

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2020-2022 Outback & Legacy **NUMBER:** 15-270-20R
SUBJECT: FOTA (Firmware Over-The-Air) Reprogramming for DENSO Gen 4 Audio / Navigation Infotainment Systems **DATE:** 8/19/2020
REVISED: 08/02/2022

INTRODUCTION:

This bulletin provides instruction for use of a new reprogramming procedure to optimize the Denso Gen 4 Audio and Navigation system utilized in the models listed above. Firmware-over-the-air (FOTA) is a process where remote devices can receive updates to their operating firmware. This process has become second nature with smartphones, tablets and many other connected devices. FOTA for automotive infotainment systems was designed with an emphasis on customer convenience. FOTA updates provide regular enhancements along with software patches as needed to enhance the customer experience. The convenience factor comes not only with the supply of regular updates and the enhancements they provide, but through customer control of when these updates are downloaded and installed. The only requirement is a secure Wi-Fi connection through a home network or the use of a secure Wi-Fi hotspot to create a connection to the update server. Once connected, customers can easily obtain and install any available FOTA update to their infotainment system. **FOTA operation is conducted in two steps: download (from the server to the vehicle via Wi-Fi) and installation (internal to CP1 system in the vehicle).** This bulletin will focus on FOTA for Denso Gen 4 audio systems (MID) and audio-navigation systems (HIGH) which utilize the 11.6-inch touch-screen display. Models with 7-inch dual screen display (Base) are not FOTA capable.

This bulletin outlines the procedure for performing FOTA updates successfully. These procedures involve:

- Assisting customers with FOTA -related concerns if they have been unsuccessful in performing the FOTA by themselves. (Possible vehicle or system concern.) *
- Performing the FOTA update for customers who are not comfortable or need assistance with performing it themselves but have requested the Retailer install it*
- Updating the firmware using a USB flash drive by following the steps outlined in TSB 15-261-20R “Reprogramming File Availability for Optimization of Gen 4 Denso CP1 Infotainment Systems” when FOTA cannot be performed due to the setup difficulties*.

* **NOTE:** If a customer is simply requesting help with how to perform FOTA, NEVER share a copy of this bulletin. Instead, provide a copy of the appropriate customer instructions for FOTA available on Subarunet: Service Operations & Technical > Forms/Downloads page. See **Appendix A** later in this bulletin for more information.

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.

Continued...

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

NOTES:

- **REMINDER:** FOTA is available for MID and HIGH (Navi) systems with 11.6-inch display only.
- The currently available FOTA firmware version is not the same version available to Retailers for USB updating use. However, a system updated using FOTA can be further updated by using the USB update procedure. For additional details clarifying the scope of FOTA updates, review the 20MY Legacy/Outback Owner’s Manual Supplement’s additional information for the Center Information Display. The information is also be downloadable from: <https://www.subaru.com/owners/index.html> See **Appendix B** below for more information.
- FOTA updates are for the system firmware **ONLY**. Map updates are a separate function which the customer may update on their own by using either USB download or Map Over the Air Update (MOTA). Go to: subaru-maps.com for more information.

Reference photos of each system faceplate are supplied below:



SERVICE PROCEDURE / INFORMATION:

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

The FOTA update process involves downloading and installing the update firmware therefore, time duration depends on signal strength and transfer rate performance. During installation, the infotainment system’s functionality will be restricted.

Continued...

Set-Up Instructions and CAUTIONS:

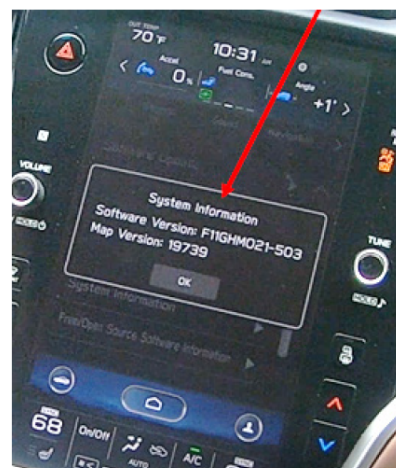
- Move the vehicle to an outside location where the engine can be safely started and kept idling during the update process.
- Never idle the vehicle in a closed space such as a garage, even if the garage door is kept open.
- Once the vehicle is in a safe location, be sure the vehicle is in Park (CVT) or Neutral (MT) and the parking brake is fully engaged.
- Open one or more windows to ensure fresh air is available.
- **Stay with the vehicle** until the update is completed.
- We suggest adjusting the climate controls to your desired settings in case they become unavailable during the update process.
- Unplug any devices, chargers, cables or other USB drives from the vehicle's USB and power ports.

VERY IMPORTANT: Before proceeding with the updating procedure, the currently installed version ID **MUST** be confirmed (Firmware Version Check) by following the steps below:

- 1) After starting the engine and system boot-up completes, from the HOME screen, touch the Settings button.



- 2) Press the **General** button. Use the down arrow to scroll to **System Information** then press to display the System Information / Version information.



Continued...

The examples below identify the head unit model and the last 6 digits (9xxx-xxx) signify the software version number. Examples:

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

If on a Legacy and Outback, the software version number

20MY Model

F11GHMxxx-xxx(**High** model software)

F11GMMxxx-xxx(**Mid** model software)

F11GBMxxx-xxx(**Base** model software)

21MY Model

F31BHMxxx-xxx(**High** model software)

F31BMMxxx-xxx(**Mid** model software)

F31BBMxxx-xxx(**Base** model software)

22MY Model

FB1SHMxxx-xxx(**High** model software)

FB1SMMxxx-xxx(**Mid** model software)

FB1SBMxxx-xxx(**Base** model software)

WILDERNESS F51XHMxxx-xxx(**High** model software)

WILDERNESS F51XMMxxx-xxx(**Mid** model software)

Continued...

