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: 2020MY Legacy and Outback Models	**NUMBER:** 15-261-20R
SUBJECT: Reprogramming File Availability for Optimization of Gen 4 Denso CP1 Infotainment Systems	**DATE:** 03/10/20 **REVISED:** 05/21/20

INTRODUCTION:

The following information announces reprogramming file availability and provides a software update installation procedure to optimize the new Gen 4 Denso CP1 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) and transferring them onto a flash drive for head unit installation.

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

This software update will address the following conditions:

Symptom #1

The CP1 display and/or center Combination Meter display freezes.
No response from touch screen or voice guidance. After switching the ignition off and opening the driver's door, the system does not recover**.

NOTE** After switching the ignition off and leaving the driver's door open more than 70 seconds, the system *may* recover after switching the ignition back on.

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Symptom #2

Delayed response of rear view camera guide lines.
When the rear view camera is activated and the steering wheel is turned, there is a delay before the steering-responsive guide lines respond to the steering wheel input.

Symptom #3

Fuel consumption display has unnecessary 'Φ' mark when changing mileage unit to Km.

Symptom #4

Diagnostics Recorder Data cannot be exported to the USB memory device. When the diagnostic log data is being downloaded (by selecting: Dealership Menu > Diagnostics Recorder > Export Data to USB), it fails after the progress bar reaches almost 90% with an error message of Export failed. Please try again.

Export Failed. Please Try Again.
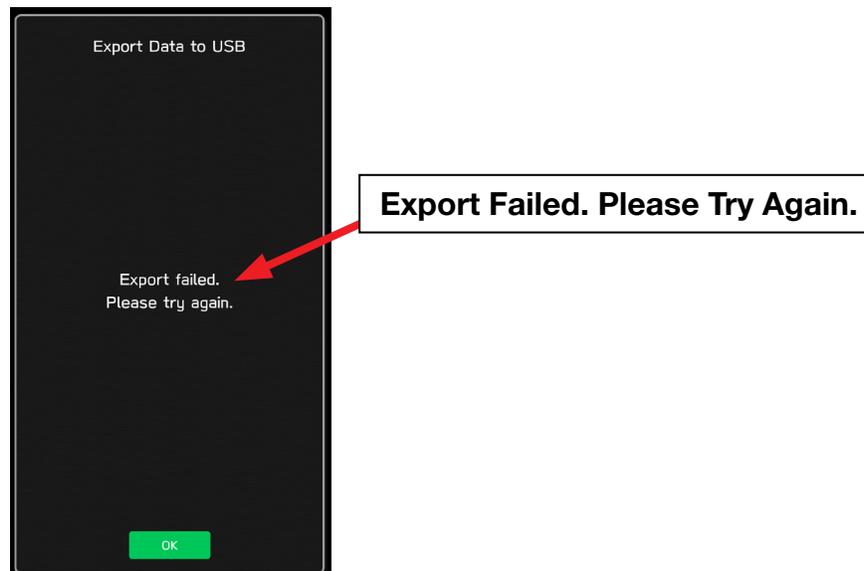
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Symptom #5

When using Voice Recognition to search for a 'Nearby POI' (Point of Interest) in Canada with FRENCH language selected, the CP1 display turns black and displays a Caution / disclaimer message.

| Voice Recognition | Black Screen | Caution / Disclaimer Message |
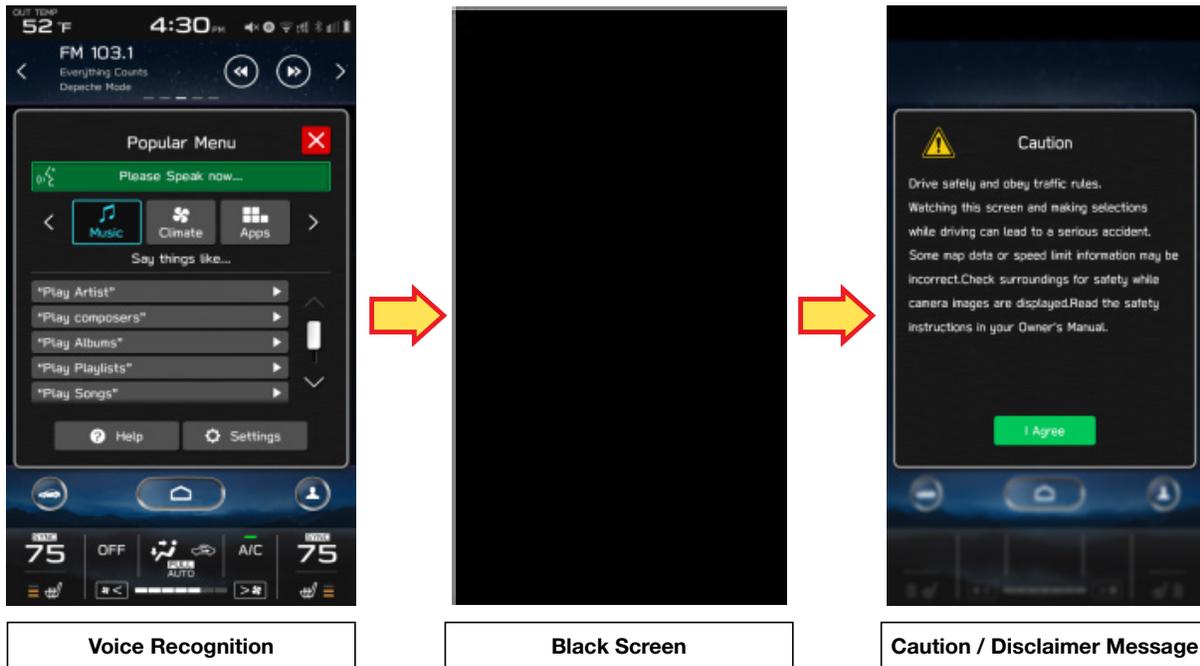
PART INFORMATION:

