

**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:** 2015-22MY All Models

**NUMBER:** 15-285-21R

**SUBJECT:** Gen 2-4 Head Unit Identification / Product Details

**DATE:** 07/12/21

**REVISED:** 08/24/21

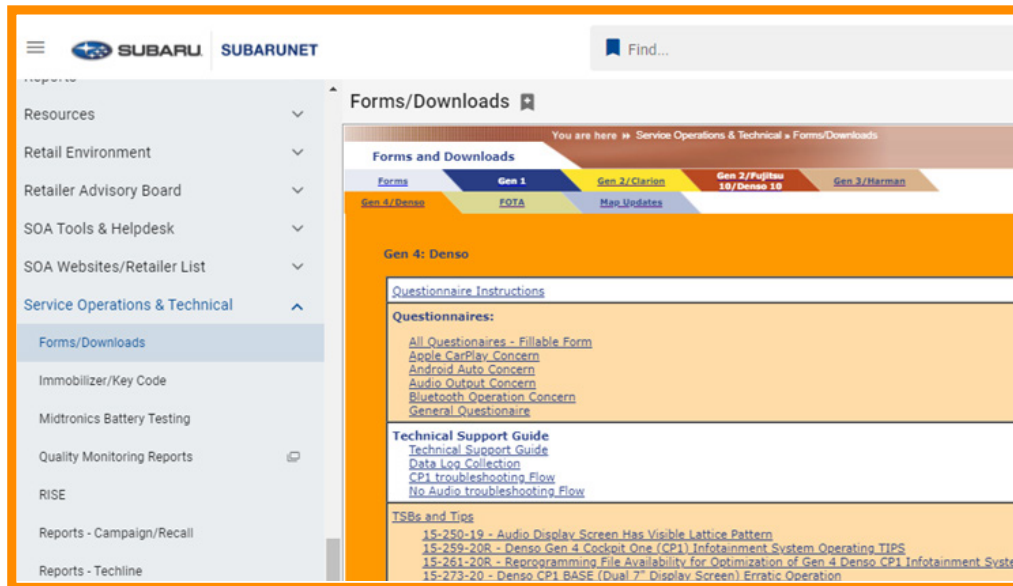
### INTRODUCTION:

This Service Information Bulletin provides reference tables and photos to use for determining the infotainment head unit supplier and generation. Over time, Subaru vehicles have used products supplied by a variety of suppliers. These include: Clarion, Fujitsu Ten/Denso Ten (FTEN), Harman, and Denso. The information provided below provides detailed specifications regarding head unit supplier and generation. Additional details are provided regarding convenience features and application support information.

### SERVICE INFORMATION:

**NOTE:** The supporting reference material displaying generation and supplier breakdown is available on Subarunet: Service Operations & Technical > Forms and Downloads.

### EXAMPLE:



Gen4/Denso – Shown Above

#### 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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## STARLINK Features Summary

- **IMPORTANT NOTE:** If the Head Unit (H/U) is swapped from another vehicle for diagnostic, please make sure the original H/U is returned in the vehicle.
- **IMPORTANT NOTE:** If the H/U needs to be removed for any reason, always confirm the part number shown on the unit matches the part number in the Electronic Parts Catalog (EPC) for the specific VIN being repaired.
- **IMPORTANT CAUTION:** Always disconnect the Telematics Data Communication Module (DCM) BEFORE any swapping of head units. DCMs must NEVER be swapped or the customer's services will not function and DCM replacement may be required to resolve.

Display Name	Gen 2		
	STARLINK 6.2" Multimedia	STARLINK 7" Multimedia Plus	STARLINK 7" Multimedia Navigation
FHI/NAC Name	CLARION BASE = Starlink 6.2" Multimedia (13)	FTEN MID = Starlink 7" Multimedia Plus (12)	FTEN HIGH/NAVI = Starlink 7" Multimedia Navigation (14)
HD Radio	Yes	Yes	Yes
Bluetooth	Yes	Yes	Yes
CD Player	Yes	Yes	Yes
Pandora/Aha	Yes	Yes	Yes
Navi Info			HERE SD Card
SXM	Varies by Model/Trim	Yes	Yes
Apple Carplay/Android Auto	No	No	No
Starlink Apps	Phase 1	Phase 1	Phase 1

