

**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:** All Models with Gen1 and / or Gen2 Telematics

**NUMBER:** 15-276-20

**DATE:** 11/30/20

**SUBJECT:** Apple® / IOS Device Compatibility with MySubaru APP

**INTRODUCTION:**

Telematics and Infotainment systems often provide unique challenges for Technicians trying to verify customer concerns. The number of different smartphone manufacturers and models available can complicate the diagnosis and operation of these systems. Adding even more variability are multiple operating systems, network provider customizations, and customer-installed applications (APPs) which are available and in use.

This document will focus on Apple devices and Telematics system operation. The customer’s primary interface for interacting with the Telematics System is their smartphone. Smartphone manufacturers, operating systems, network providers, and customer-installed APPs can occasionally be the leading cause of a Telematics operational concern. It is always recommended to confirm the customer’s problem with the customer’s equipment and another device for comparison to observe and diagnose the Telematics system’s operation accurately.

The Apple IOS is regularly updated to provide optimal functionality with the latest hardware and network services. As Apple releases the newest version of the IOS operating system, the oldest IOS and supported hardware usually moves forward. Subaru is also making regular updates to the MySubaru APP to provide customers with the best experience possible. As these operating systems are sunset (drop off), this directly impacts MySubaru App functionality on older devices or IOS. As SOA’s IT Team adjusts to the changing operating system environment, some customers may find themselves with unsupported personal equipment due to an inability to update their smartphone to a supported (newer) operating system. Some customers may have delayed updates on their equipment and potentially may no longer be able to update to a supported Apple IOS and restore the full functionality of the MySubaru App. Starting in December 2020, the minimum supported Apple IOS will be IOS 11.0. As future versions of IOS emerge, expect this pattern to continue where the minimum (oldest) version level drops off. The oldest supported version becomes a more recent release of IOS.

**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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SOA has spent significant time identifying those customers whose mobile device and / or current version of IOS is no longer supported, thereby diminishing their MySubaru App experience. These customers will receive an e-mail notifying them of their device’s incompatibility and offering suggestions on how to resolve any concerns they have. Additionally, the Customer Advocacy Team and STARLINK call center support members are receiving training on how to best serve customers who find themselves in this situation.

A workaround solution is to create a shortcut to the MySubaru Customer Web Portal on their equipment’s home screen to help customers who are unwilling or unable to update their device to a supported version of IOS. The MySubaru app provides a transparent extension of the same features and services available on the MySubaru Customer Web Portal. Customers will then access their subscription while using unsupported hardware or IOS by creating a shortcut to take them to the MySubaru Login Page.

Smartphones, much like laptops and desktops, suffering from slow operation, freeze-ups, general performance concerns and unexpected issues can often be solved by performing some of these important checks.

## SERVICE PROCEDURE:

Always make sure when troubleshooting customer concerns to:

1. Access the Apple APP Store MySubaru App Description / Information and ensure the customer’s smartphone meets the minimum IOS and storage requirements.



2. Ensure there is enough available storage by using the built-in IOS storage management feature and following any recommendations. This feature can be accessed by navigating to: Settings > General > iPhone storage and waiting for the feature to evaluate space requirements and make appropriate suggestions based on the results.
3. Verify the installed version of MySubaru App is the latest available. If not, uninstall and directly reinstall the Apple APP Store’s newest version available.
4. If unexpected issues occur with the MySubaru APP or any other APP, try performing a forced restart of the device.

The process to force restart depends varies by iPhone model:

- For iPhones with a Home button, press and hold the Home button along with the lock/wake button for about 10 seconds, or until the Apple logo appears.

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- For iPhone models having Face ID, press the following buttons in the following order: press and release volume up, press and release the volume down then press and hold the side button for roughly 10 seconds. When completed, the Apple logo should appear.
  - Whichever method is required, it's essential DO NOT release the button(s) until
  - the Apple logo appears on the screen.
  - Once the phone comes back to life, unlock it using the passcode and it should hopefully, be free of any performance issues.
5. Confirm the internet browser cache is not overloaded by clearing the cache:
    - a. Navigate to Settings > Safari > Clear History and Website Data.
  6. If the MySubaru APP is running slow, try limiting unnecessary background APPs from refreshing in the background:
    - a. Navigate to Settings > General > Background APP Refresh and determine what APPs are using processor capacity unnecessarily.