11.6-Inch Display, Mid and High Level Units

Dual 7.0-Inch Display, Base Level Unit

NOTE: High Level unit is equipped with Navigation option (Map icon on Home screen)

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Materials Required:

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 must be a minimum of **8GB** 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.

IMPORTANT NOTES:
- **NEVER** change the update file names after downloading them.
- **NEVER** save any other files on the same flash drive.

There are various types of USB flash drive available from many suppliers. If the head unit does NOT recognize the USB drive during the reprogramming process due to Controller IC type of USB drive or Compatibility with the head unit, confirm the flash drive format is NTFS. The flash drive is formatted for NTFS. If a recognition problem persists, use a USB flash drive from another manufacturer.

Recommended Flash Drives:

- Kingston®: Data Traveler G3, G4, SE9 or the Hyper-X Series

- SanDisk®: Cruzer Series, Ultra Flair

- Transcend®: JetFlash 300, 600 or 790

- Verbatim®: Store 'n' Go

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SERVICE PROCEDURE / INFORMATION:

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

STEP 1- Prepare the USB:

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**.

- 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.
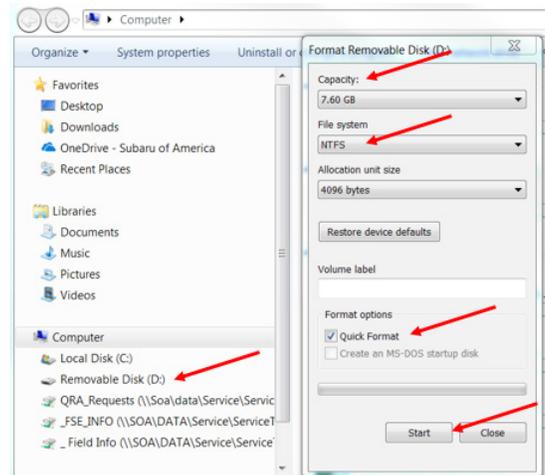
STEP 2- Download the Update Files to the USB:

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

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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 4/Denso** for Audio/ Navi then click on the applicable Hyperlink to download the file(s) to your SDS Notebook or PC:

