

- 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: Models with Solterra Infotainment **NUMBER:** 15-309-23

SUBJECT: Procedure for Infotainment Concern Data Collection and Sharing via TechShare for Solterra Head Unit **DATE:** 04/24/23

INTRODUCTION:

This Service Information Bulletin has been developed to outline the steps for gathering basic but essential information during diagnosis of Infotainment concerns. The information collected will be used to escalate potential software or phone side concerns. In some cases, these escalations will lead to future software releases improving the infotainment system performance.

Anytime a repair is made to the Infotainment system, it must start with a clear understanding of the concern reported by the customer and the steps to duplicate it. As with any repair, the second step after understanding the concern is to duplicate it and determine if it is an operating characteristic or unexpected operation. If the condition reported is an expected operating characteristic, this should always be demonstrated to the customer to confirm their understanding before releasing the vehicle.

Successful repair of a customer’s Infotainment concern can only be achieved by following a proven diagnostic strategy covered by this procedure.

Concern description, Date and Time of duplication, Data log are essential elements for understanding the customer concern and must be included with all submissions.

Various resources are available to help diagnose and repair the Infotainment system: TSBs, TechTIPS, Techline and DSQMs.

<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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Subarunet->Service Operations & Technical -> Forms/Downloads or Subarunet->Service Operations & Technical -> STIS

The screenshot shows a web interface for finding a Subaru service manual. On the left, there's a 'Vehicle Information' form with the following details: Destination: North America, Brand: SUBARU, Model: SOLTERRA, General Code: YEAM1#, Option: North America, Production Date: 2022.03(2023MY), and Language: English. There are 'Search' and 'Service Manual' buttons. Below the form is a 'Keyword' search field with a 'Search' button. On the right, there's a 'SUBARU Service Manual' header and a 'Manual Collection' section with links for Repair Manual, New Car Features, Electrical Wiring Diagram, and Body Repair Manual.

SERVICE INFORMATION:

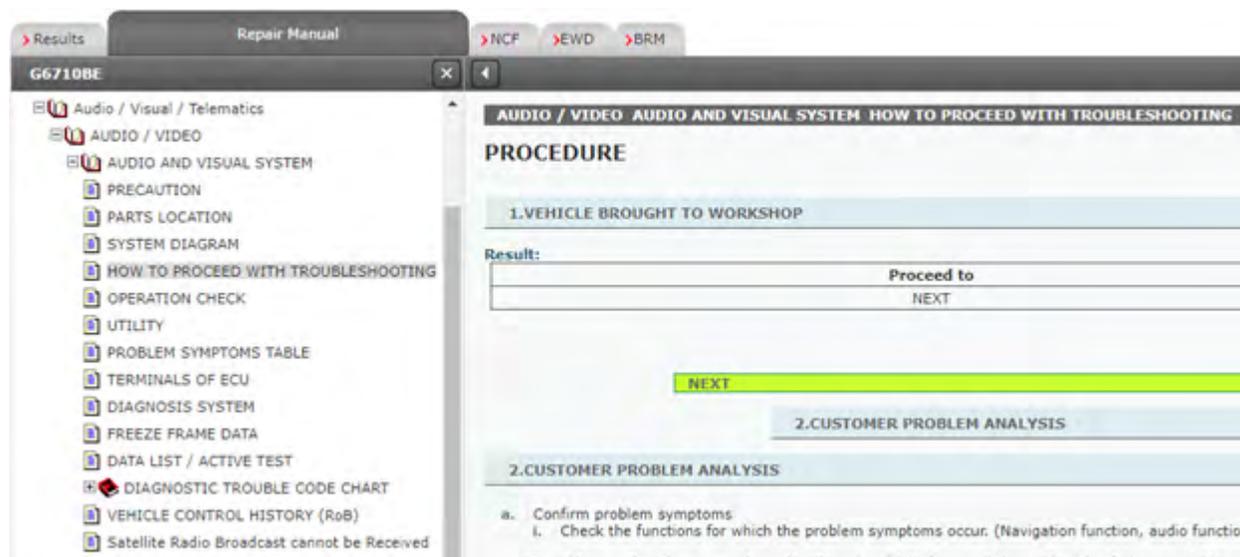
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

