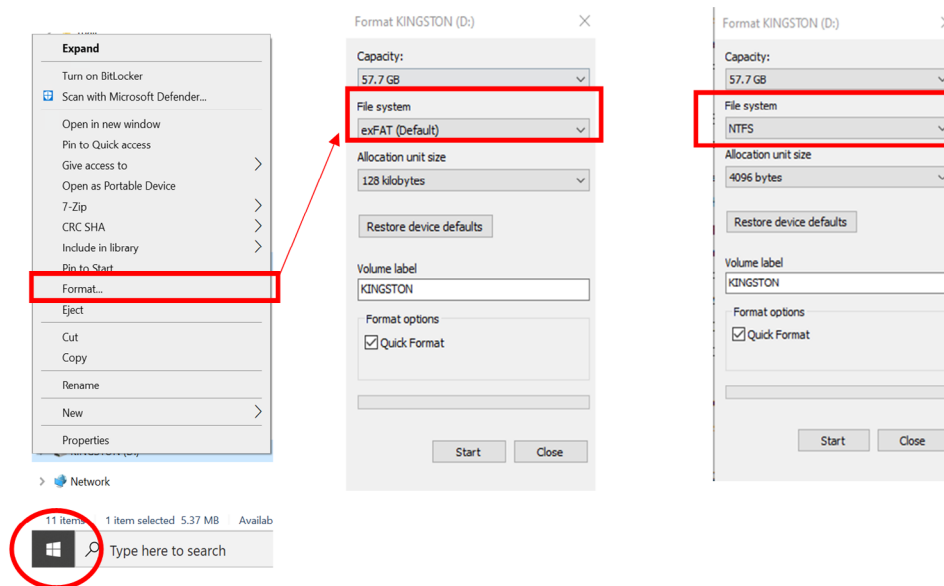
CAUTION: Do not use any USB flash drive which utilizes file organizing software or an operating system.

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.

Continued...

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 **customer** vehicles **with one or more complaints listed in Appendix 6** 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.

Continued...

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



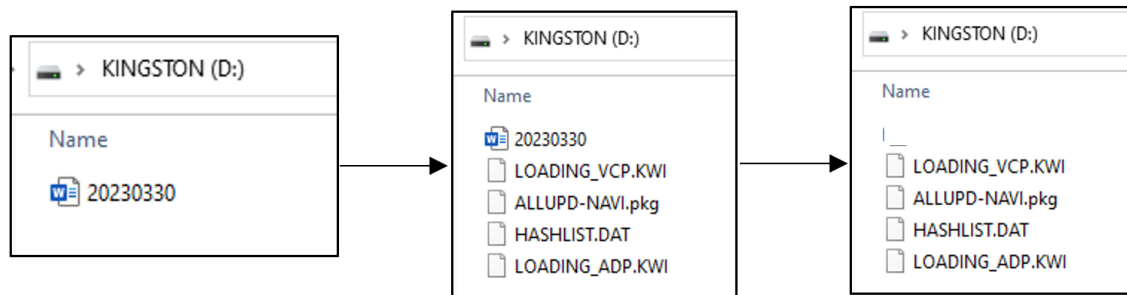
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APPENDIX 2

FLASH DRIVE RECOVERY

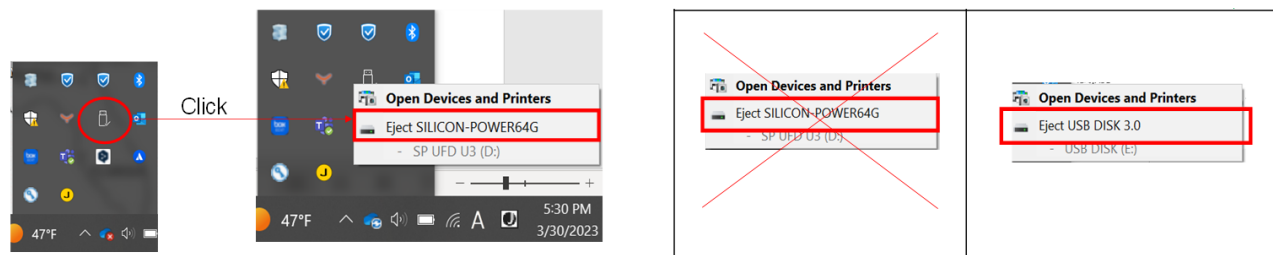
In the rare case you might encounter a scenario when USB drive is not recognized on the data is not accessible. In those instances, you might find information below useful. Please review and apply as applicable.