   BASE-20-Legacy-Outback-Denso-CP1 AUDIO UPDATE-FEBRUARY 2020

   MID-20-Legacy-Outback-Denso-CP1 AUDIO UPDATE-FEBRUARY 2020

   HIGH-20-Legacy-Outback-Denso-CP1 AUDIO UPDATE-FEBRUARY 2020

- Go to Downloads.
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Open / display the contents of File folder, for example: "CP1DensoBASE.zip".
- Click on "Extract All Files".
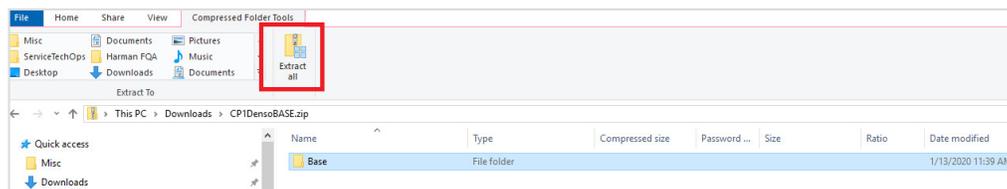
- The screen below will appear to set a destination for the extracted file.
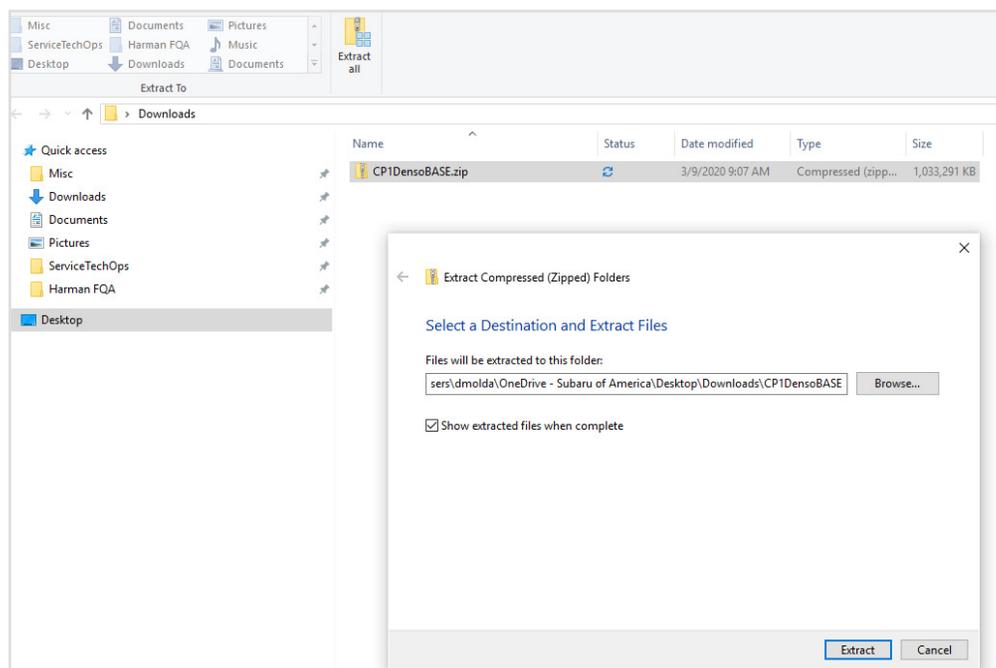
- Double-click on the required file (for this example, select the file entitled "BASE").
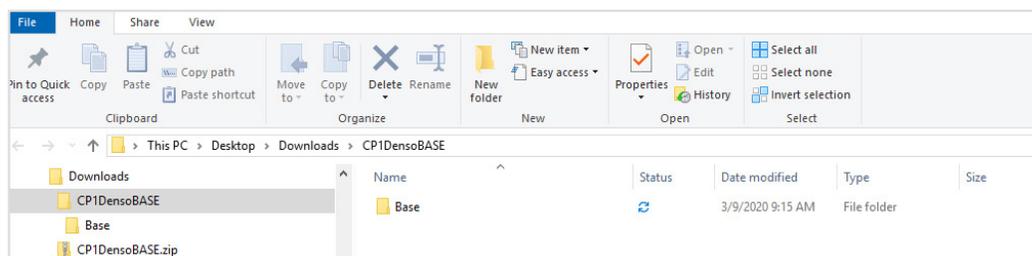
- Copy **ONLY** "ALLUPD-NAVI.pkg" then paste (or click / drag) it to the "clean" USB flash drive as listed (Removable Disk) in the directory.
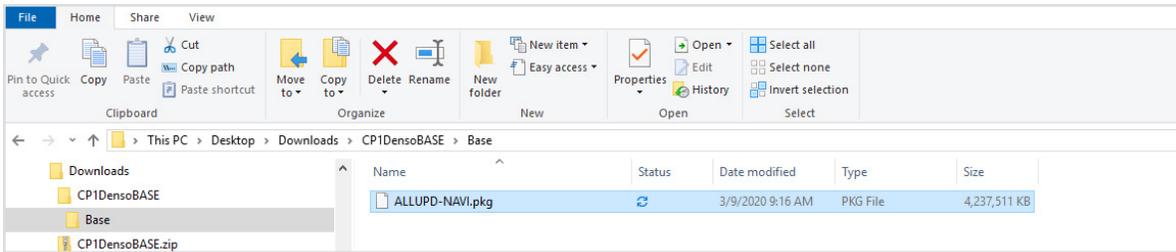
- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. BASE Denso CP1, MID Denso CP1 or HIGH Denso CP1).
- Go to **Step 3.**

"B" When using update files sent directly from Nuspire:

- Go to My Documents on the GUI screen click on the folder "Denso CP1 Audio-Navi Update Files" to display the list of available update files shown below.
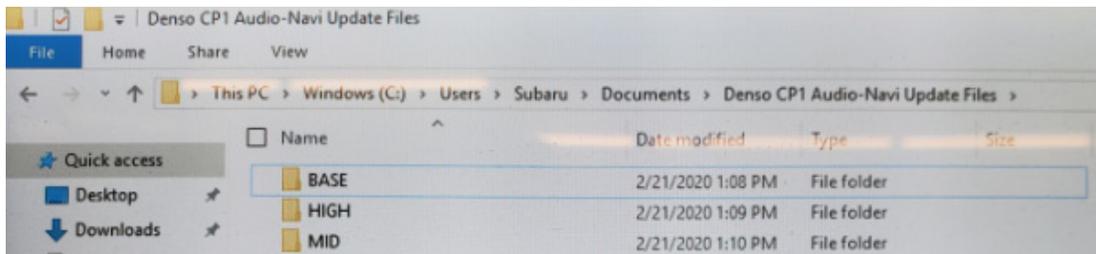
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Double-click on the required file (for this example, select the file entitled "BASE") and the update file will display as shown.
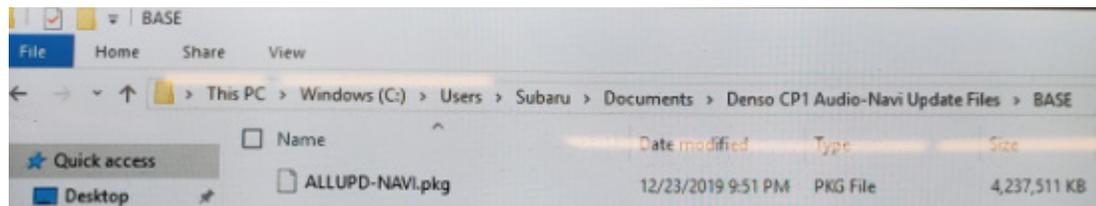
- Select the the file "ALLUPD-NAVI.pkg" and either copy / paste or click / drag it to the USB flash drive.
- Once the folder named "update" is loaded onto the USB flash drive, right click on the drive and select "Eject".
- Remove the USB flash drive after the prompt appears that says "Safe to Remove Hardware".
- Mark the USB to indicate the head unit it will update (BASE Denso CP1 in this example).
- Repeat the above steps to create the BASE or MID Denso CP1 and HIGH Denso CP1 USB flash drives as needed using a separate USB drive for each update folder.
- Proceed to **STEP 3** below.