Trim/Grade	MY	Older Software Versions	Latest Software Version
HIGH	2020	042-380	122-370
		072-582	122-570
		112-680	122-670
		122-780	not eligible for FOTA
	2021	040-980	120-970
		071-182	121-170
		111-280	121-270
		121-380	not eligible for FOTA
	2022	060-781	120-770
		070-882	120-870
		110-980	120-970
		121-080	not eligible for FOTA
MID	2020	042-380	122-370
		072-582	122-570
		112-680	122-670
		122-780	not eligible for FOTA
	2021	040-980	120-970
		071-182	121-170
		111-280	121-270
		121-380	not eligible for FOTA
	2022	060-781	120-770
		070-882	120-870
		110-980	120-970
		121-080	not eligible for FOTA
Outback Wilderness HIGH	2022	060-981	120-970
		071-082	121-070
		111-180	121-170
		121-280	not eligible for FOTA
Outback Wilderness MID	2022	060-981	120-970
		071-082	121-070
		111-180	121-170
		121-280	not eligible for FOTA

If the software version number matches “Older Software Versions” proceed to **STEP 2** below. If the software version is “Latest Software Version” as the unit already has the latest software version installed. Proceed to the **WARRANTY / CLAIM INFORMATION** section of the TSB and process a claim for Version Check Only.

FOTA REPROGRAMMING PROCEDURE

Step 1- Connect the vehicle Subaru to an active, secure Wi-Fi connection:

- You can use one of two Wi-Fi sources:
 1. The retailer’s secure Wi-Fi (if it reaches the vehicle)

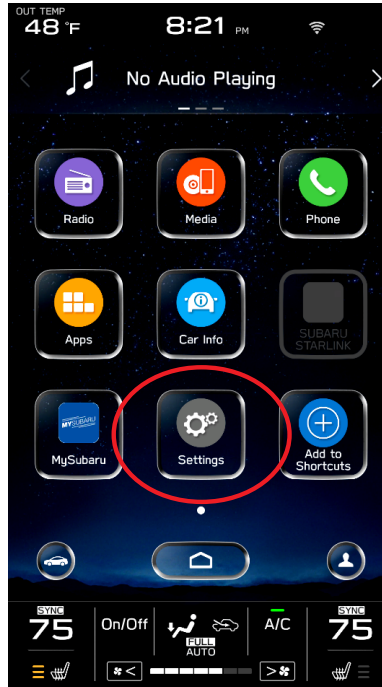
Continued...

2. A cellphone's Wi-Fi hotspot (if the phone and data plan are capable).

NOTE: This update uses at least 100MB of data so, choose a Wi-Fi connection with no data restrictions. Wi-Fi connections requiring acceptance or login to a web page (such as a coffee shop or hotel) cannot be used.

- To connect to the preferred Wi-Fi source, follow these steps:

1. Go to **Settings** on vehicle display screen.

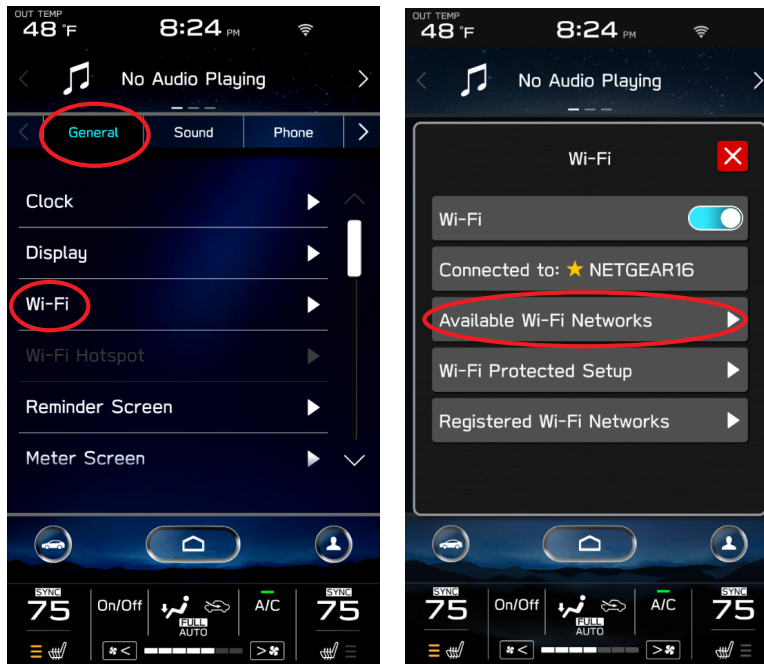


2. Select **General**.

3. Select **Wi-Fi**.

4. Ensure Wi-Fi is turned on and then select **Available Wi-Fi Networks**.

Continued...



5. Select the Wi-Fi network of choice (and enter the password if required).

NOTE: Take note of the Wi-Fi signal strength in the top right corner of the screen. If only 1-2 bars are displayed with the selected network, download speeds will likely be slow. Choose a stronger network if possible or move the vehicle closer to the Wi-Fi source.

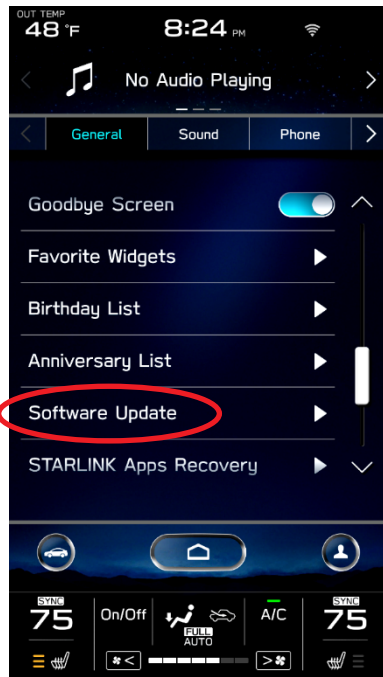


NOTE: See Appendix C for troubleshooting tips in case an error is displayed.