- Always confirm the condition as reported by the customer.
- Always document the date and time of the last concern duplication and collect the data log.
- Always attempt to use customer’s setup and equipment for concern duplication. If you can’t use the customer’s phone make sure the phone you test with is as close a match as possible by using a phone with the same make, operating system, and carrier version.
- Always document the concern by capturing the steps leading to duplication and when possible, record a video of concern.
- Make sure the concern is not due to the setup or the customer’s accessory/phone. As an example does the condition occur with all phones, all phones of the same type or just the customer’s phone that are connected in a similar way.
- Always document Infotainment system software version and accessory details: make, model, software version.
- Always document the date and time of the last concern duplication and collect the data log.

It is IMPORTANT to understand some conditions cannot be resolved in the field solely by parts replacement. Some of these situations will require a Techline assistance or assistance from the DSQM. Those are the times, when getting essential data about the concern as well as the diagnostic performed are the most critical.

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If you'd like to request assistance from Techline regarding an infotainment case, please have all your files and documents and submit an infotainment case online through the TechShare website. If the vehicle has been in with previous infotainment concerns, please have the previous repair order information available. **If you have any issues with the process or technical issues, please contact Techline.**

Please keep in mind the basic essential information has to be captured to enable assistance as well as report a concern. Following the steps outlined below should be a good start.

STEPS TO GATHER BASIC INFORMATION

➤ ESSENTIAL INFORMATION

1. Obtain a detailed description of the customer concern including steps to duplicate it

- A. Multiple concerns must be addressed one by one as each may have a unique cause. Consult the customer, if you do not clearly understand each reported concern and document each one separately. Lumping concerns together will delay or prevent review of the reported condition.
- B. Describe the condition in detail. What is the customer description for what is happening. How would you as a technician describe it. Include notes on the features that are not working but also what is working even when the condition occurs. The table below shows an example of the detail being requested.

Level of Details	Description Details
Not Applicable	No Sound/No Audio
Acceptable	No sound from SXM radio, but there is sound from AM/FM radio. Audio streaming is working well.

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- C. Date/Time: Obtain from the customer the date and time of the last occurrence. The customer may not remember the time of occurrence clearly. In that case, please confirm with the customer whether it was morning or evening and the day of the week etc.
- D. Data Log: Download Infotainment system Data Log and note the Date/ Time of last occurrence – see **Appendix**.

➤REMAINING INFORMATION

2. Confirm whether the concern is duplicated at the time of repair

- A. Note the frequency of occurrence. Is it: Constant or continuous (easily duplicated), Intermittent (happens frequently at least daily but not all the time with a good chance of duplication), or Random (happens with no set occurrence. Could be weekly or monthly. Very hard to duplicate.)

3. Obtain the current Software Version the concern has been duplicated with (Clear photo of the Software Information Screen showing the latest software version is REQUIRED).

4. Obtain the Video of condition being duplicated (may be supplied by the Customer if an intermittent or randomly occurring condition.)

- A. Verify the date and time of concern duplication.

5. Obtain the Phone Information (Make/ Model/Operating System Version) as applicable

- A. Screen shot of phone software version screen is BEST.