STEP 3- Perform the software update.

1: **NOTE: ALWAYS** perform Software Version Check Procedure BEFORE attempting to install an update.

CAUTION:
- Do not attempt to install the software immediately following an exchange installation. Let the system restart first and operate for 20 minutes.
- Do not attempt to install the software a second time for 30 minutes following prior software installation.
- Do not attempt to install the software for at least 30 minutes after completing a FOTA update.

The red text indicates the H/U model information:

> F11GHMxxx-xxx (**High** model software)
> F11GMMxxx-xxx (**Mid** model software)
> F11GBMxxx-xxx (**Base** model software)

1-1: Start the Engine or connect a battery charger in Power Supply mode.

1-2: PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode Menu.

High/Mid	Base
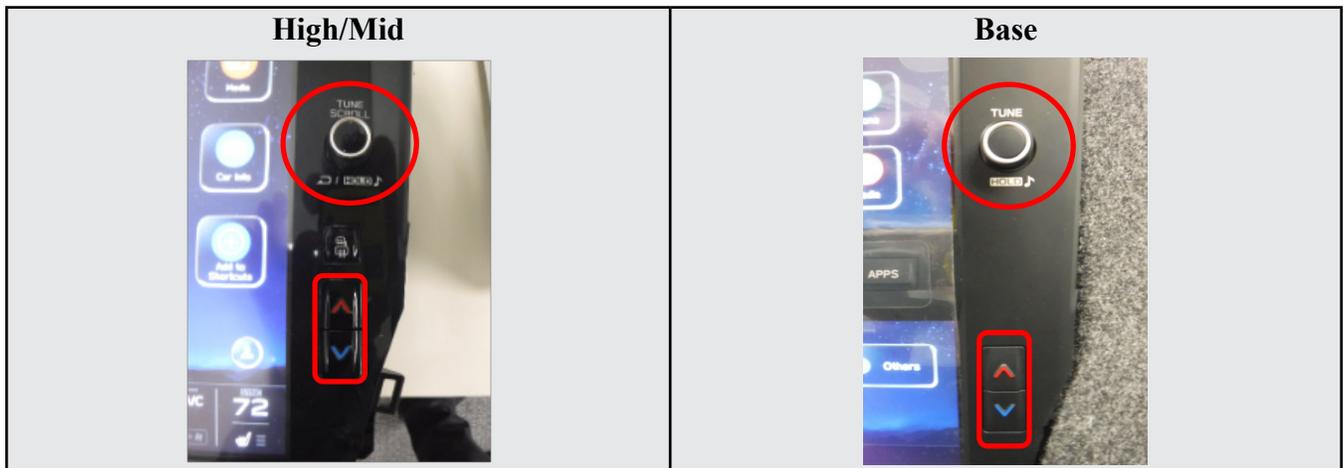
1-3: Select **System Information**.

High/Mid	Base
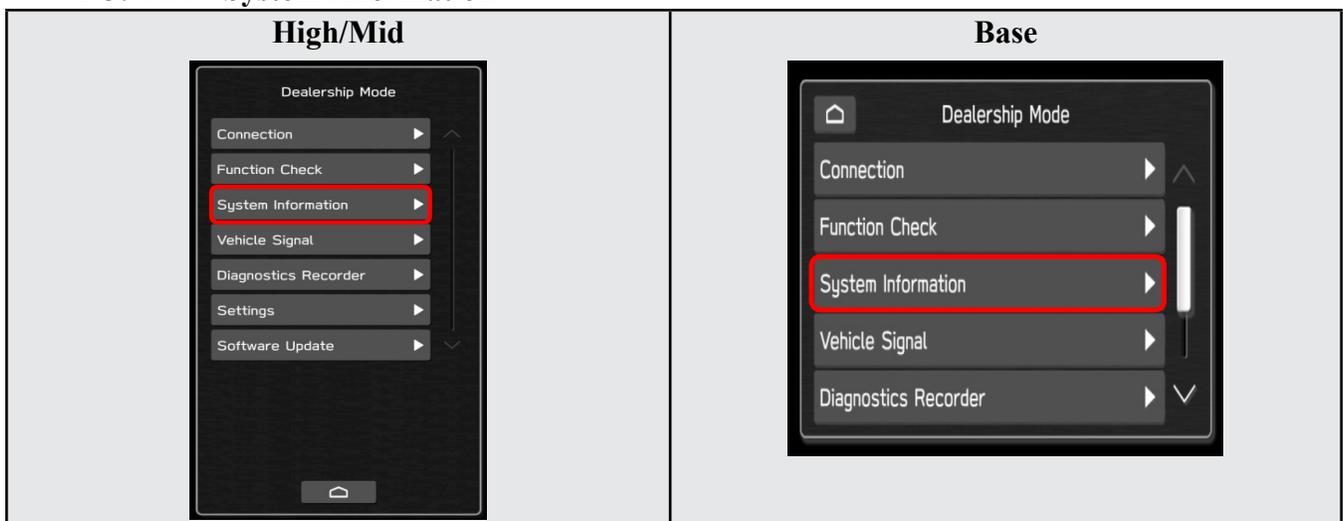
Continued...