- 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

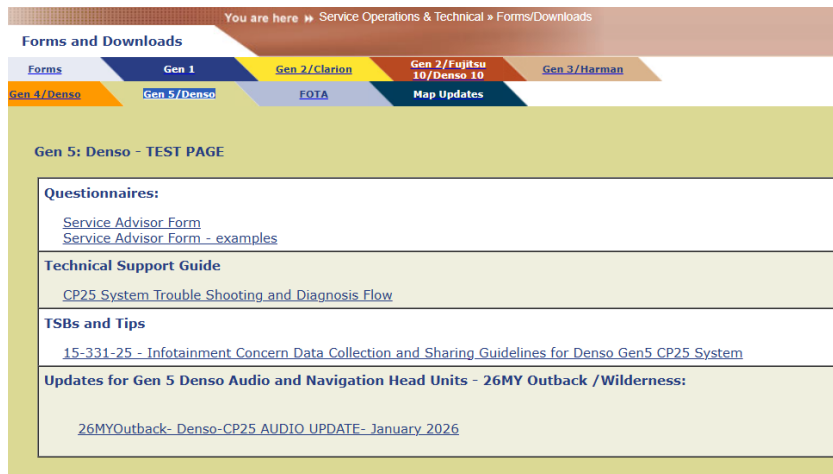
The files are available for download on Subarunet (see “A” below).

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:



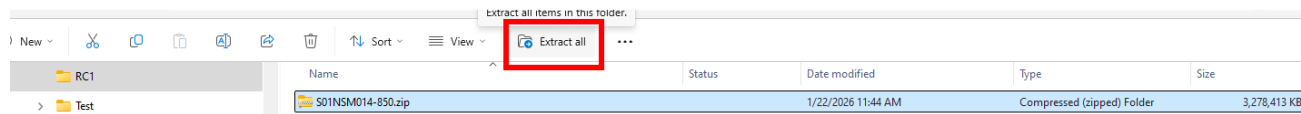
[Click Here to Access the Downloads for Audio/Navigation Information on Subarunet](#)

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

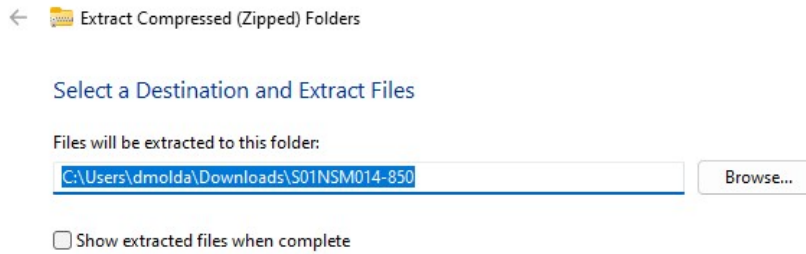
26MYOutback - Denso-CP25 AUDIO UPDATE- **June** 2026

- 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

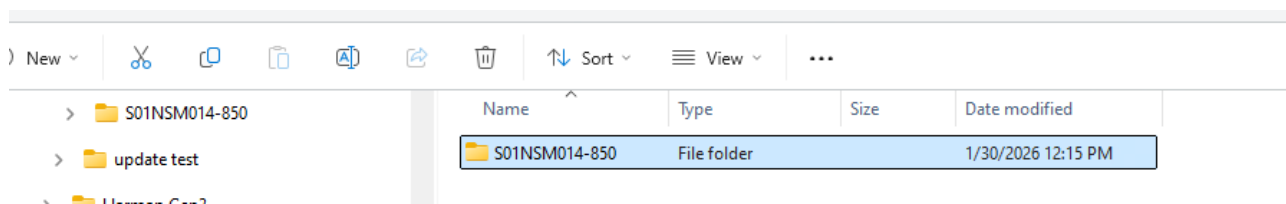


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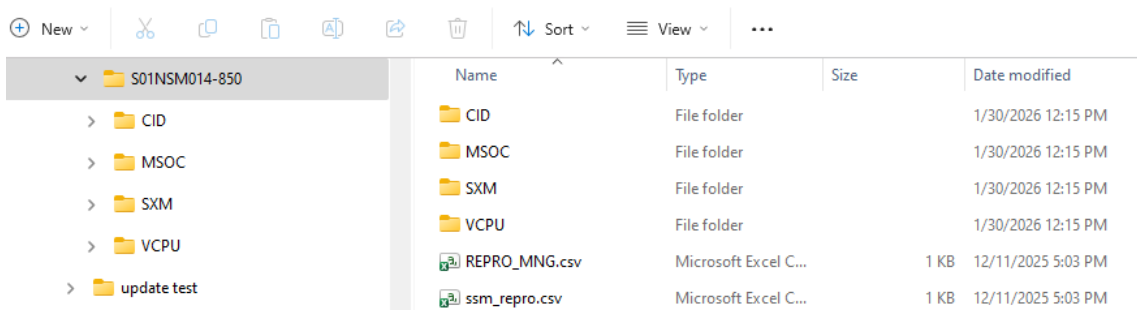
- The screen similar to the one below will appear to set a destination for the extracted file.



