

Update Your STARLINK Multimedia Software and Navigation Maps

Applies To: 2017/2018 Impreza, 2018 Crosstrek, Outback, Legacy and BRZ (with Navigation)

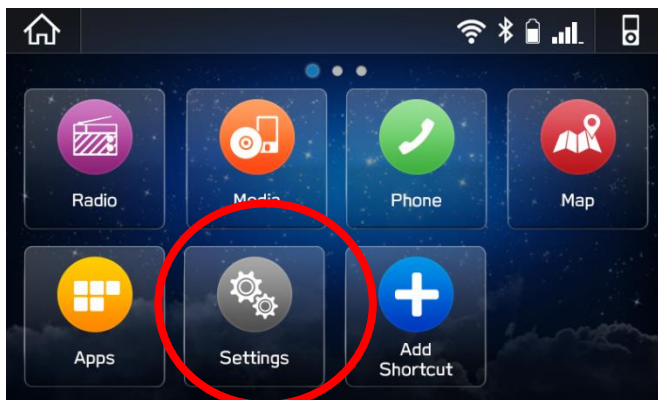
Your Subaru is equipped with over the air “OTA” software update capability. Follow these steps to update your software and maps to improve software performance and functionality.

CAUTIONS:

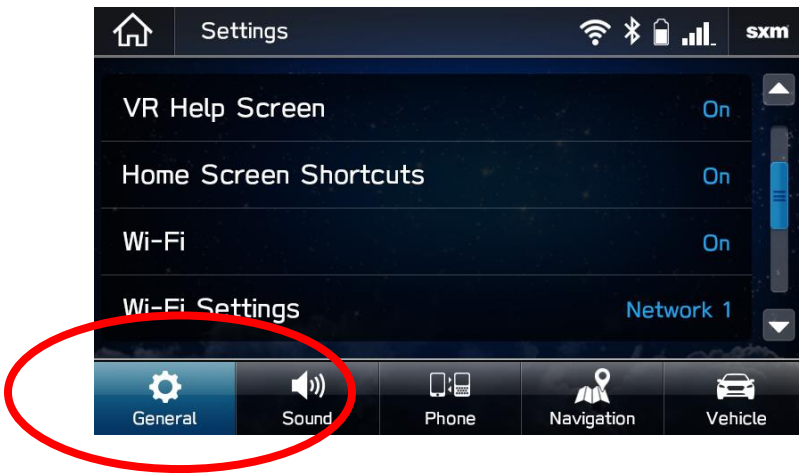
1. Move the vehicle to an outside location where the engine can be safely started and kept idling during the update process.
2. Never idle the vehicle in a closed space such as a garage, even if the garage door is open.
3. Once the vehicle is in a safe location, be sure the vehicle is in Park if CVT or Neutral if MT and the parking brake is fully engaged.
4. Unplug any devices, cables or other USB drives from the vehicles USB ports.

Step 1- Prepare Your STARLINK System

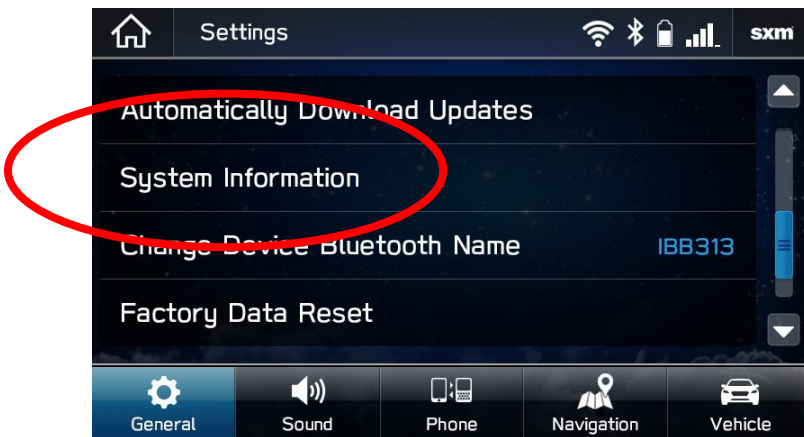
1. First, let's make sure your system is ready for an update.
 - Start the engine. Allow the audio unit to completely start up by pressing the **I Agree** button when it appears.
 - Go to **Settings** on your vehicle infotainment screen.