1-4: Select **Version Information.**

High/Mid	Base

1-5: The screen below will be displayed (the version name may be different). Confirm the version and model information match per the tables below then press **<BACK** twice.

High/Mid	Base

Refer to the Tables below.

Version Table

Model	MSOC Version
High	F11GHM020-501 or 502
Mid	F11GMM020-501 or 502

Model	MSOC Version
Base	F11GBM020-501 or 502

IMPORTANT REMINDER: Perform the update in a well ventilated location if updating with the engine running OR perform the update with the ignition ON and a battery charger connected.

Continued...

2: Select **Software Update** from the Dealership Mode menu.

High/Mid	Base

IMPORTANT NOTE: On a RARE occasion, the message "Software update setup is initializing…" may be displayed. Should this occur, proceed to "**Appendix A**" starting on pg. 13 of this bulletin for further instruction.

3: The screen below will be displayed.

High/Mid	Base
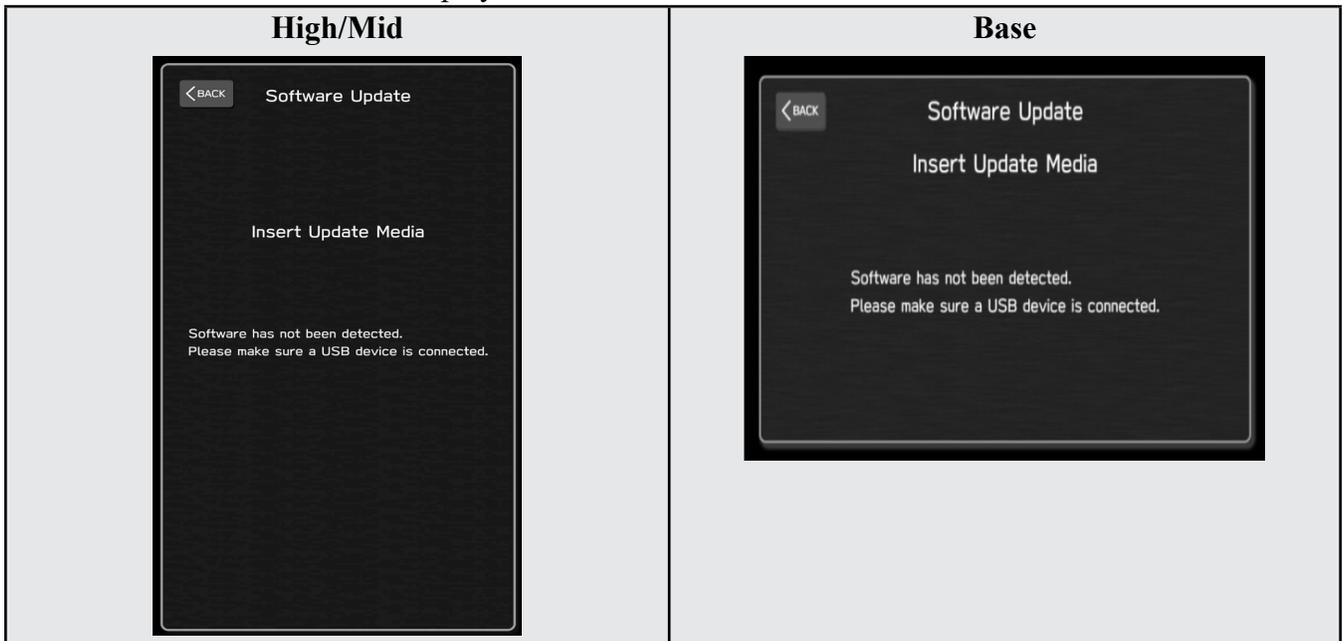
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4: Insert the H/U reprogramming USB into the USB port and press **OK**.

NOTE: If after plugging in the USB, the screen displays a **Software Loading Unsuccessful** message, confirm the USB device has been properly formatted and the the software on the device matches the H/U being reprogrammed (example: Base software is being used to update a Base H/U).