The detailed procedure to share with customers for creating the shortcut workaround is below.

**NOTE:** Due to the number of internet browsers available for iPhone, the example images below only describe how to create the shortcut on iPhone with 12.4.5 and 14.0 IOS using the manufacturer default browser Safari. Suppose the customer has other internet browsers installed on their IOS. In that case, it may be necessary to search the internet for additional information on how to create the MySubaru shortcut using the information below.

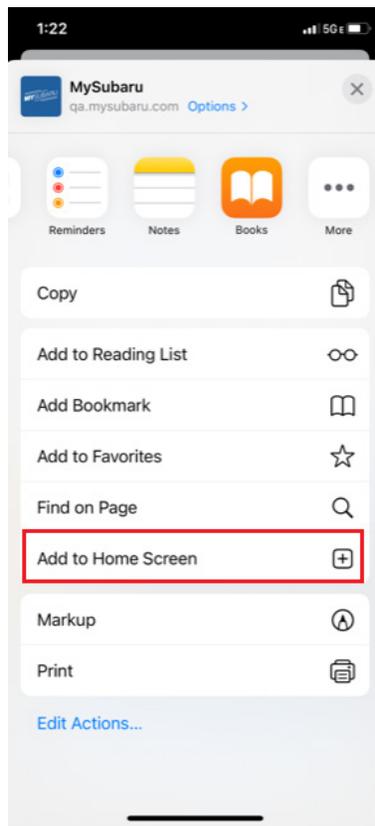
### **iPhone Xs – OS 14v (Safari – Browser)**

Launch “Safari” app. Enter <https://www.mysubaru.com> in the address field and tap “Go.” Next, tap the icon featuring an upward or right-pointing arrow coming out of a box.

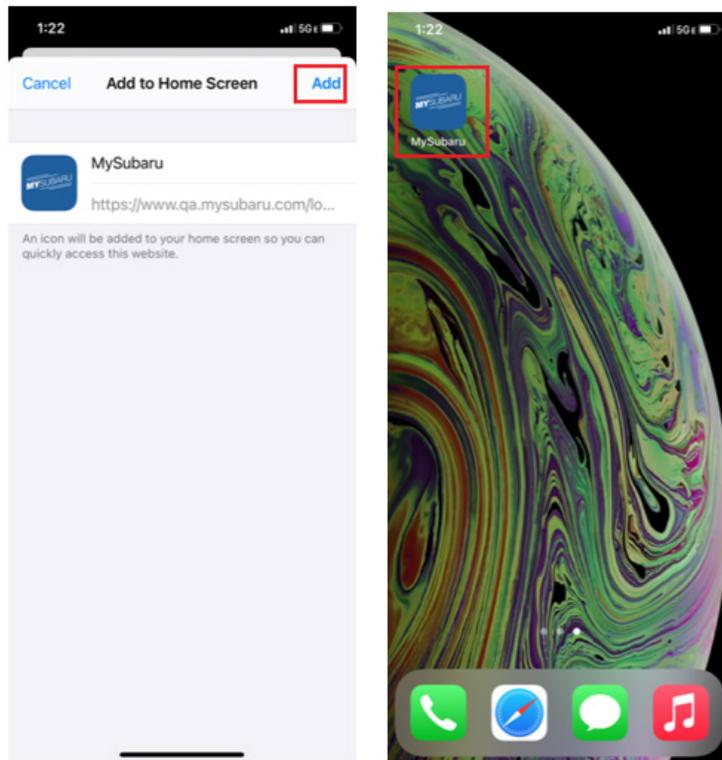


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Tap “Add to Home Screen” option.