- Select **General**



- Scroll down and select **System Information**



- If the system shows your version as **REL_A2.20.28.20** you are already update to date with the latest software and map updates.
- If the system shows your version as **REL_A2.20.07.20** you are already update to date with the latest software, but you don't have the latest map update. If you would like to update your maps, please follow Option 2 in the following instructions.
- If your system shows neither of these versions, please follow the instructions on the next page and choose the option that best suits you.

Choose Your Update Method

You have two options to update your Subaru:

1. **Via a WI-FI connection:** This will update the multimedia system software but not the on-board TomTom navigation maps.
2. **USB Drive Using Your Computer:** This will update the multimedia system software AND the TomTom navigation maps at the same time.

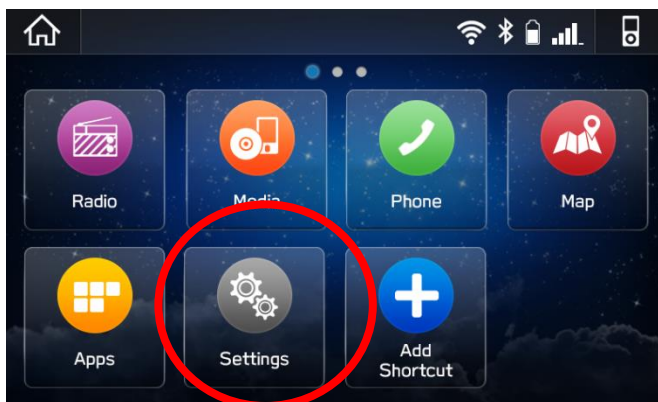
Option 1- Wi-Fi Update

Step 1- Connect your Subaru to an active Wi-Fi connection:

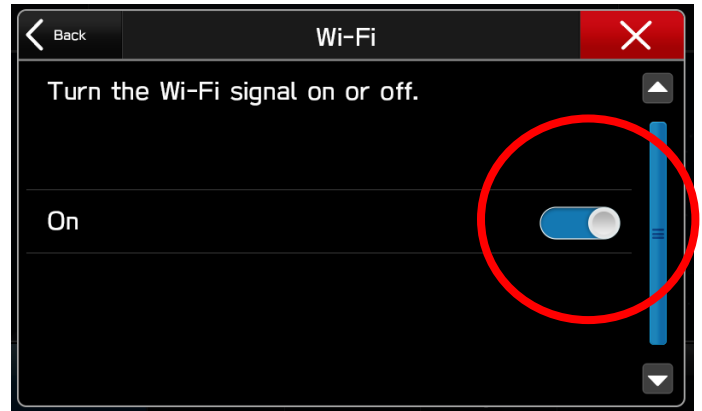
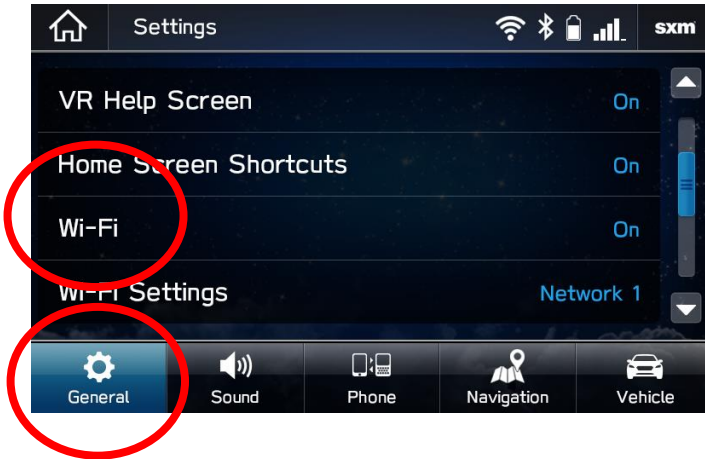
- Connect your Subaru vehicle to an active Wi-Fi connection.
- You can use one of two Wi-Fi sources. NOTE: This update uses at least 100MB of data so, choose a Wi-Fi connection with no data restrictions. NOTE: Wi-Fi connections that require acceptance or login to a web page (such as a coffee shop or hotel) cannot be used.

