

- 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 INFORMATION BULLETIN

APPLICABILITY: 2019MY Legacy and Outback
 2019-20MY Impreza
 2019-20MY Crosstrek and Crosstrek Hybrid
 2019-20MY Forester
 2019-20MY WRX and WRX STI
 2019-20MY Ascent
 2019-20MY BRZ
 All Models Listed Above Equipped with Harman 3.1 Navigation

NUMBER: 15-247-19R
DATE: 10/02/19
REVISED: 11/15/19

SUBJECT: Harman Navigation “Route Calculation Unsuccessful” Message

INTRODUCTION:

This Service Information Bulletin announces availability of a map update which includes new software to address a route searching error. A “Route Calculation Unsuccessful” message may be displayed when the selected route crosses state borders (e.g. Route 53 which crosses between Alabama and Tennessee).

SERVICE PROCEDURE / INFORMATION:

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

If there is a customer complaint received similar to the map/navi issue as described above, Retailers (as a courtesy and / or customers) can update the map data by accessing the web portal on Subaru.com. A copy of the instructions is supplied below for convenience.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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Update Your Subaru Navigation maps in just a few easy steps!

Before you start, you'll need a PC or MAC, your Subaru VIN, an email address and a USB 2.0 or 3.0 drive that's at least 16GB in size (We recommend SanDisk®, Kingston®, Transcend® or Verbatim® brands). You can find your Subaru VIN (17 character vehicle identification number) on a label near the base of the center pillar after opening the driver's door.

1. Go to subaru-maps.com.
2. Create an Account. You'll have to verify your email to complete this process.

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

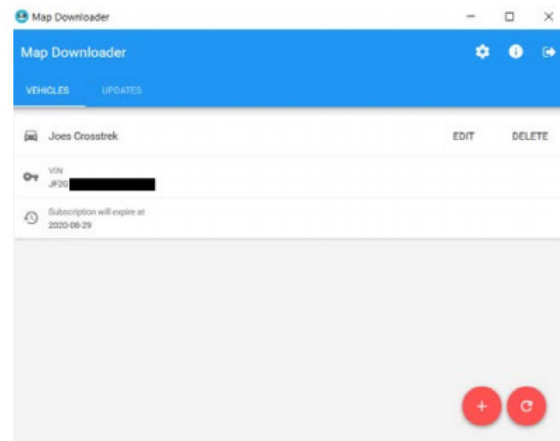
4. Open the app and login with your newly created account.

5. Press the "+" button on the bottom right to add a vehicle using your VIN number.

6. Click the UPDATES tab to see available updates for your Subaru. If there is an update available, click START to begin the download. Please note this might take a little while to complete as the map file is large.

7. When the download is complete, plug in the USB drive into your computer. Click "START INSTALLATION". Please note that all data on the USB will be deleted.

8. Once complete, remove the USB from your computer and go to the vehicle.

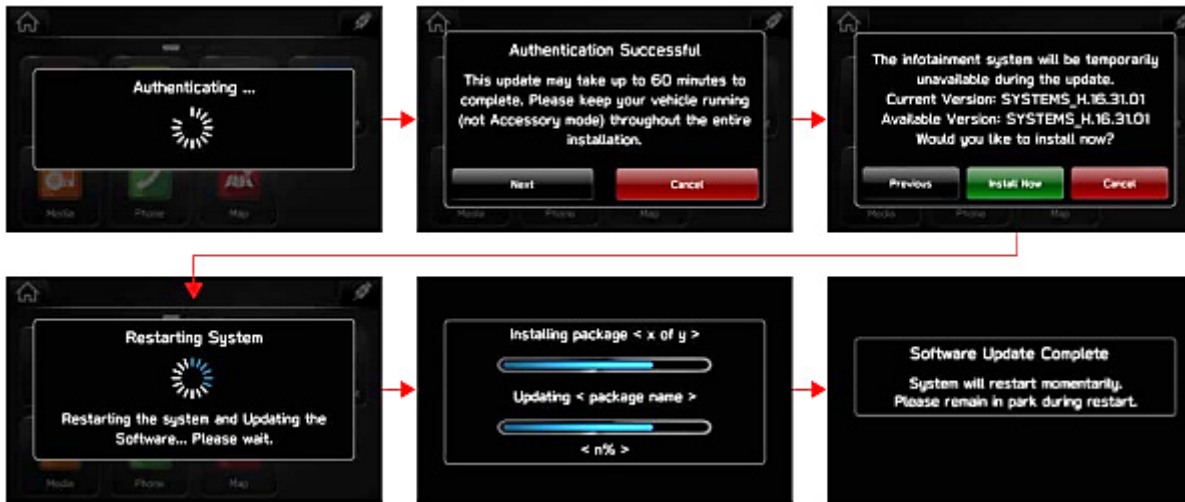


CAUTIONS:

- 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.

9. Start the vehicle's engine and let it warm slightly. 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. Plug the map update USB into your vehicle's front USB ports. Follow the on-screen prompts like the ones below to complete the process. If nothing appears, try a different USB port. If the USB is not recognized, repeat step 7 using a different model/make USB. For more detailed instructions and tips, please see the user manual on subaru-maps.com.

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NOTES:

- Follow all the **CAUTION** recommendations outlined above before installing the update.
- Installation of this Map Update also **includes** the latest head unit (h/u) software update as described in TSB 15-236-18R.

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.