- 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.

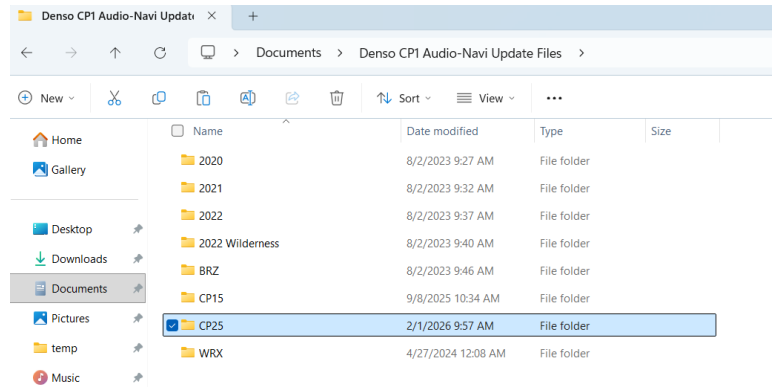
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- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. Denso CP25 2026MY ALL).
- Go to **Step 4** in service procedure.

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

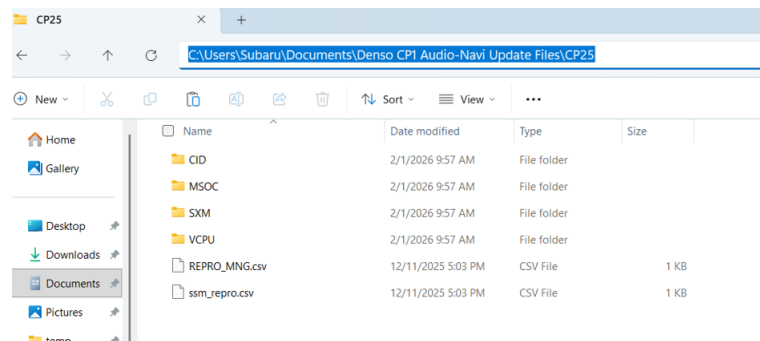
- Go to My Documents on the GUI screen click on the folder “Denso CP25 Audio-Navi Update Files” to display the list of available update files shown below.

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.

Continued...

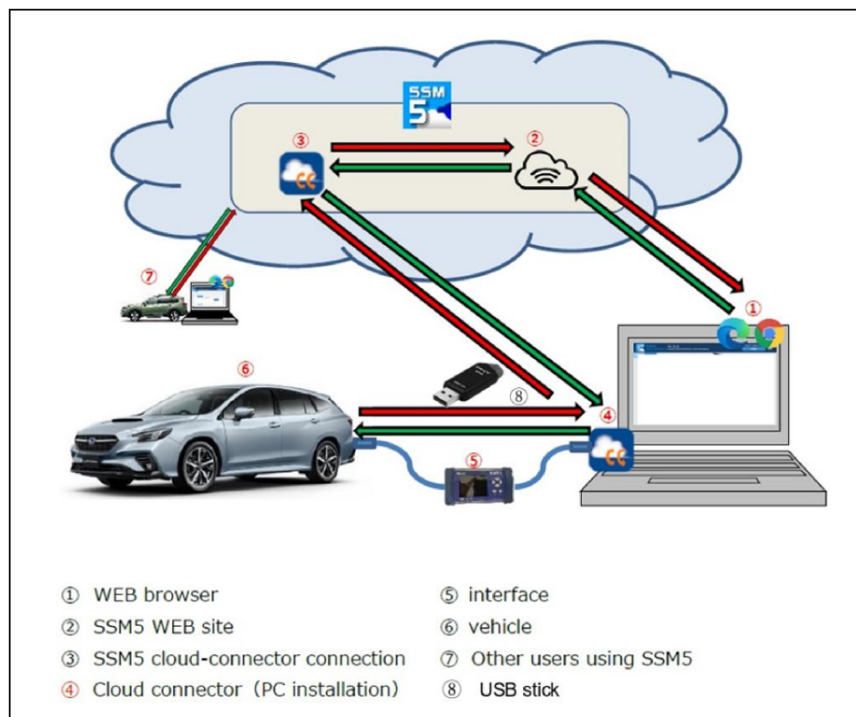
APPENDIX 4

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.**

NOTE: If you encounter an error with the codes 4534 or 4506 or **Communication Error**, please verify your setup confirming IGN-ON/Engine-OFF and Parking Brake (EPB) applied. Please follow these steps to recover from the error: **apply the EPB, turn the ignition OFF, open and close the driver’s door, turn the ignition ON again, and then restart the reprogramming process.**

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.