Choose from:

- Your home Wi-Fi (if it reaches your driveway or garage)
 - Your phone's Wi-Fi hotspot (if your phone and data plan are capable).
- To connect to whichever Wi-Fi source you prefer, follow these steps:
 - Go to **Settings** on your vehicle infotainment screen.



- Select **General**
- Select **Wi-Fi** and ensure it is turned on.

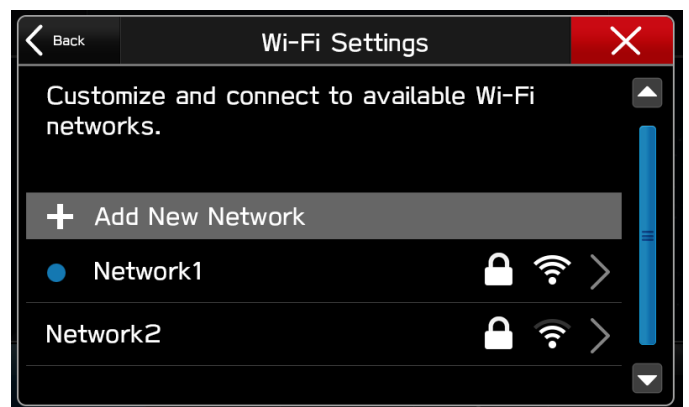
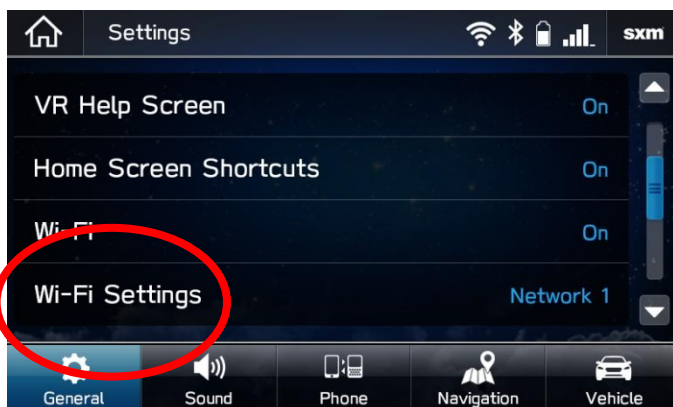


- Select **Back** and choose **Wi-Fi Settings**.
- Select the Wi-Fi network you want to use.

○ If a password is required, the system will ask you to enter it. If successful, you will now be connected to the internet.

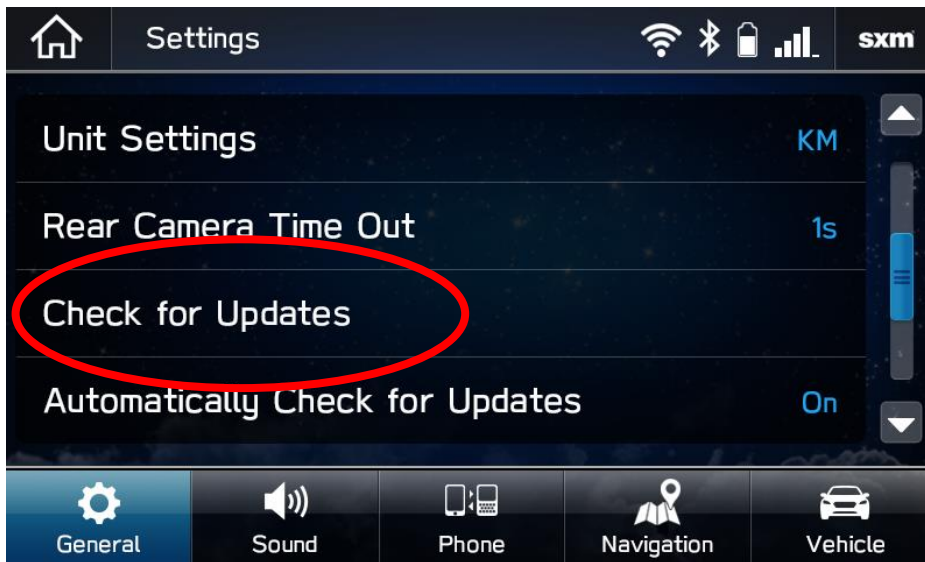
- Take note of the Wi-Fi signal strength in the top right corner of the screen.