High/Mid	Base
NG **OK**	**NG** **OK**
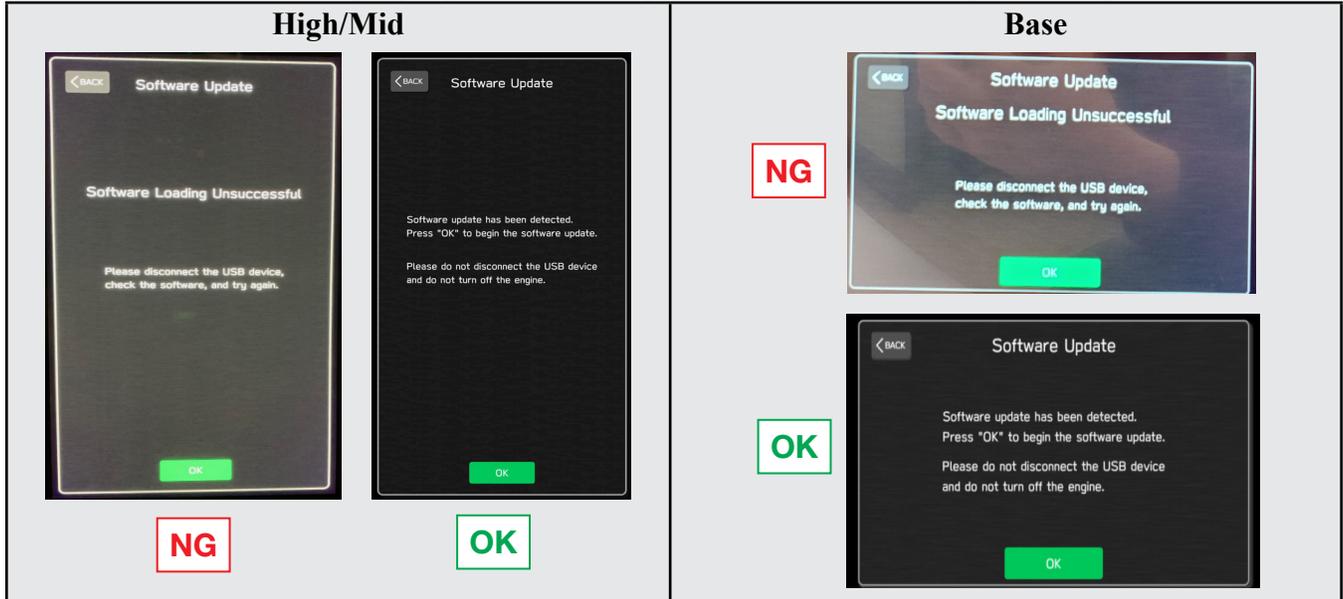
5: The screen below will be displayed. Press **OK** to start the software update.
NOTE: The actual software version displayed will be different from the picture shown below.

High/Mid	Base
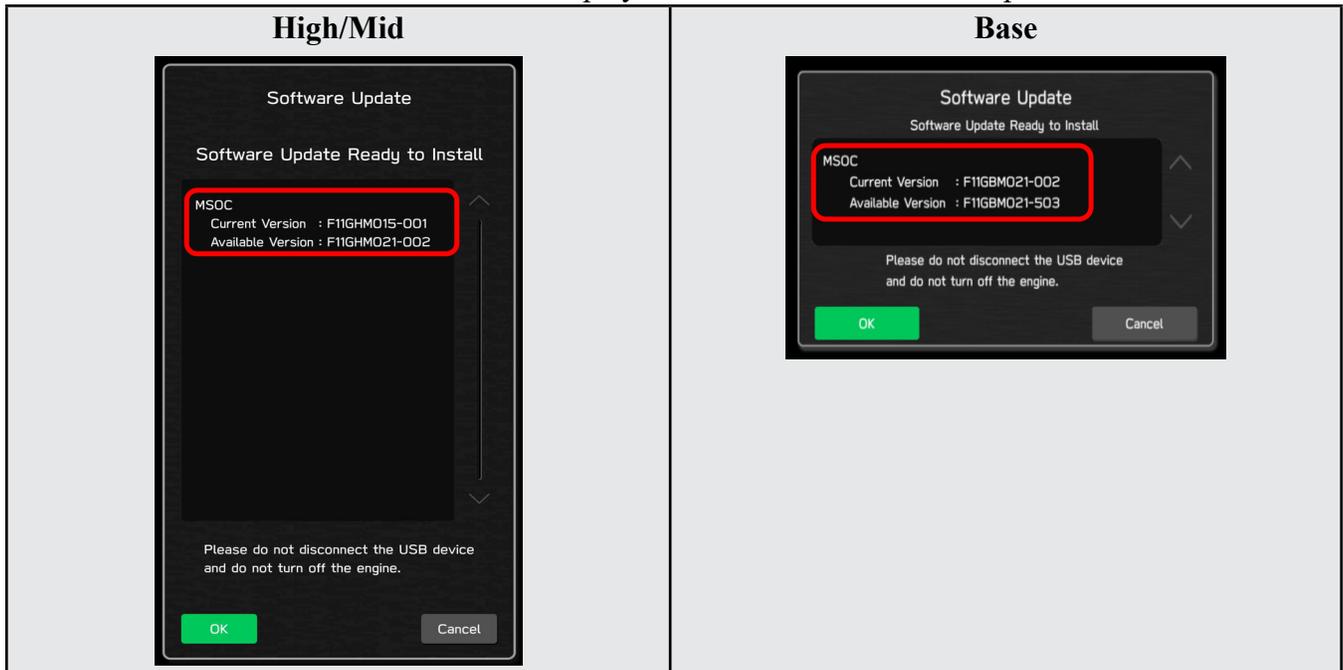
Version Table

Model	MSOC Version	Available Version
High	F11GHM020-501 or 502	F11GHM021-503
Mid	F11GMM020-501 or 502	F11GMM021-503

Model	MSOC Version	Available Version
Base	F11GBM020-501 or 502	F11GBM021-503

Continued...

6: Once the update begins, the screen below will be displayed with a progress bar. It takes about 15 to 20 minutes for the update to complete.

VERY IMPORTANT: NEVER turn off the ignition while the software update is in process.

High/Mid	Base

7: When the software update is complete, the following screen will be displayed (the actual software version will be different).