STEP 2– DOWNLOADING AND INSTALLING UPDATES

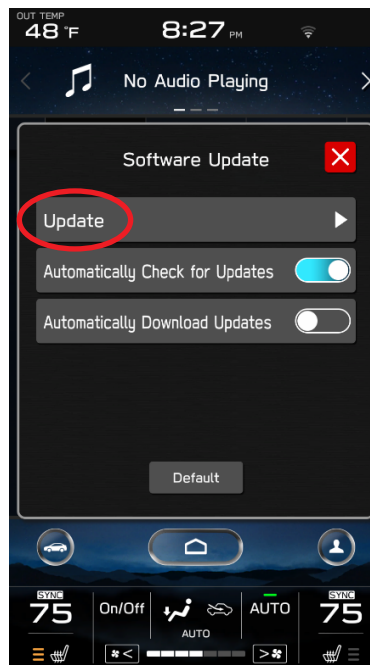
1. Next, update the STARLINK system.
2. Go back to the **General** screen under **Settings**,
3. Scroll down and select **Software Update**.

Continued...



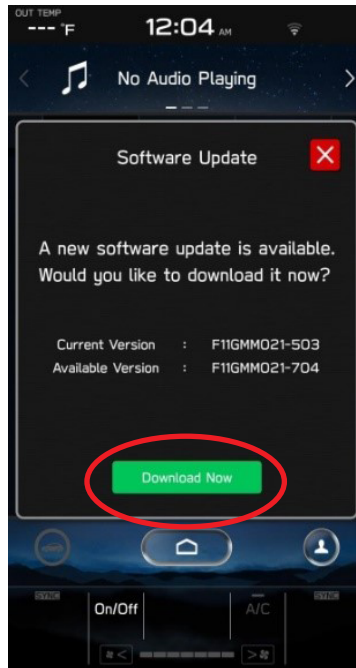
NOTE: At this point, the user can choose to enable “**Automatically Check for Updates**” and “**Automatically Download Updates**” so in the future, the vehicle will advise the customer when an update is available.

4. For this update procedure, select **Update**.



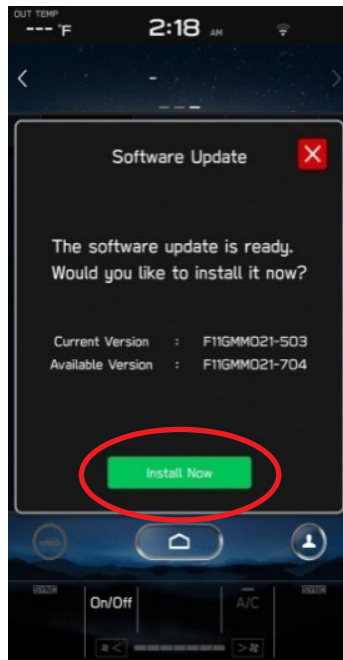
5. If an update is available, select **Download Now**.

Continued...



Once the download is complete, **it is recommended to adjust the climate controls to the desired settings** in case they become unavailable during the update process.

6. When ready, select **Install Now**.

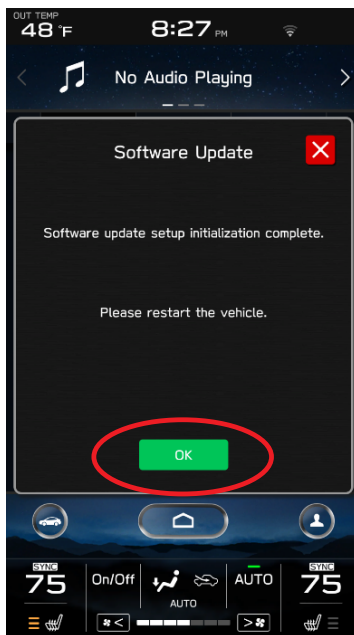


7. The install process can take up to **40** minutes.

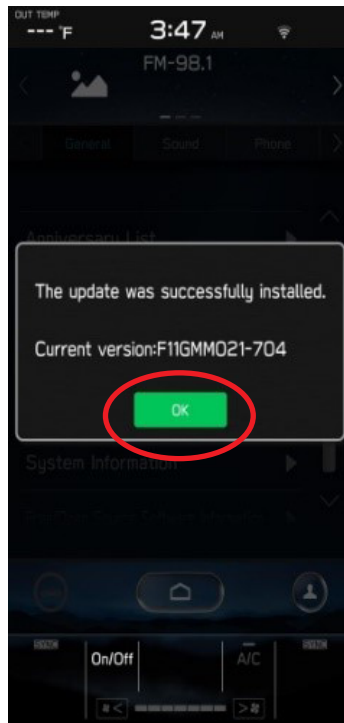
If the display screen goes blank during the installation process, leave the vehicle on, and allow the system to restart. After up to two minutes, you will receive the message: “The software update is ready. Would you like to install it now?”. Press OK to continue.

Continued...

IMPORTANT: Once complete, the below pop up will be displayed. Press OK then, switch the vehicle OFF, exit the vehicle, lock all doors including the rear gate (if equipped) and **move the key fob away from the vehicle at least 10 feet to enable affected systems to go to sleep. WAIT AT LEAST 5 MINUTES before proceeding to 8. below.**



8. After 5 minutes, restart the vehicle. A **“software update complete”** message should be displayed signifying the successful update is now complete. If this message is not displayed, try switch the car OFF again and waiting another 5 minutes before restarting.



9. Switch the engine OFF then open the driver’s door to turn the system off and complete the procedure.

Continued...

NOTE: See **Appendix C** below for troubleshooting tips if any errors are encountered.