○ If you only have 1-2 bars with your selected network, download speeds will likely be slow.

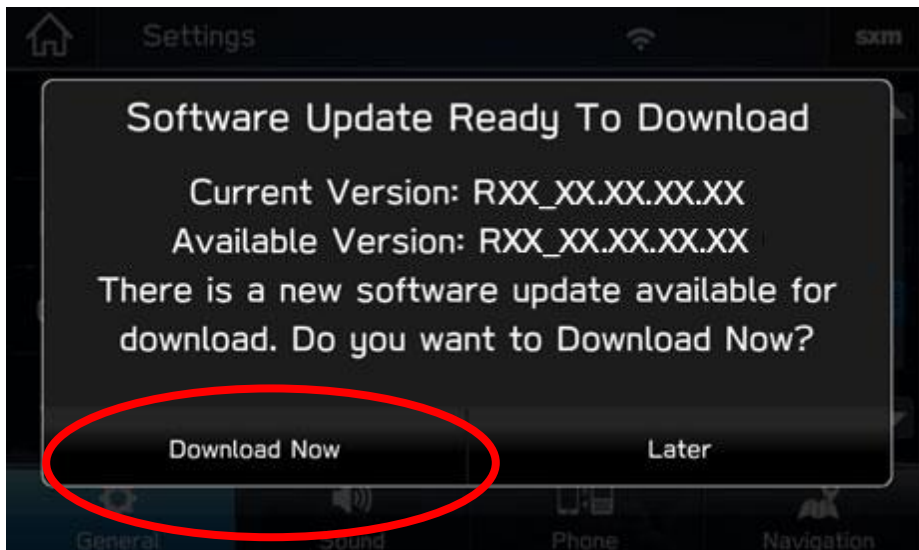


Step 2 – Download and Install Updates

- Go back to the general screen
- Scroll down and select **Check for Updates**

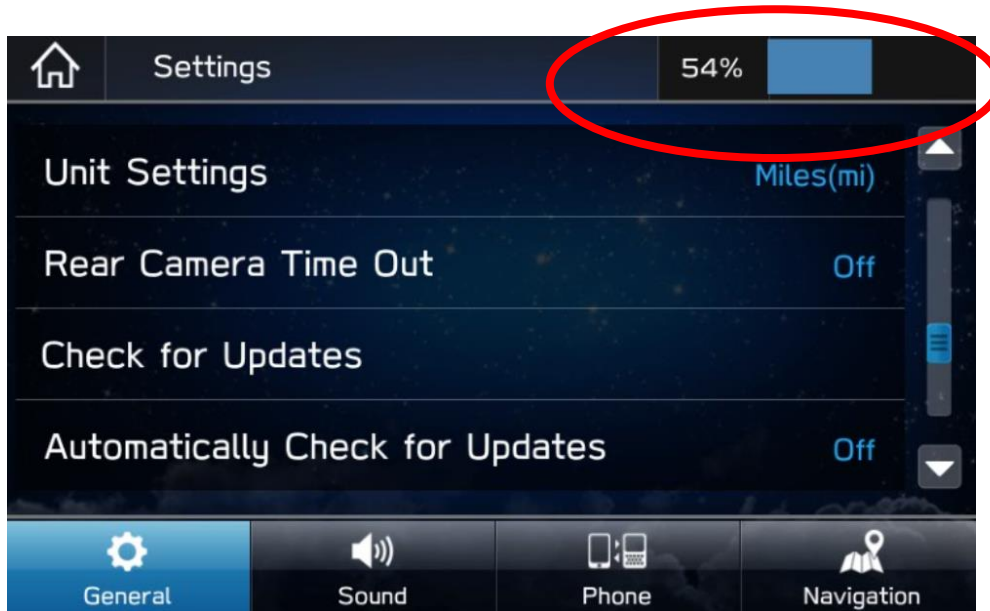


- If an update is available, you will receive a pop up that looks like the below.
- **If the system says it is up to date and you've confirmed you are not on the latest version, please contact your retailer.**

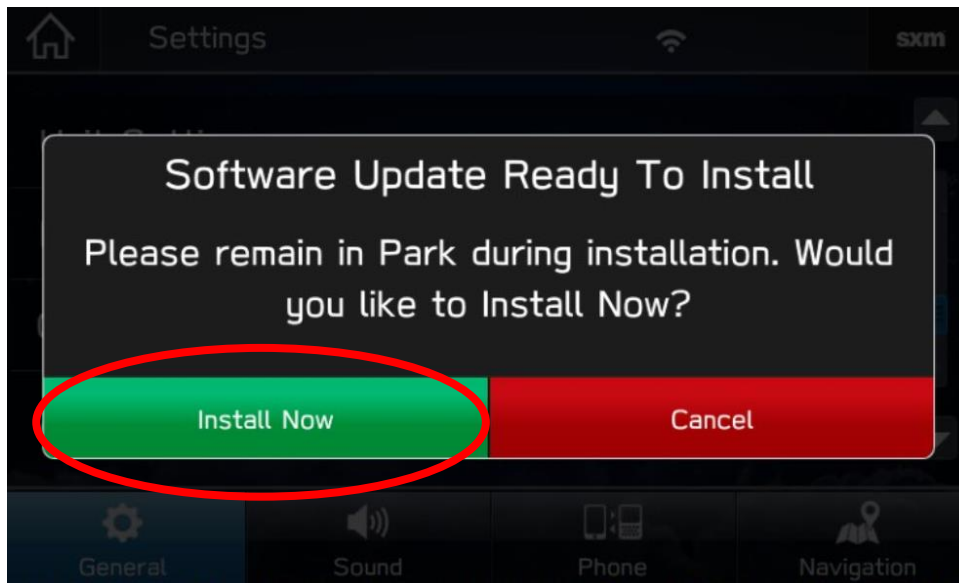


- Select **Download Now**