Continued...

- 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 configuration details with SSM5.
- 4-SSM5-c. Execution
 - 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.

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	3430220680	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	0220240103	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	4012254250	Not Available	Not Available	Equipped	Communicating
Tire Pressure Monitor	0083030201	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	71M1uQnYdR0	Available	Available	Equipped	Communicating
Manocular Camera	464E533332	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 software interface. The top bar displays 'SUBARU Select Monitor 5 Ver: 2.5.1' and 'Cloud Connector ID: 69FC3D32-B67AFC6'. The main window is titled 'Cockpit Control Unit' and shows a 'Flash' button. Below the button, there is a search bar and a language selector set to 'English'. A table of service bulletins is displayed, with two options highlighted in yellow. A red arrow points to these options with the text 'Multiple options'.

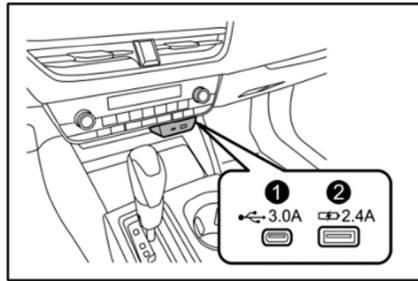
Service bulletin	Update Description	Release Date
https://www.subaru.net/en/its/doc/productCamp/bulletin/WRC-24R.pdf	Required file to allow CP1.5 USB updates to Ver 5.2 only for 25MY	2025/01/18
https://www.subaru.net/en/its/doc/techService/bulletin/15-305-229_011825.pdf	Legacy/Outback. Required to allow WRC-24 Update	

- 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.



Cockpit Control Unit

YIN: 454GUMF68R3996152 MY: 2024 Vehicle : IMPREZA / CROSSTREK

Flash

Applicable System	Applicable Part Number	Updated Part Number	Applicable SWID	Updated SWID
Cockpit Control Unit	TARGET_SBRPN	NEW_SBRPN	71M14Qm16SG	71M2TGN/NAUP

Reprogramming type: Campaign

Language select: English

Service bulletin

Update contents

Version History / Notes

Back Download **Start Reprogramming**

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.

Reprogramming executing

Cockpit Control Unit

100%

Status : Data, parameters downloading.. (243.8/243.8 KB)

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]

Reprogramming executing

CCU

Status : Reprogramming is in progress.

When the Center Information Display shows "Software update completed" and the OK button is displayed, press the OK button on the screen and then press the OK button below.

OK

[CCU Display]

Software Update

Installing update...

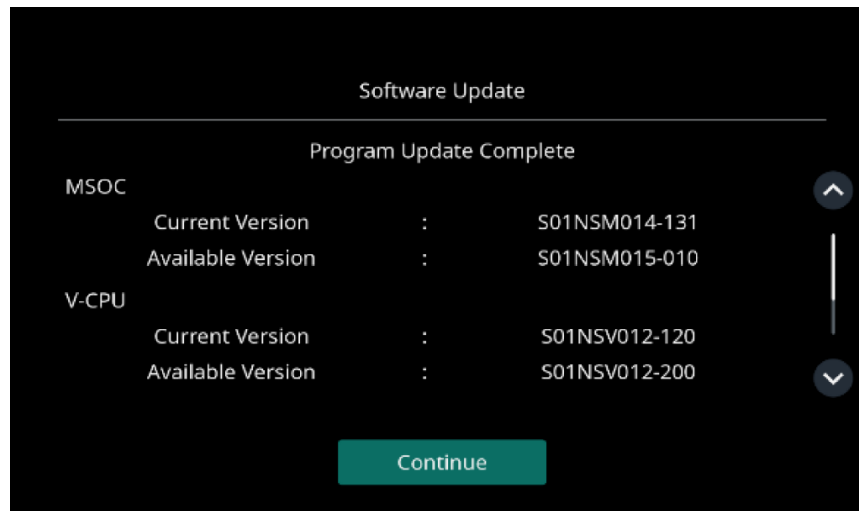
MSOC	Current Version	Available Version
	S01NSM014-131	S01NSM015-010

V-CPU	Current Version	Available Version
	S01NSV012-120	S01NSV012-200

Please do not disconnect the USB device and do not turn off the engine.