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 Code
DENSO CP1 VERSION CHECK ONLY	A031-178	0.2	ZTZ-48 (MID)
DENSO CP1 FOTA / USB UPDATE	A031-173	0.6	ZTZ-48 (HIGH)

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

Links to Customer self-install instructions for FOTA Customer Instructions will be added to the Subarunet Service Operations & Technical > Forms/Downloads page when they become available. Once the links are available and to enhance customer satisfaction, consider providing customers with a copy of the appropriate instructions for their specific system along with access to the retailer's secure customer Wi-Fi network. Doing so will enable customers to try performing the FOTA update on their own while at the retailer.



REMINDER: Retailers performing these updates are to follow the Service Procedures outlined in this bulletin ONLY. Always follow the applicable service procedures as outlined in this and other Service Bulletins. The additional steps and requirements supplied in Service Bulletins support a Subaru Technician's proper diagnosis and repair of any customer concern.

Appendix B

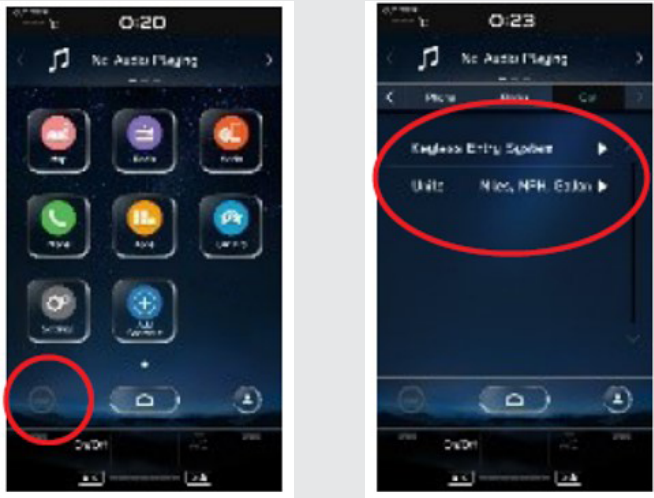
The currently available FOTA software version is not the same version available to Retailers for USB updating use. However, the system which has been updated via the FOTA can be further updated using USB update. To clarify the differences, both the USB contents and FOTA contents are described together in the list below. USB update is including all items and those items included only in the USB (but not in the FOTA) updates are described as "USB ONLY."

USB ONLY update method:

Please note any symptoms listed below would require USB update due to the limitations of FOTA update process.

No.	Conditions/Symptoms to be improved	Update Method
1	<p>No image on CID (Center Information Display) or Black display condition followed by CP1 reboot resulting from CCU (Cockpit Control Unit) internal communication error or due to listed below actions:</p> <ul style="list-style-type: none">• CP1 forced reboot by pressing the “Vol” button continuously or by performing factory reset operation• LCD in the combination meter goes blank (black) momentarily during driving• LCD in the combination meter goes blank (black) after battery repair <p>NOTE: Rear View Camera function is not impacted by this condition.</p>	USB ONLY
2	CP1 system and combination meter reboot again following a forced reboot, when smart phone connected via USB port.	USB ONLY
3	No sound after ignition-on or CP1 reboot	USB ONLY
4	Vehicle location is not displayed correctly in Navigation screen.	USB ONLY
5	Ring tones and the voice from the other end on the hands-free phone call cannot be heard	USB ONLY
6	Android Auto does not function. “Android Auto is Disconnected” is displayed with Launch Error message.	USB ONLY
7	Time setting is not possible in Manual mode	USB ONLY

Continued...

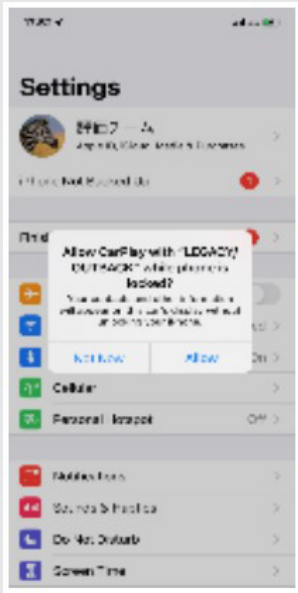
8	<p>Vehicle Setting Icon in <Home> menu is grayed out. Menu list in the “Car” tab in the Setting Menu is not displayed.</p> 	USB ONLY
9	<p>Incorrect translation for X-Mode in Spanish language</p>	USB ONLY

Continued...


USB or FOTA update method:

No.	Conditions/Symptoms to be improved
1	<p data-bbox="261 180 1466 365">System restarts itself during FOTA (Firmware Over The Air) update. FOTA operation is conducted in two processes: downloading (from the server to the Cockpit Control Unit via Wi-Fi) and installation (inside the Cockpit Control Unit). During the FOTA operation, after the new software has been downloaded to the Cockpit Control Unit (CCU) customer is to push “Install Now” on the Center Information Display (CID) to start installation of the software.</p> <div data-bbox="267 405 1435 651"> <p>FOTA Normal process</p> </div> <p data-bbox="261 688 1104 724">However, in rare case, the CCU restarts itself* during installation.</p> <div data-bbox="267 735 1435 1045"> <p>Linux reset occurs</p> </div> <p data-bbox="261 1098 1455 1207">Note*) Even if this symptom occurs, after approximately 2 minutes, the system resumes, and the CID comes back to the below screen. Customer can then push the “Install Now” to proceed with the installation.</p> <div data-bbox="699 1213 1029 1728"> </div>


Continued...