- A download progress indicator will appear in the top right corner.



- When the download completed, select **Install Now**. Leave your car turned ON.



- The system might reboot a few times.



- Once the system returns to the **I Agree** screen, the update is complete. You can turn your vehicle off or select **I Agree** and begin using your STARLINK multimedia system.



Update Your STARLINK Multimedia Software and Navigation Maps

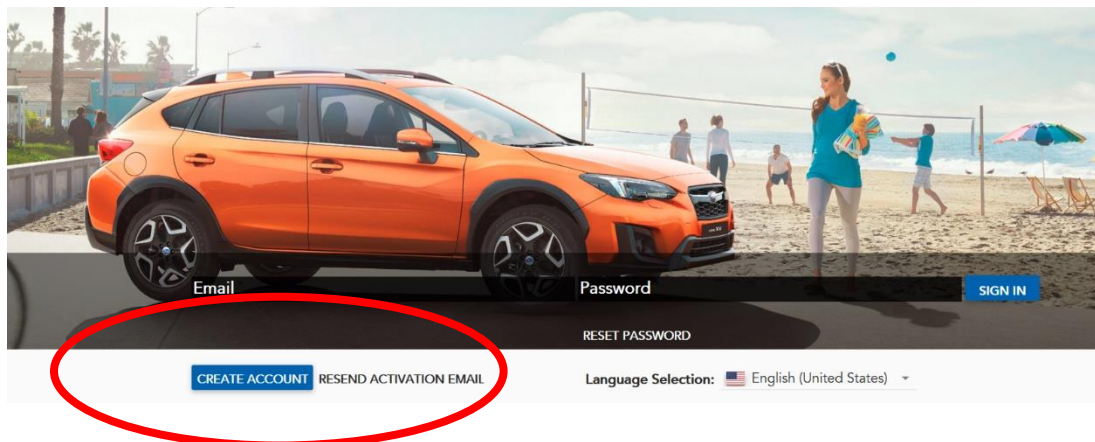
Applies To: 2017/2018 Impreza, 2018 Crosstrek, Outback, Legacy and BRZ (with Navigation)