Display Name	Gen 3			
	STARLINK 6.5" Multimedia (No CD, Starlink, HD Radio, SXM)	STARLINK 6.5" Multimedia Plus	STARLINK 8" Multimedia Plus	STARLINK 8" Multimedia Navigation (TomTom)
FHI/NAC Name	Harman Base	Harman Base+	Harman Mid	Harman High/NAVI
HD Radio	No	Yes	Yes	Yes
Bluetooth	Yes	Yes	Yes	Yes
CD Player	No	Yes	Yes	Yes
Pandora/Aha	Yes	Yes	Yes	Yes
Navi Info	NA	NA	NA	OTA/USB
SXM	No	Yes	Yes	Yes
Apple Carplay/Android Auto	Yes	Yes	Yes	Yes
Starlink Apps	No	Phase 2	Phase 2	Phase 2








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	<b>Gen 3 (continued)</b>	
<i>Display Name</i>	STARLINK 7" Multimedia Plus (Same Hardware as 8")	STARLINK 7" Multimedia Navigation (Same Hardware as 8")
<i>FHI/NAC Name</i>	Harman Mid	Harman High/Navi
<i>HD Radio</i>	Yes	Yes
<i>Bluetooth</i>	Yes	Yes
<i>CD Player</i>	Yes	Yes
<i>Pandora/Aha</i>	Yes	Yes
<i>Navi Info</i>	NA	OTA/USB
<i>SXM</i>	Yes	Yes
<i>Apple Carplay/Android Auto</i>	Yes	Yes
<i>Starlink Apps</i>	Phase 2	Phase 2








	<b>Gen 4</b>			
<i>Display Name</i>	STARLINK 8-inch Multimedia (SINGLE SCREEN)	STARLINK Dual 7-inch Multimedia	STARLINK 11.6-inch Multimedia Plus	STARLINK 11.6-inch Multimedia Navigation (TomTom)
<i>FHI/NAC Name</i>	DENSO LITE	Denso Base	Denso MID	Denso HIGH/NAVI
<i>HD Radio</i>	Yes	Yes	Yes	Yes
<i>Bluetooth</i>	Yes	Yes	Yes	Yes
<i>CD Player</i>	No	Accessory	Accessory	Accessory/Standard on Touring
<i>Pandora/Aha</i>	No	No	No	No
<i>Navi Info</i>	No Navi	NA	NA	OTA/USB
<i>SXM</i>	Yes	Yes	Yes	Yes
<i>Apple Carplay/Android Auto</i>	Yes	Yes	Yes	Yes
<i>Starlink Apps</i>	Gen 4	Gen 4	Gen 4	Gen 4

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## MY/Carline System Appearance Summary

MODEL	MY 15-16			MY 17- 21		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>IMPREZA</b> 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	

MODEL	MY 16-18			MY 19- 21		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>FORESTER</b> 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE PLUS)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	





MODEL	MY 15-17			MY 18- 21		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>CROSSTREK</b> 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	

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MODEL	MY 16-18			MY 19-21		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>WRX</b> 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	





MODEL	MY 15-17			MY 18-21		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>BRZ</b> 	Gen 2 STARLINK 7" Multimedia Plus (BASE)	CLARION		Gen 3 STARLINK 7" Multimedia Plus (MID)	HARMAN	

**NOTE:** Please review applicable TSB “Audio/Navigation & Power Amplifier Exchange Component Identification and Procedures” for additional information on head unit appearance missing from this summary.

MODEL	MY 19-21		
	Platform Description	Vendor Name	Outline
<b>ASCENT</b> 	Gen 3 Starlink 6.5" Multimedia (BASE PLUS)	HARMAN	
	Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	






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MODEL	MY 15-17			MY 18-19		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>OUTBACK</b> 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	

MODEL	MY 20-21		
	Platform Description	Vendor Name	Outline
<b>OUTBACK</b> 	Gen 4 STARLINK Dual 7- inch Multimedia (BASE)	DENSO	
	Gen 4 STARLINK 11.6-inch Multimedia Plus (MID)	DENSO	
	Gen4 STARLINK 11.6-inch Multimedia Navigation (HIGH)	DENSO	

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MODEL	MY 15-17			MY 18-19		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
<b>LEGACY</b> 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	

MODEL	MY 20-21		
	Platform Description	Vendor Name	Outline
<b>LEGACY</b> 	Gen 4 Starlink 6.5" Multimedia (BASE)	DENSO	
	Gen 4 STARLINK 11.6-inch Multimedia Plus (MID)	DENSO	
	Gen4 STARLINK 11.6-inch Multimedia Navigation (HIGH)	DENSO	

**NOTE:** Always check to confirm the latest software is installed before diagnostic work is performed or after head unit replacement.

**NOTE:** More details about STARLINK Specs for each MY/Carline combination using Option and Model code are available by following this Subarunet link:

<https://www.subarunet.com/home/content/1161>

Always have the Option and Model Code information available.

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**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.