No.	Conditions/Symptoms to be improved
2	<p>No image on CID (Center Information Display) or Black display condition followed by CP1 reboot resulting from CCU (Cockpit Control Unit) internal communication error or due to listed below actions:</p> <ul style="list-style-type: none"> • Loss of Bluetooth or Wi-Fi connection • Application crash during Bluetooth audio streaming • Launching CarPlay or Android Auto application, after the smart phone is connected • Removing USB connection between the iPhone's and CP1 during active CarPlay session • STARLINK application crash • Performing USB map update using Bluetooth connection with a smart phone carrying STARLINK Companion App map update data • When ACC is turned OFF and ON, while STARLINK Companion App map update is being performed • Navigation application crash • "Service Appointment Scheduler" application crash due to a communication error between DCM and CCM • Re-inserting USB Flash drive within 2-3 seconds • Removing USB Flash drive while playing back the data from the USB Flash drive • CID display loses images (black screen) and reboots itself after ACC (or Ignition) is turned OFF and ON. <p>NOTE: Rear View Camera function is not impacted by this condition.</p>
3	Cannot finish registration, DMS user registration
4	Cannot select Wi-Fi to ON, button is gray out
5	Intermittent loss of Bluetooth connection
6	Phone contacts transfer fails, when pairing iPhone with Bluetooth
7	Blank display when connecting CP1 to Wi-Fi network with long name (over 32 characters)
8	<p>While using Apple CarPlay, "SUBARU" is displayed on the iPhone Setting menu instead of vehicle name <LEGACY/OUTBACK></p> 
9	CarPlay stopped working after hanging up a hands-free phone call

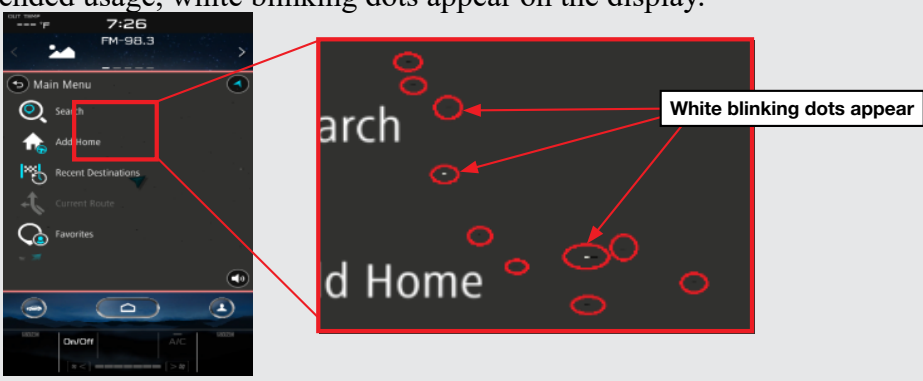
Continued...

No.	Conditions/Symptoms to be improved
10	Screen is no changed to Composer or Album screen, iPhone /iPod connected as iPod mode
11	<p>CID shows multiple images simultaneously</p> 
12	Flickering screen on Climate control screen
13	<p>CID freezes/locks after startup</p> <p>NOTE: Rear View Camera function is not impacted by this condition</p>
14	The CID (Center Information Display) freezes/locks during Wi-Fi configuration
15	Move (push ▲ ▼ repeatedly) and Select in Map list, then freeze and restart itself
16	Map freezes while Navigation guidance is being provided
17	Navigation operation restarts while driving
18	Reboot in Factory diag. mode, when removing USB drive or changing to other USB drive
19	CP1 system and combination meter reboot again following a forced reboot, when smart phone connected via USB port
20	CP1 system reboots following ignition OFF and ON
21	Switching to Navigation demo mode after CP1 reboots during Bluetooth pairing
22	CP1 system reboots, while selecting or using Map feature to configure the driving route
23	CarPlay does not function with USB connection
24	Cannot select Mute ON/OFF, when paused music in CarPlay
25	Sound is muted after hanging up a hands-free phone call.
26	Android Auto has no sound, after phone call with Google voice recognition, while Android Auto music is playing.
27	No sound in SXM, following low or dead battery
28	SXM playing start delays (around 50 seconds), after starting the system
29	When playing AM/FM Radio station, try to change to SXM channel (registered by Parental Control) by using steering switch, No SMX cannel is displayed.
30	Replay function of SXM, right position of Slider bar cannot be moved
31	Audio has no sound, when select display off mode
32	Cannot change Audio volume or Audio source
33	Navigation guidance directions are not spoken
34	When iPhone phone book transfer fails, system repeats Bluetooth disconnection and connection
35	<Media> button does not function in <Home> menu
36	<Home> cannot be selected
37	Radio station moves unexpectedly due to momentary flick or brush of the touch screen


Continued...

No.	Conditions/Symptoms to be improved
38	Temperature setting cannot be controlled by Voice Recognition in Canadian (C*) specification
39	Preset outline is not shown following station selection using steering switch 
40	When restart Engine, while downloading map data through Wi-Fi, <Major Update>and/or <Up to Date> button is not displayed
41	If destination set by voice recognition, after restart Engine, Navigation screen not displayed
42	Steering switch button doesn't work to select preset station or control music playback
43	Preset station isn't selected on the screen, when using steering switch button
44	USB replay following system reboot doesn't start from the same file
45	Sorting criteria is changed in USB music. Folders, title change to file name. Albums, title change to trac number
46	Audio source will change to Android Auto, while music is playing in USB
47	Cannot display music list in USB audio
48	Songs list is not displayed in USB (around 5000 music and more)
49	Others. Improvement in button design & location and Icon display pattern, etc.