Before starting, you'll need a PC or MAC and a USB 2.0 or 3.0 drive, at least 16GB in size (we recommend SanDisk®, Kingston®, Transcend® or Verbatim® brands).

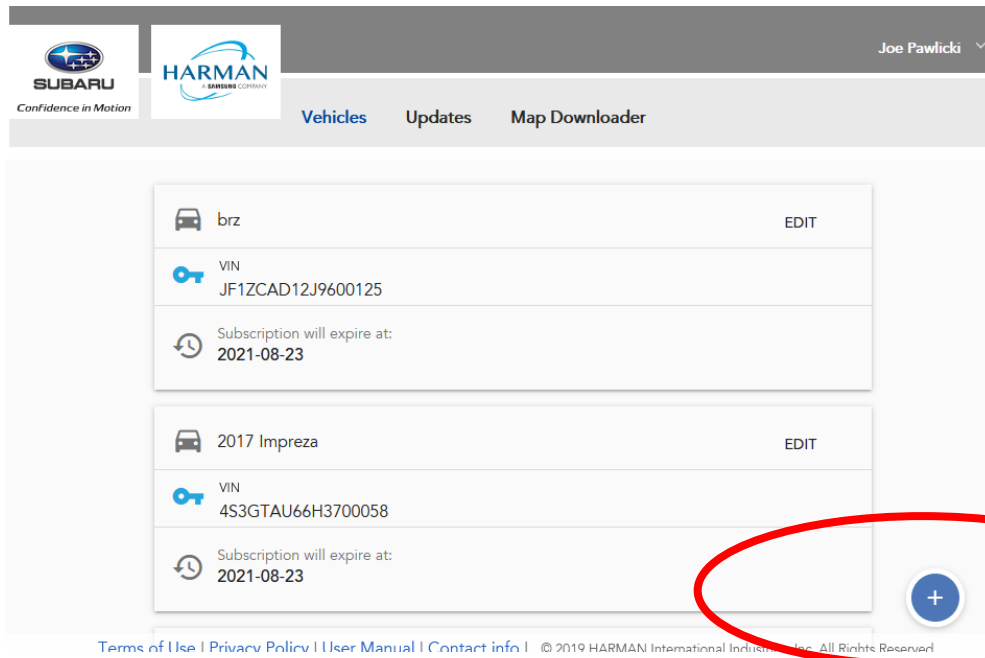
1. First you will need a "request code" from your STARLINK multimedia screen to download the update. Go to Settings, Navigation, Map Update Information and take note of the "request code".



2. Go to subaru-maps.com on your PC or MAC.
3. Create a Map Update Account. You'll have to verify your email address to complete this process.



4. Select the “+” button to add a vehicle using your VIN number. Select Save.



The screenshot shows the Subaru Starlink web interface. At the top, there are logos for Subaru and Harman, and a user profile for Joe Pawlicki. Below the logos are tabs for Vehicles, Updates, and Map Downloader. The Vehicles tab is active, displaying a list of vehicles. Each vehicle entry includes a car icon, the vehicle name, a VIN, and a subscription expiration date. A red circle highlights a plus button (+) at the bottom right of the vehicle list, indicating where to click to add a new vehicle.