High/Mid	Base
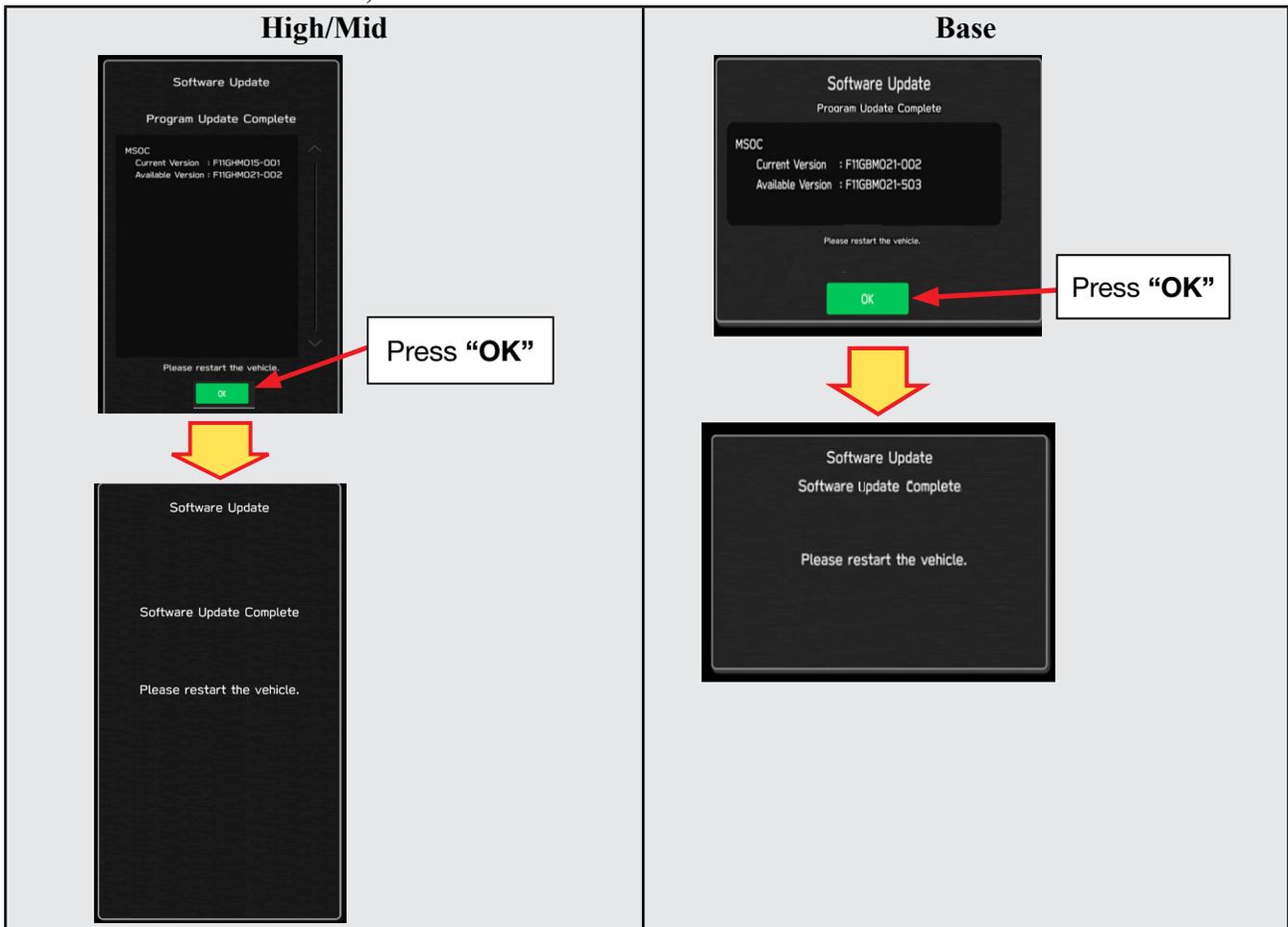
Continued...

8: Select **OK** in the screen above then remove the H/U reprogramming USB from the USB port.

9: Turn the Ignition OFF, open the driver's door then close the driver's door.

10: Wait for **3 minutes**, then turn the ignition ON.

11: Go to the Dealership Mode again (see **Step 2**) and using the tables below, confirm the software update was successful then press **<BACK** twice.

NOTE: The new Version Number must be entered into the Miscellaneous Detail field at claim entry.

<div align="center">

Version Table

</div>

Model	MSOC Version
High	F11GHM021-503
Mid	F11GMM021-503

Model	MSOC Version
Base	F11GBM021-503

12: Turn the ignition OFF, open the driver's door then close the driver's door to complete the procedure.

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 Codes
DENSO CP1- SOFTWARE VERSION CHECK ONLY	A031-178	0.2	ZTG-48 (BASE)
DENSO CP1 SOFTWARE UPDATE-INCLUDES VERSION CHECK	A031-173	0.6	ZTS-48 (MID) ZTH-48 (HIGH)

REMINDER: The new Version Number must be entered into the Miscellaneous Detail field at claim entry.

NOTE: Retailers are now permitted to claim up to $2.00 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 A"

Follow this procedure in the RARE case of "**Software update setup is initializing…**" message is displayed:

- If the screen shown below appears, **WAIT** for approximately 15 minutes to allow the Software update setup initialization process to complete.