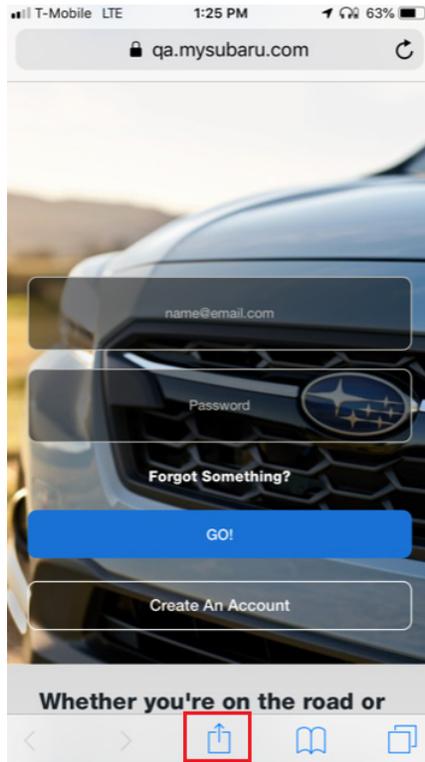
Enter the name for the shortcut using the on-screen keyboard and tap “Add.” Safari will close automatically then the user will be taken to where the icon is located on the phone’s desktop. The MySubaru CWP application opens in Safari browser when tapping on the “MySubaru” desktop icon.



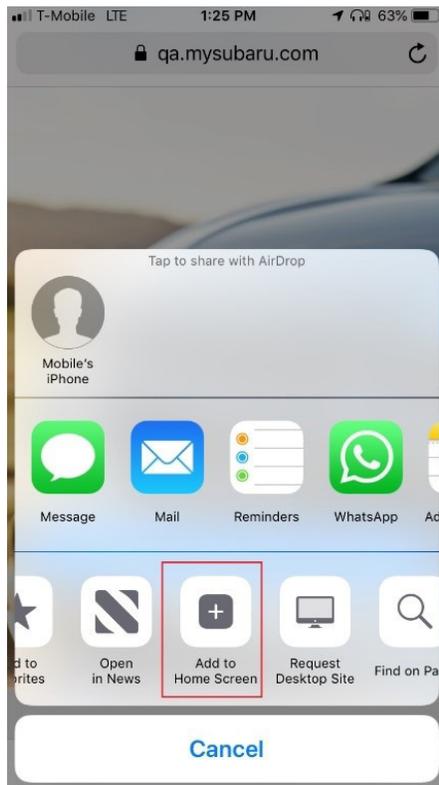
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**iPhone 6 – OS 11.4.1v (Safari – Browser)**

Launch “Safari” app. Enter <https://www.mysubaru.com> in address field and tap “Go”. Next, tap the icon featuring an upward or right-pointing arrow coming out of a box.

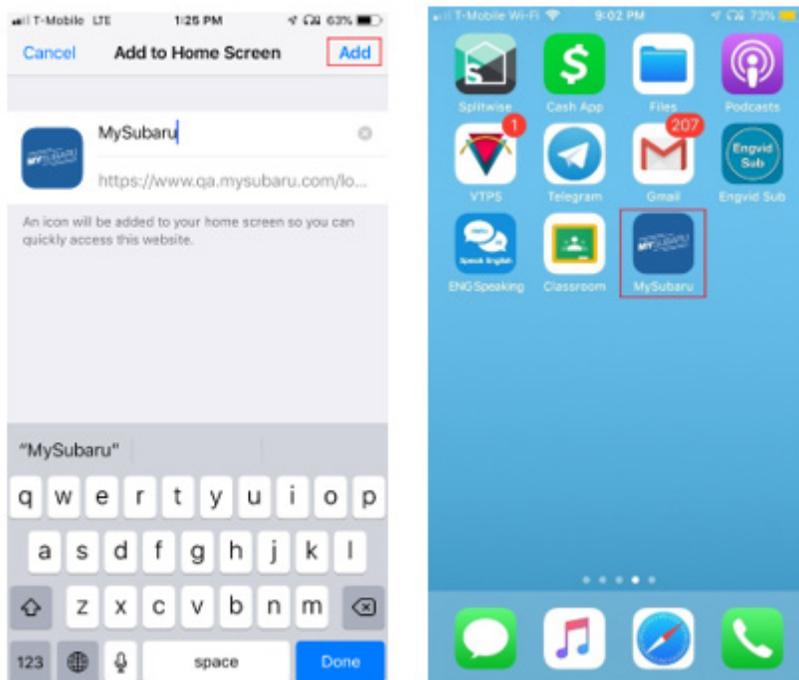


Tap “Add to Home Screen” option.



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Enter the name for the shortcut using the on-screen keyboard and tap “Add.” Safari will close automatically. The user will be taken to where the icon is located on the phone’s desktop. The MySubaru CWP application opens in the Safari browser when tapping on the “MySubaru” desktop icon.



### **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