Vehicle	VIN	Subscription will expire at:
brz	JF1ZCAD12J9600125	2021-08-23
2017 Impreza	4S3GTAU66H3700058	2021-08-23



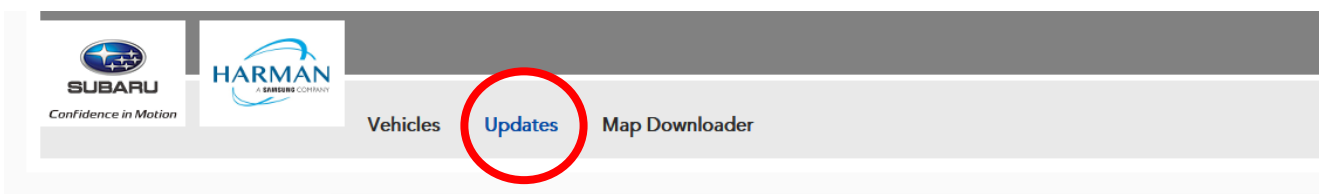
The screenshot shows the 'Add Vehicle' form. It has two input fields: 'Vehicle name' and 'VIN'. Both fields are circled in red. To the right of the VIN field are 'CANCEL' and 'SAVE' buttons. The 'SAVE' button is also circled in red.

Vehicle name: _____

VIN: _____

CANCEL SAVE

5. Select “Updates” Tab



The screenshot shows the Subaru Starlink web interface with the 'Updates' tab selected. The 'Updates' tab is circled in red.

Vehicles **Updates** Map Downloader

6. Scroll down until you see your vehicle listed. Then select “Get Activation Code”

Rel_A2.21.19.20 NAFTA
 USA Canada and Mexico_1066_7705_10767 CAUTION: Activation Code Required. To update the map, retrieve the Activation Code by entering the Request Code found in your Vehicle Navigation System under “Settings” > “Navigation” > “Map Update Information”.

Publication date:
 2021-05-26 09:09

Please prepare a blank USB memory device with at least 12 GB.

MAP DOWNLOADER

Joes Crosstrek

GET ACTIVATION CODE

454BSENC2J3203390

Activation Code
 B42HNBWPWEBK5TGR5M75A

You will need to enter the Activation Code on your vehicle head unit when updating the map

2017 Impreza

GET ACTIVATION CODE

brz

Activation Code
 K9HAD3ZJCMTZBC3A8UBS

You will need to enter the Activation Code on your vehicle head unit when updating the map

outback

GET ACTIVATION CODE

7. Enter the “request code” you captured from step 1. You will be given an “activation code” that looks like this. You’ll need this when you go to your vehicle.

Activation Code
K9HAD3ZJCMTZBC3A8UBS

You will need to enter the Activation Code on your vehicle head unit when updating the map