Continued...

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 elapsd.

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

Continued...

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).



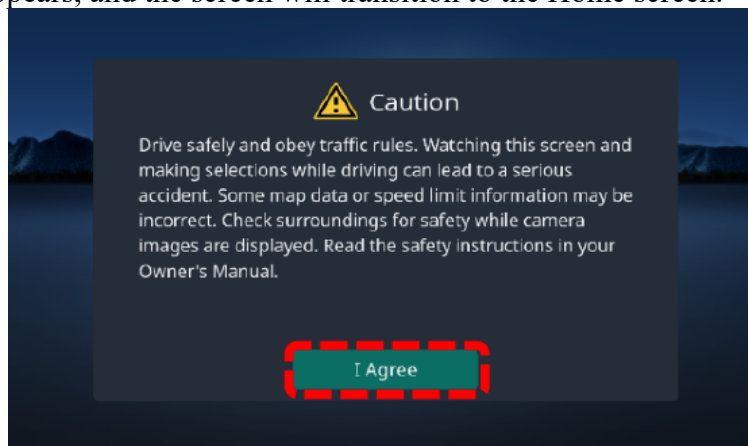
viii. When '[Turn to IG ON]' is displayed (after 80 seconds have passed from turning the ignition off), turn the ignition on. Confirm that the ignition is ON, check the box, and click [OK].



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)

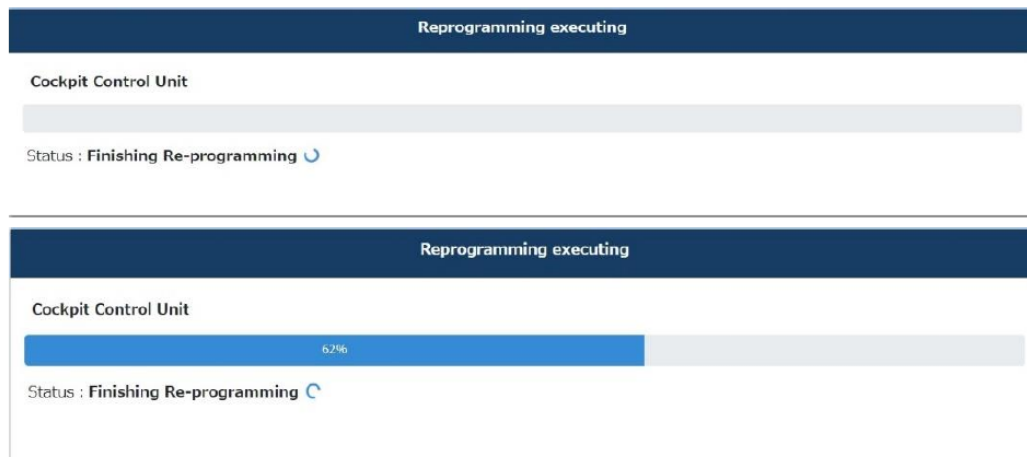
Measure: Wait for the FOTA to complete. If FOTA is in progress, software updates via SSM5 cannot be executed until the FOTA is completed.

Case6-2

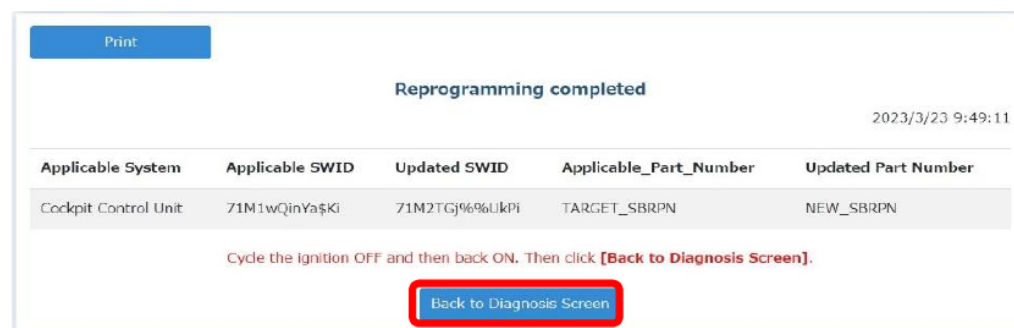
If the files stored on the USB memory are corrupted, missing, or if the USB memory is not recognized correctly (e.g., removed during the process.)

