

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: 2020-21MY Legacy and Outback with Denso CP1.X Infotainment System with Navigation

NUMBER: 15-277-21

DATE: 02/25/21

SUBJECT: Exchange Cockpit Control Unit (CCU) Map Update Request Code Transfer / Registration Procedure

INTRODUCTION:

This Service Information Bulletin provides the procedure which must be followed to properly register the Map Update Request Code assigned to the exchange CCU with the Subaru Map Update web portal. If this procedure is not completed, the customer will no longer have the ability to receive map updates included with their subscription or extend their subscription.

This procedure links the Map Update Request Code assigned to the exchange CCU to the vehicle VIN and is essential to ensure the customer’s original subscription period for map updates is properly associated with the exchange CCU.

SERVICE PROCEDURE / INFORMATION:

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

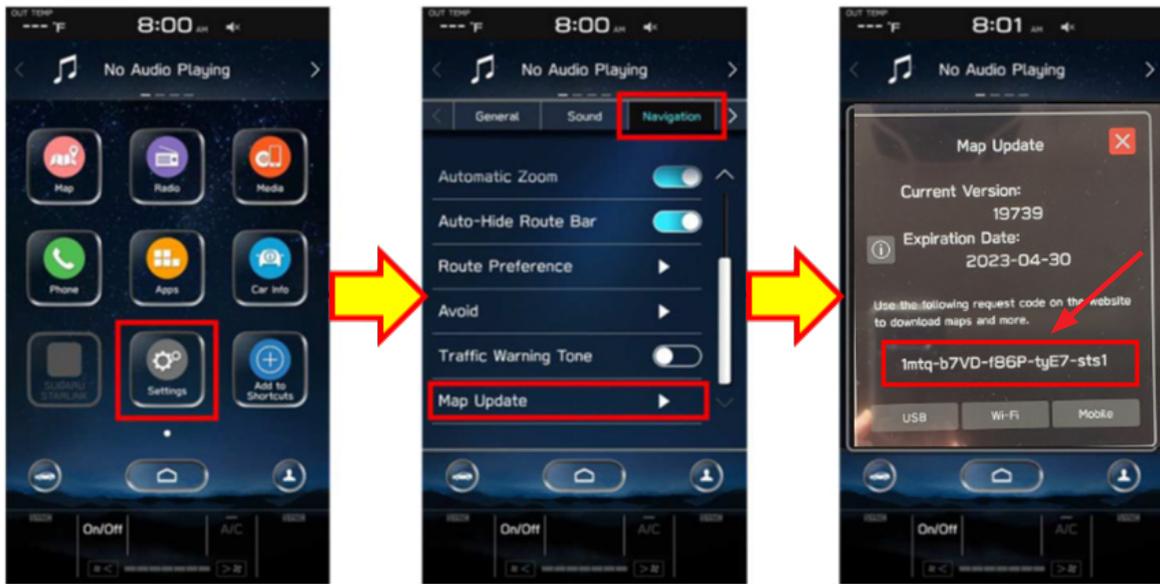
IMPORTANT CAUTIONS:

- 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 with the parking brake fully engaged.