8. Download and install the Map Downloader app for Mac or PC using the link on subaru-maps.com.

Map Downloader Installer

Installer for Windows
 Windows 7/8/10

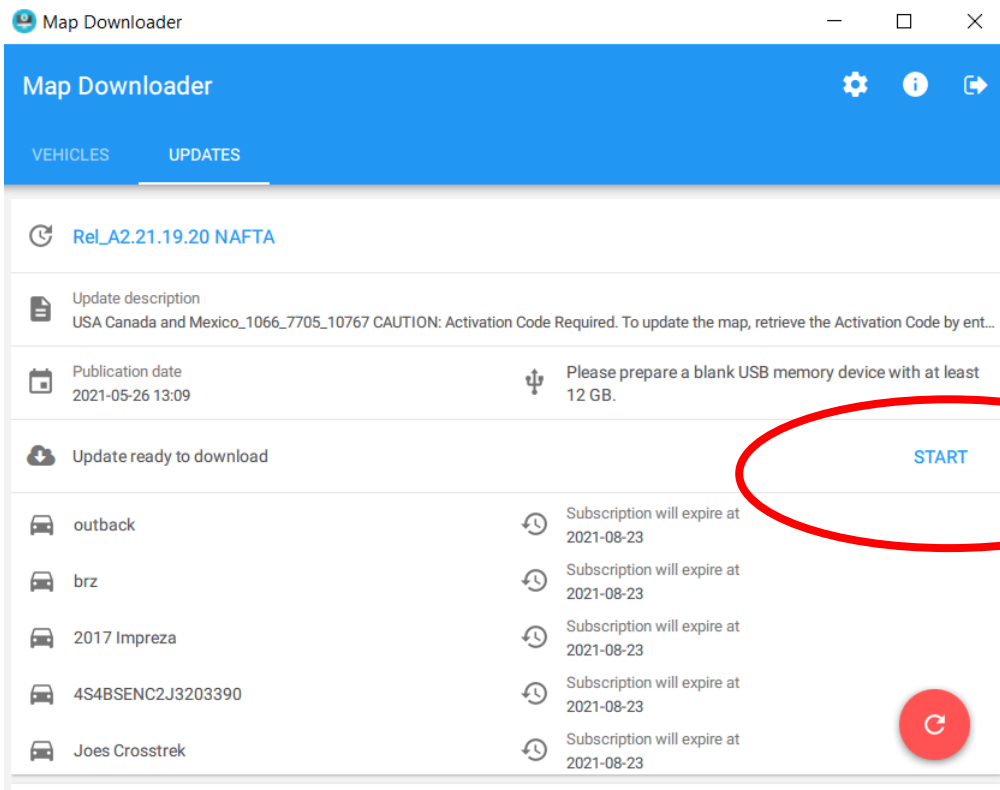
DOWNLOAD

Installer for OS X
 macOS 10.13+

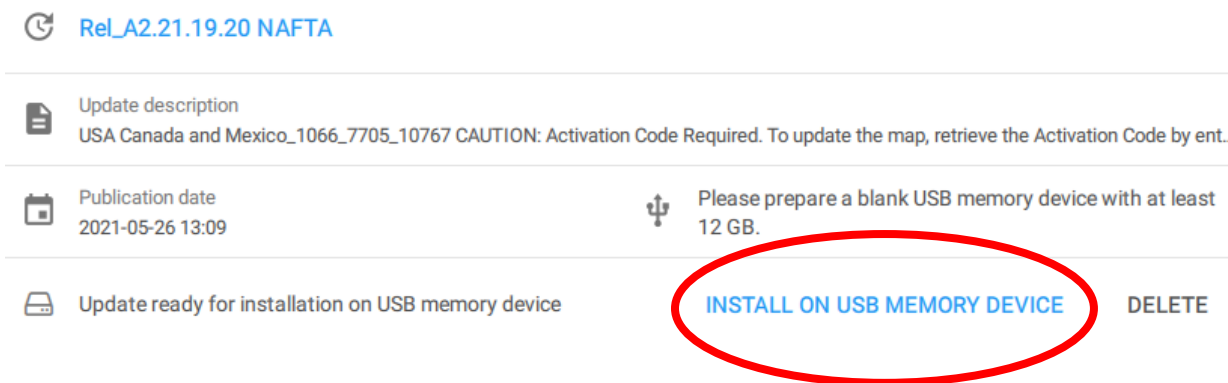
DOWNLOAD

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9. Open the app and login with your account.
10. Select the **Updates** tab to see available updates for your Subaru.
11. If there is an update available, select **Start** to begin the download.
 - Please note, this might take a little while to complete as the map files are large.



12. When the download is complete, plug in the USB drive into your computer. Select **Install On USB Device**.



13. **Once complete**, Remove the USB from your computer and go to your vehicle.

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 open.
 - Once the vehicle is in a safe location, be sure the vehicle is in Park if CVT or Neutral if MT and the parking brake is fully engaged.
 - Unplug any devices, cables or other USBs from the vehicles USB ports.
14. Start the engine. Allow the audio unit to completely start up by pressing the “**I Agree**” button when it appears and waiting at least 30 more seconds before proceeding.
15. Plug the map update USB into your vehicle’s front USB port. Follow the on-screen prompts as shown below to complete the process. Enter the Activation code you received from Step 6. Once the update is complete, the system will restart to the “I Agree” page. Your update is now complete.



Note: If nothing appears, try a different USB port. If the USB is not recognized, repeat step 12 using a different model / make USB.