High/Mid	Base
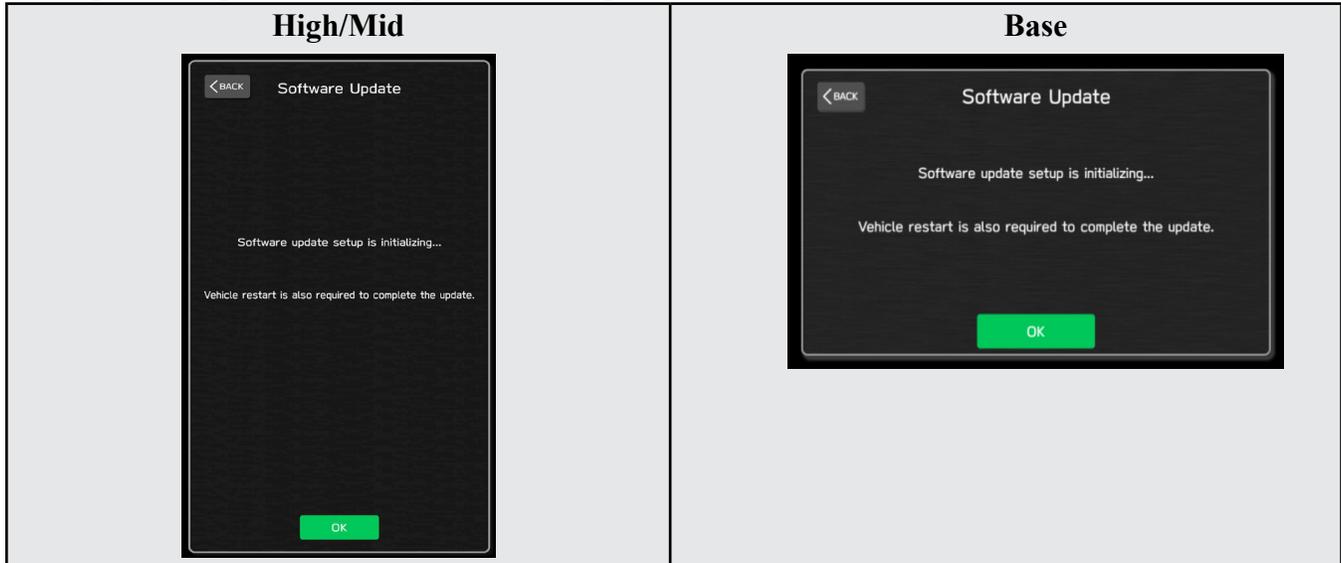
- The screens shown below will be displayed when the process completes.

High/Mid	Base
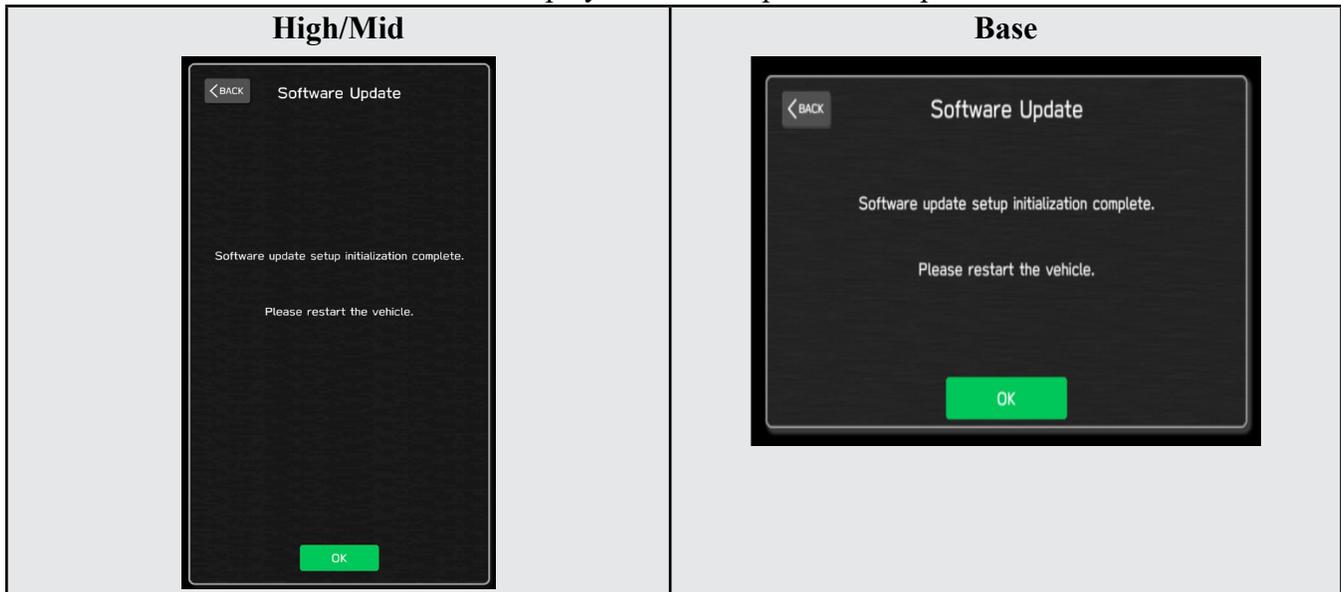
1. Turn the ignition OFF, open the driver's door, close the driver's door and **WAIT** for 3 or more minutes before proceeding further.

2. Open the driver's door again and either turn the ignition ON (if a charger is connected) or start the engine.

3. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in **STEP 3** beginning on pg. 8.

IMPORTANT NOTE: If this procedure is required, contact Techline as additional action may be necessary.