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”.



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

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	71M2TG9%Uk9%	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

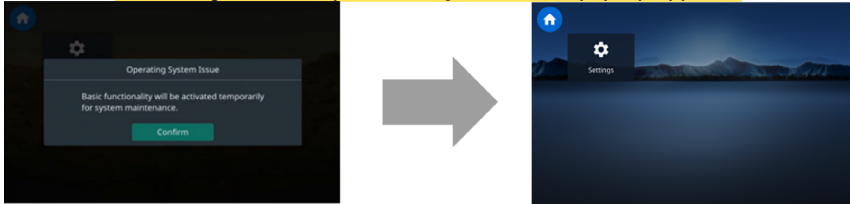
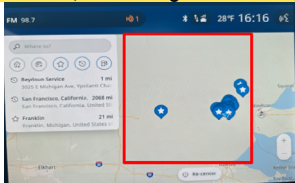
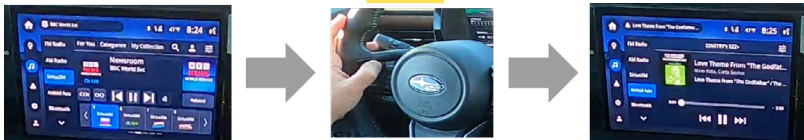
DENSO GEN 5 SOFTWARE UPDATE TIMELINE

Update #	MY	Version	Release Date:	NEW Version ID #:	Conditions Addressed:
0	2026	0	9/1/2025	S01NSM012-820	SOP for 26MY Outback
1	2026	RC1	2/6/2026	S01NSM014-850	- See "Conditions Addressed by Update #1" as outlined in " Appendix 6 " below
2	2026	RC1.5	6/19/2026	S01NSM016-820	- See "Conditions Addressed by Update #2" as outlined in "Appendix 6" below

Continued...

APPENDIX 6

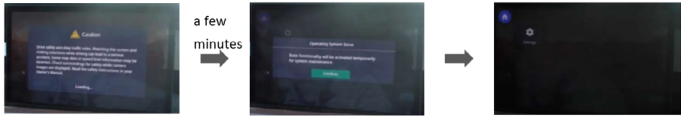
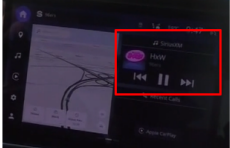
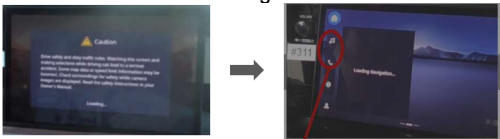
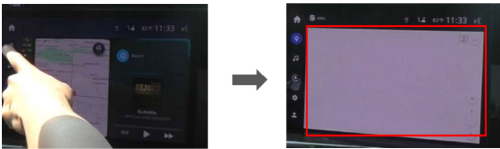
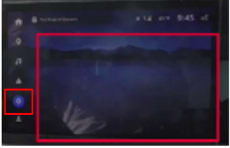
SYMPTOMS ADDRESSED BY UPDATE #2:

No	Category	Symptom
1	Launch Navigation	The CID display becomes unstable, and then the meter and CID restart. 
2	Launch Navigation	After navigation startup, an "OS System Issue" pop-up appears. 
3	Connected Service	Subaru Connected Services becomes unavailable.
4	Navigation	Some regions are shown as blank, and navigation route guidance cannot be started 
5	SXM	When the source is switched from Android Auto Media to another media source using voice recognition, the preset cannot be selected and Android Auto Media is played instead. 
6	Audio	Audio playback is interrupted intermittently when using Android Auto.
7	Audio	During a Bluetooth call, the other party hears noise.
8	OTA	The CCU fails to complete the FOTA installation. The installation failure occurs on every attempt.

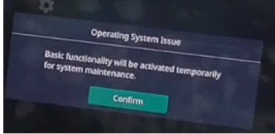
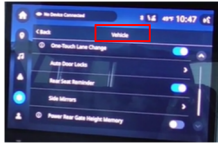
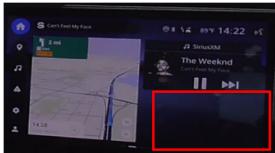
SYMPTOMS ADDRESSED BY UPDATE #1:

No	Category	Symptom
1	Display	After turning the ignition ON, the CID displays a black screen for approximately 25 seconds, and the meter resets. 
2	"CarPlay AndroidAuto"	"[Specification Change] Even when the conditions for CarPlay/Android Auto meter display are not met, the Map mode (blue background) will be displayed."