<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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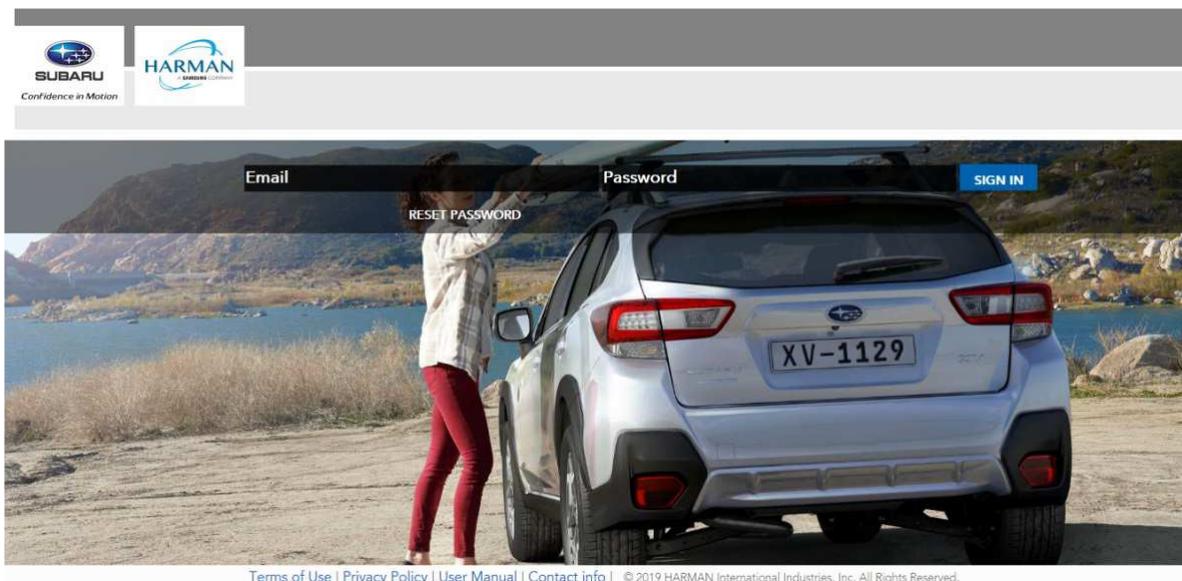
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Step 1: Obtain the Map Update Request Code from the head unit for registration in the Subaru Map Update web portal by following the sequence shown below: Home > Settings > Navigation > Map Update.



From the Map Update screen, locate the Request Code and **CAREFULLY** record it on the Repair Order. **IMPORTANT:** The code is case-sensitive and DOES NOT utilize the hyphens as shown in the screenshot: **1mtqb7VDf86PtyE7sts1**. **TIP:** Take a photo of the screen / code and save it with the VIN for future reference.

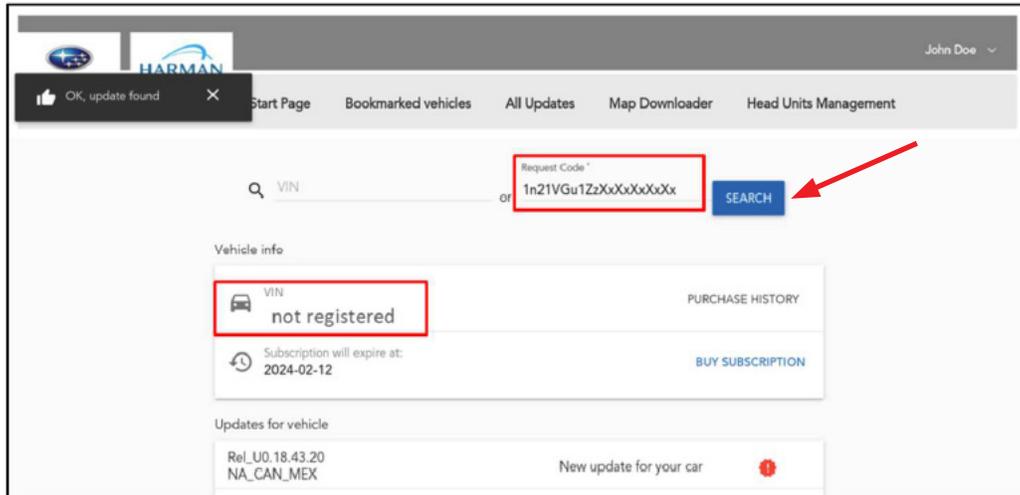
Step 2: Log in to the Map Update Portal site for retailers at: <https://dealer.subaru-maps.com>.