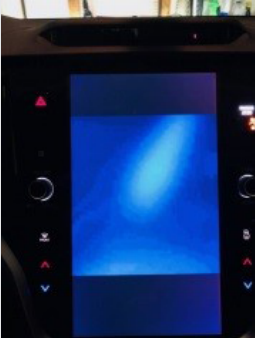
List of Conditions, Symptoms and improvements Addressed By past updates

No.	Symptom to be improved	FOTA
1	Several minutes after Engine start, Center Information Display (CID) reboots itself	Yes
2	After extended usage, white blinking dots appear on the display. 	USB ONLY

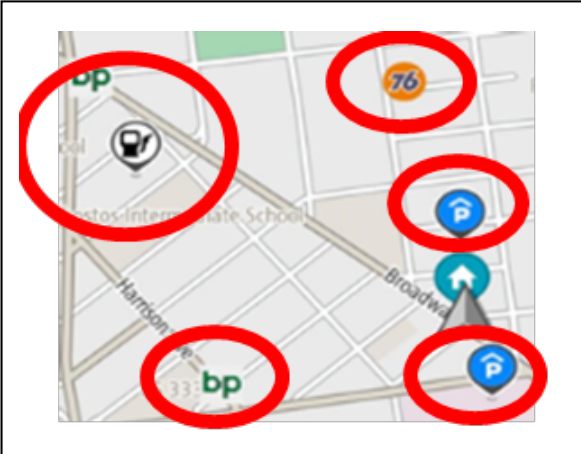
Continued...

No.	Symptom to be improved	FOTA
3	The screen freezes or becomes blank (black screen,) after a CD is inserted. This symptom occurs when a CD with over 99 characters of Artist Name Data is used.	Yes
4	CID is rebooted. In case the system was shut down with the SMX being selected as an audio source previously, the CID is rebooted after the next start up.	Yes
5	SXM does not resume playing instantly. In case the system was shut down with the SMX being selected as an audio source previously, the SMX does not play instantly after the next start up. (It takes more than 20 seconds until the SMX resumes after the opening screen has appeared, whereas it takes approx. 5 seconds normally.)	Yes
6	Radio station does not resume playing. In case the system was shut down with the Radio being selected as an audio source previously, the sound does not come back at the next start up. Once the audio source is changed to SXM, the SXM plays normally but, if it is changed back to the Radio, the sound does not still come back.	Yes
7	Equalizer setting returns to default setting. After ignition switch is turned Off and ON, the equalizer returns to default setting. 	Yes
8	The media source cannot be changed. Even if the <Radio> or the <Media> is selected, the media source does not change. Also, voice recognition stops functioning at the same time. It occurs when the volume setting is continuously changed during the specific process of booting the CID.	USB ONLY
9	Navigation screen goes blank (black screen) after disclaimer display. In case the system was shut down with the Navigation map being displayed, the Navigation goes to blank (black screen) soon after the disclaimer has been displayed.	Yes
10	CID repeats rebooting. After setting a destination on the Navigation system, the CID repeats rebooting.	Yes
11	CID rebooting while using CarPlay. Using Pandora App via CarPlay, the CID is rebooted.	Yes

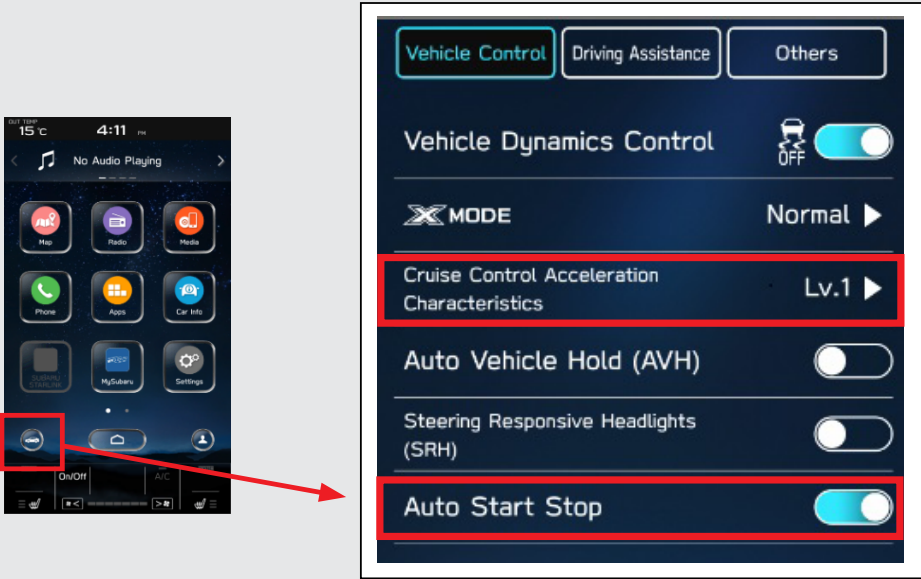

Continued...

No.	Symptom to be improved	FOTA
12	Bluetooth cannot be reestablished (on certain smart phones.) With Android Auto the Bluetooth connection cannot be reestablished automatically once it is disconnected (depending on smartphone device.)	Yes
13	CarPlay connection cannot be established. When connecting iPhone via USB, "CarPlay Unavailable" is displayed and the CarPlay does work.	Yes
14	HOME screen goes to blank When the screen is switched from Camera mode to HOME, no item is displayed (as shown in the photo.) 	USB ONLY

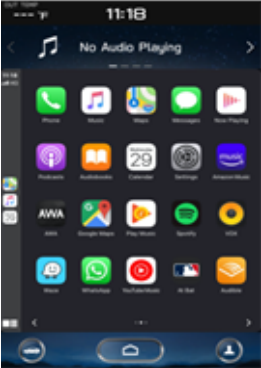
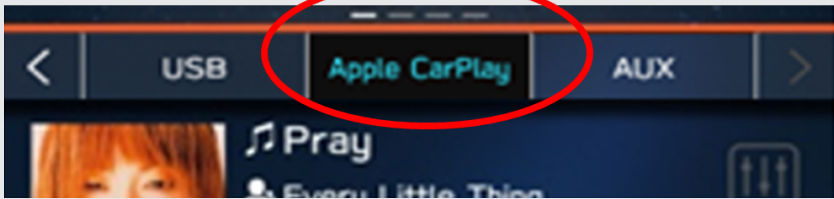
List of New Functions and Improvements Included In past updates