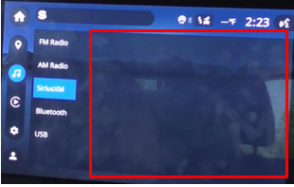
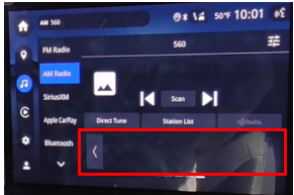
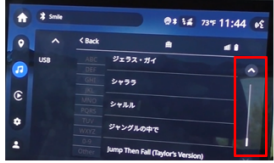
Continued...

No	Category	Symptom
3	CarPlay	"[Specification Change] The Recent Call widget on the CID HOME screen will now support CarPlay's Recent Calls."
4	"CarPlay AndroidAuto"	"[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."
5	Display	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.
6	Display	After turning the ignition ON, the Caution screen is displayed for several minutes, followed by a persistent "Operating System Issue" screen. 
7	SXM	When a SXM channel is requested via Voice Assistance, the system switches to the SXM screen, but playback does not start. 
8	Display	After ignition ON, the Caution screen freezes on "Loading," causing the CID to start up on the non-navigation screen. 
9	Reprogram	When performing consecutive CCU-FOTA updates, the second FOTA does not start.
10	Navigation	While navigating, opening the Map screen during driving causes the Map screen to reset and the route guidance to disappear. 
11	Display	Icons do not appear when opening the Settings screen. 
12	Navigation	On the Home screen Map Widget, the globe display freezes, and the Map contents do not display when opening the Map screen. 
13	Audio	During Android Auto Music playback, switching to FM results in FM not playing.
14	Reprogram	During CCU-FOTA installation, turning IGN OFF/ON causes the installation to fail and "The software install failed" popup appears.

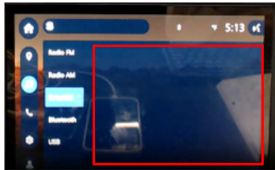
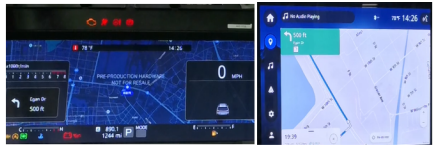
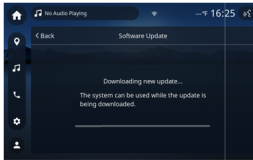
Continued...

No	Category	Symptom
15	Reprogram	During CCU-FOTA installation, turning IGN OFF/ON displays the "Operating System Issue" popup. 
16	Navigation	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. 
17	Reprogram	After CCU-FOTA completion popup, turning IGN OFF/ON results in the Caution screen, and the HOME screen content does not display. 
18	Audio	Switching Audio sources in the order "USB-A > FM/AM > Handsfree call > End Call > FM/AM" prevents FM/AM from playing.
19	Setting	"After MemoryInitialize or CCU replacement, the Automatic Vehicle Shutdown menu (Settings > Vehicle > Automatic Vehicle Shutdown) does not appear." 
20	AndroidAuto	When changing the system language during Android Auto connection, Recent Calls on the Home screen do not display. 
21	Time	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. 
22	Audio	During FM playback, IGN OFF/ON prevents FM from auto-playing.

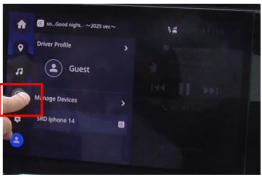
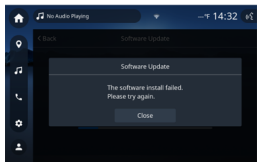
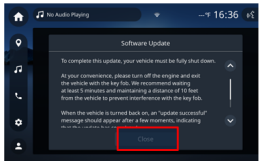
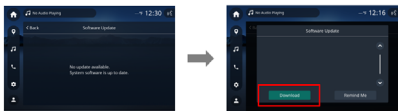
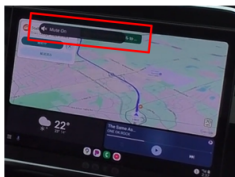
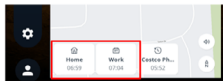
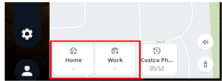
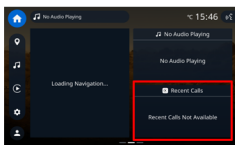
Continued...