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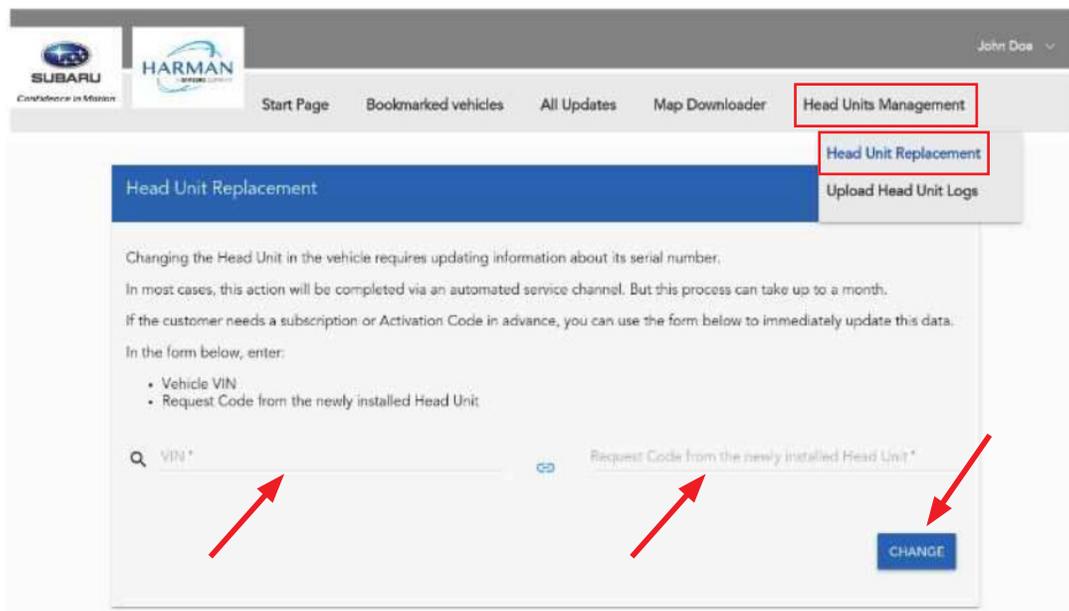
Step 3: Check the license of the target CCU:

- Input the Request Code EXACTLY as recorded in **Step 1** (case-sensitive with no hyphens) and click on **SEARCH**.
- On the returned screen, confirm the VIN shows as either “not registered” or a different vehicle VIN.



Step 4: Upload the exchange CCU’s Request Code information:

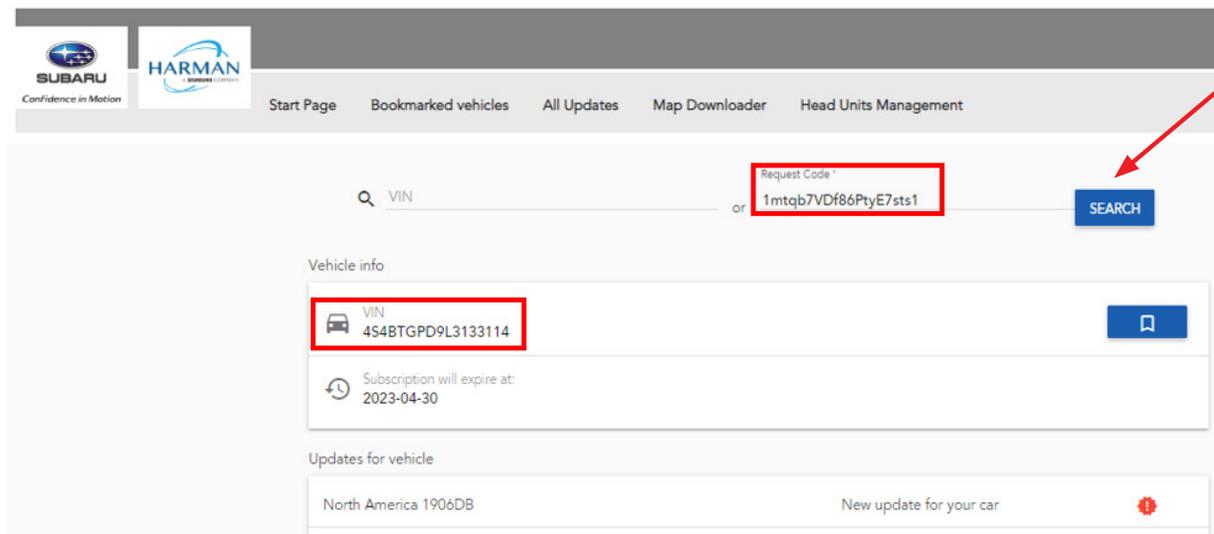
- Select Head Units Management > Head Unit Replacement.
- Input the VIN and the Head Unit Request Code and click on **CHANGE**.



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Step 5: Confirm the registration was successful:

- Return to the Start Page, input ONLY the Request Code and click on **SEARCH**.
- Confirm the VIN on the returned screen matches the VIN of the repaired vehicle 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 Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
CCU MAP CODE REGISTRATION	C031-114	0.3	**

**** NOTE:** This "C" operation is to be combined with CCU / Navigation -related labor operation numbers ONLY. It is NOT applicable to "Base" and "Mid" -level systems.

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.