No.	New Function / Improvement:	FOTA
1	The last time customized map orientation setting is memorized even with ignition off/on. Once the customer changes the orientation setting of the map, the system automatically resumes the setting even after the ignition has been turned off/on.	Yes
2	Pin display of POI is available. 	Yes

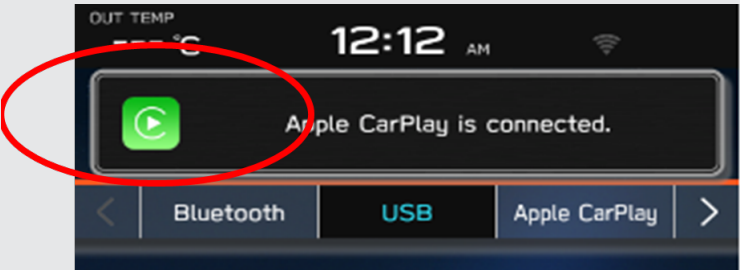

Continued...

No.	New Function / Improvement:	FOTA
3	<p>In the 2D and 3D HU display mode, the own vehicle position icon on the Navigation map is easier to be recognized.</p> <p>Icon size: 9mm(0.35in) <instead of 7mm(0.28in)> Icon color: Dark blue <instead of Blue> Icon position (with route guidance): The icon stays at the same position as that without route guidance. The position is located 9mm(0.35in) higher than that of previous version. Icon position (without route guidance): The icon stays at the same position as that with route guidance whereas the previous version icon was displayed lower position than that with route guidance.</p>	Yes
4	<p>ISS (Auto start stop) button is moved to upper layer in the Car Setting menu. By touching the “Car Setting” icon, Auto Start Stop setting menu and the Cruise Control Acceleration Characteristics selection menu can be accessed immediately, whereas the previous version needed to select “Others” in the Car Setting screen to access these menus.</p> 	USB ONLY
5	<p>HVAC control buttons of base grade are displayed larger and easy to see.</p> 	USB ONLY
6	<p>Time zone and Summertime are automatically selected. Default setting of clock setting is Auto (Time zone is changed according to the vehicle location, and the Summertime is automatically set according to the calendar)</p>	Yes

Continued...

No.	New Function / Improvement:	FOTA
7	<p>Direct selection of clock setting. Clock setting can be selected by touching the clock display in the status bar.</p>	Yes
8	<p>Hold displaying Album Art even with vehicle in motion. The Album Art that is displayed whenever music is played on the audio system keeps displaying even after the vehicle is in motion (the speed signal is inputted.)</p>	Yes
9	<p>CarPlay screen is extended to full screen. CarPlay screen is expanded from half size (horizontal) to full screen (vertical.)</p> 	Yes
10	<p>Add new CarPlay or Android Auto tab to Music screen When using CarPlay or Android Auto, “CarPlay” or “Android Auto” tab will appear on the Media tab bar. By selecting this tab, music data and metadata can be browsed.</p> 	Yes
11	<p><Turn by Turn> is added to information and meter. When using route guidance with CarPlay navigation, <Turn by Turn> descriptions will be displayed both in the Information bar of CID and in the MID located in the center of the combination meters.</p>	Yes

Continued...

No.	New Function / Improvement:	FOTA
12	<p>Direct select CarPlay button is available in the Information bar. Buy touching the CarPlay button located in the upper part of CID, the CarPlay menu can be accessed easily.</p> 	Yes
13	<p>CarPlay connection status can be retained even after Ignition off/on. In case the system was shut down with the CarPlay being connected previously, the system automatically resumes the connection at the next start up.</p>	Yes
14	<p>Improvement in the <Siri> Voice Recognition The starting of <Siri> Voice Recognition function can be ready faster.</p>	USB ONLY
15	<p>Gracenote database update Up to Nov 2019 database</p>	USB ONLY
16	<p>1. Sirius XM Smart Favorites menu has been removed from SiriusXM Settings</p>  <p>2. Going forward, the first 10 set Sirius XM presets are now smart favorites by default 3. Smart favorite channel has “star” added to the preset button</p>	USB ONLY

Continued...

Appendix C

TROUBLESHOOTING:

1. What if a secure Wi-Fi connection cannot be established?

Tips:

- a. Go back to **Step 1** instructions in this document and confirm correct information is being used for the following items:
 - i. Wi-Fi device name (SSID)
 - ii. Wi-Fi password
- b. Confirm user has not reached the maximum allowance for the number of connected devices
- c. Confirm Wi-Fi signal is strong
- d. Confirm other devices can be connected to the Wi-Fi network being used.

2. If you receive one of the following two messages during the update process:



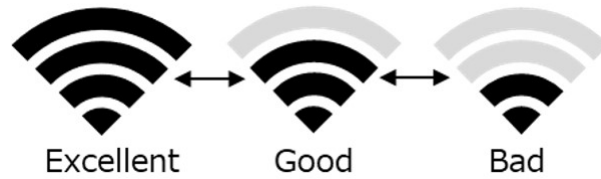
Tips:

- a. Check the internet connection to ensure it is active and shows full signal strength.
 - i. Select General tab under “Setting” screen and change the “Wi-Fi” to Off once then turn it back to On again.

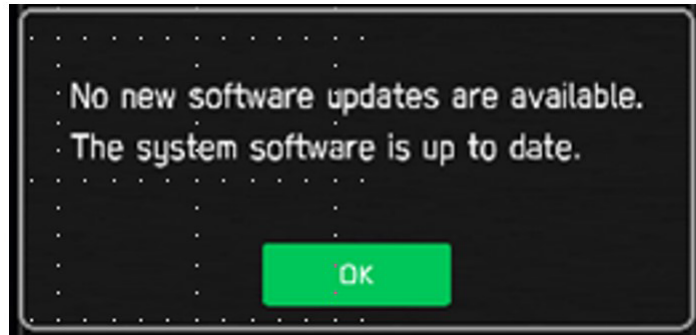


Continued...