No	Category	Symptom
23	Audio	When a device with a large music library is connected via Bluetooth, pressing the Audio screen does not display information. 
24	Audio	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. 
25	Navigation	During navigation, opening the “Next Guidance (Turn by Turn)” screen while driving causes it to freeze and disappear.
26	Audio	In the Audio screen, rapidly pressing preset AM radio stations alternately causes the preset list information to disappear. 
27	Audio	Switching from SXM to FM during SXM playback changes to the FM screen, but the FM information does not display and SXM continues playing. 
28	Audio	Scrolling a music list with a device containing many songs connected via Bluetooth causes playback to cut out and the screen to freeze. 
29	Time	System time becomes inaccurate. 
30	AndroidAuto	[Specification change] Improved error popup text for Android Auto connection failure (10 popups targeted).

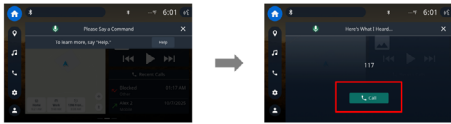
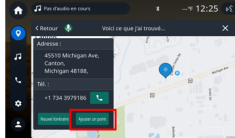
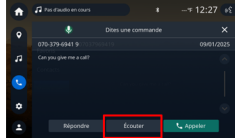
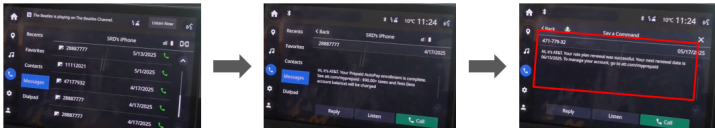
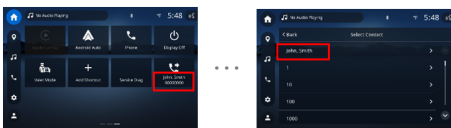
Continued...

No	Category	Symptom
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.
44	Navigation	When AndroidAuto-Map is displayed on the Meter and IGN OFF/ON, starting route guidance on CID Native-Map does not switch Meter from AndroidAuto-Map. 
45	Reprogram	CCU-FOTA does not start; checking FOTA progress shows the download bar stuck at 50%, and IGN OFF/ON prevents progress from advancing from 0%. 

Continued...

No	Category	Symptom
46	CarPlay	Pressing the CarPlay icon on the Driver Profile menu bar does not switch to the CarPlay screen. 
47	Reprogram	During CCU-FOTA installation, IGN OFF/ON displays the installation failed popup. 
48	Reprogram	Starting to drive while CCU-FOTA completion popup is displayed causes the popup to persist, and the Close button is grayed out. 
49	Reprogram	On the MultiOTA settings screen, pressing Download after agreeing to start MultiOTA does not show the download progress. 
50	Sound	Mute popup appears automatically during inactivity, muting audio (only with Harman AMP). 
51	Sound	During Bluetooth connection, accepting an incoming call briefly plays a ringtone when the call starts.
52	Navigation	Configured Home/Work addresses are deleted. <Home/Work Registered> Expected arrival time  <Home/Work Not Registered> Display "N" 
53	CarPlay	Changing system language during CarPlay connection prevents Recent Calls from displaying on Home screen. 
54	Voice Recognition	With French system language, adding a waypoint via Voice Assistance (Find POI) and saying Add waypoint does not transition screens and plays unnecessary prompts.

Continued...

No	Category	Symptom
55	Voice Recognition	With French system language, adding a waypoint via Voice Assistance causes Voice Assistance to exit.
56	Voice Recognition	Saying a ContactName not in the phonebook, then the phone number, and pressing Call does not initiate a call. 
57	Voice Recognition	With French system language, adding a waypoint via Voice Assistance does not recognize the command. 
58	Voice Recognition	With French system language, after receiving a message on a connected device, saying "Listen" via Voice Assistance is not recognized. 
59	Voice Recognition	With French system language, saying "Voice Functions" in the Help screen is not recognized and no voice prompt is played.
60	Call	Selecting a non-latest message, saying "Listen" via Voice Assistance, then saying "Listen" again causes the message content to update to the latest message. 
61	Call	Shortcut contacts on connected device are displayed with a comma between first and last name (not present on the device). 
62	Display	SXM popup screens (OTA consent, voice recognition, telematics, etc.) disappear even without user interaction. 
63	Voice Recognition	During navigation, using Voice Assistance to add a waypoint, saying Yes on New Route/Add waypoint screen returns to POI search result list.
64	Navigation	During navigation, IGN OFF overnight causes route guidance to disappear upon IGN ON.
65	Navigation	Map navigation destination history over 10 items does not display the latest entries when pressing the search field.
66	Voice Recognition	With Spanish language, using Voice Assistance to set a destination via Find POI and saying New Route is not recognized.

Continued...