- b. Try moving the vehicle closer to the WiFi source or if not possible, try a different WiFi connection such as a mobile hotspot.



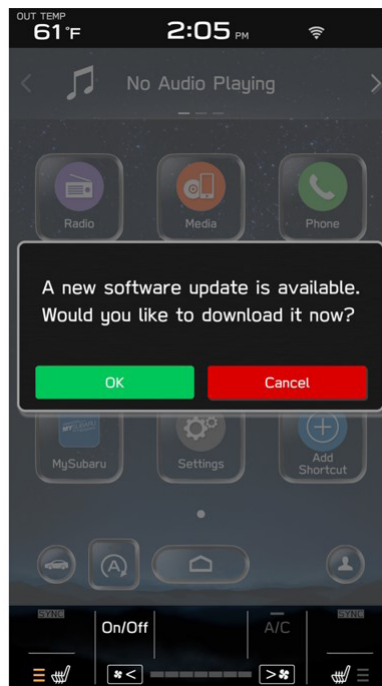
3. If the system says I'm up to date when checking for updates:



Tips:

- a. If current software version is the latest, you don't need an update and no action is necessary.
- b. If the software version is not the latest, you are likely not eligible for FOTA update at this time. Please proceed with USB update following TSB 15-261-20.

4. If the "OK" button does not respond when I begin the update process:



Continued...

Tips:

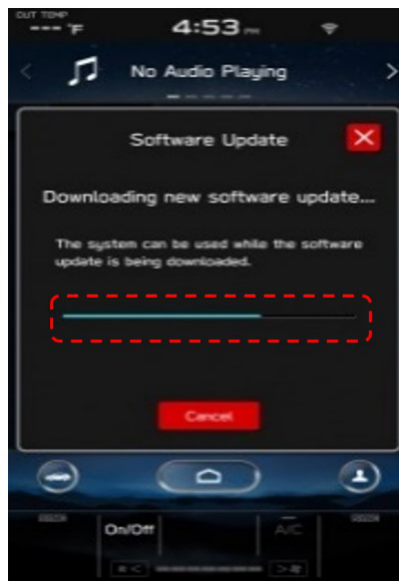
a. If CarPlay application is running at the time the pop-up screen comes up, the screen is being disabled for OK operation. Please press the home button on the display, go to Settings, Software Updates, Update, and begin again.



b. If this version is not shown, ensure the clock time is correct. b) The same steps are followed for other cases. Please press the home button on the display, go to Settings, Software Updates, Update, and begin again.



5. If the “progress bar” does not progress after selecting “Download” or, if you receive a “Connect to Wi-Fi” popup while downloading:

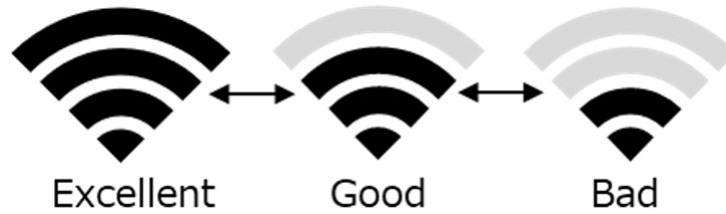


Tips:

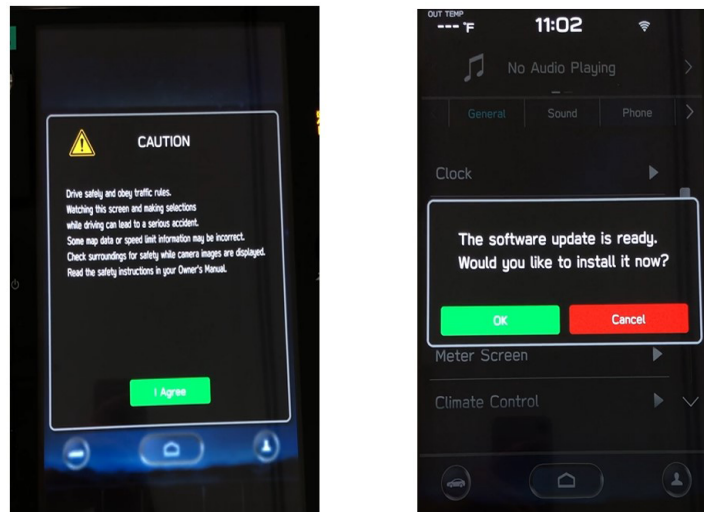
a. Check your internet connection to ensure its active and shows full bars of connectivity.

Continued...

- b. Try moving the vehicle closer to the Wi-Fi source. If that is not possible, try a different Wi-Fi connection such as a phone hotspot.



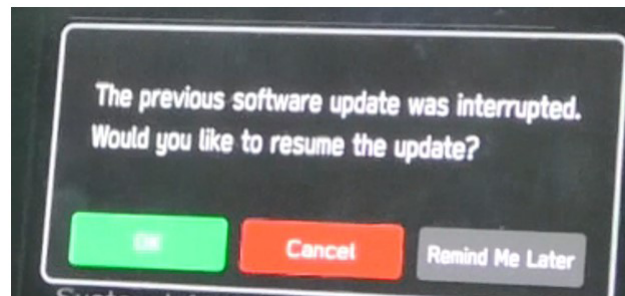
6. If you encounter a blank screen and the update restarts during the installation process:



Tips:

- a. If the display screen goes blank during the installation process, leave the vehicle on and allow the system to restart. After up to two minutes, you will receive the message: “The software update is ready. Would you like to install it now?”. Press OK to continue.

7. If you receive the following message during the update:



Tips:

- a. The above message will display if the vehicle is turned off during the software update process. Select “OK” to resume the process.