6. Review Problem Symptoms Table linked in the Repair Manual available on STIS

7. Obtain the Data list with DTCs and Related Troubleshooting Results.

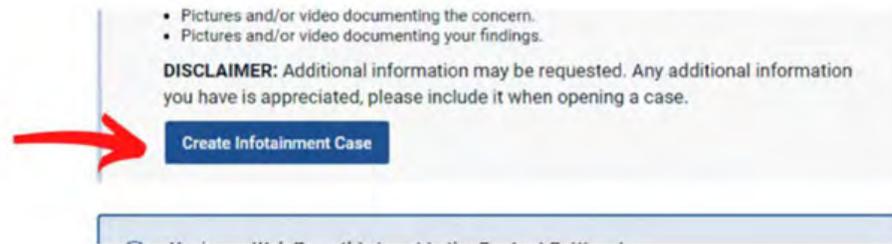
- A. Always perform diagnosis of current DTCs which may be related. Any electrical concern may be impacting the operation of the audio/ navigation system and must be resolved to eliminate it as a possible source of the condition. Conditions like this can be repaired TODAY.
- B. Check Vehicle Control History (RoB) (Audio and Visual System) following the Repair Manual available on STIS
- C. Revise following portal request format
- D. Attach troubleshooting results for all Bxxxxx and Uxxxxx DTCs infotainment specific B/U codes.

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STEPS FOR SUPPLYING INFORMATION USING INFOTAINMENT PORTAL



- 1) Log into TechShare
- 2) From the left-hand dropdown menu, navigate to Techline
- 3) Under the Techline Support Phone Number, click “Create Infotainment Case”



- 4) Select your Retailer from the dropdown menu
- 5) Fill out Infotainment Case Form and submit

Preview of Infotainment Case Form

*Fields are dynamically shown based on answers

A screenshot of the 'Infotainment Case Form' with the following fields and values:

- Retailer Employee:** Natalie Miller
- Retailer:** Nats Waste Subaru
- VIN:** JF29AKCJH50GZ1
- RCM:** EN585
- RO open date:** M/D/YYYY
- Mileage:** 4100
- Head Unit Software Version at time of failure:** v1-4284572
- Defect Type:** Apple CarPlay/Android Auto concern

The form also includes a calendar for 'April 2021' and several radio button options for 'Is the vehicle at the retailer?', 'Has vehicle been in for the same concern previous', and 'Frequency Of Failure'.

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6) The technician will receive an email with the Techline case number

IMPORTANT NOTE: Please upload all available attachments to complete portal submission data log, video(s), photo(s), Freeze Frame Data, questionnaire etc. Techline will review the data you provided and follow up for additional information if required. Please note your inputs can be helpful in future quality enhancement when provided with sufficient information to SOA. Cases submitted without enough details cannot not be reviewed by SOA quality team for future product enhancements.

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.

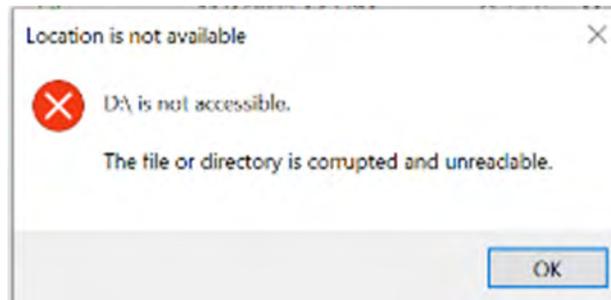
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APPENDIX

I. Solterra Head Unit Data Log Collection process

Media:

- I. The USB flash drives can be USB 2.0 or 3.0 of recommended 4GB or more storage capacity.
- II. The USB flash drive should be reformatted to FAT32 format before loading any files to it.
- III. Log files are not overly large, 1GB size is sufficient.
- IV. In case you encounter an error shown below, after accessing USB flash drive from your PC, consider a recovery steps outlined in this section.



1. Recovery steps
 - a. Reformat USB Flash drive to FAT32 format.
 - b. Write any file under 300MB from PC to the USB flash drive, while it is still inserted in the port.
 - c. Properly remove USB flash drive from PC.
 - d. Repeat the data log collection.
 - e. If you are still encountering issues, please use a USB flash drive from another manufacturer.

Please note we are still relying on collecting the approximate date and time of the event from the customer, if possible.

The data log contains data for approximately 6 weeks depending on the actual use of the system by the customer.

Process:

The infotainment system has a self-check function (Service Diagnostic Mode), which can be performed on the screen. This function enables functions including checking the system operation status, displaying the system status (**Diagnosis Recorder**), checking system information (**Software Version**).

There are two methods to access the service mode: using GTS and using the head unit function. Both methods are listed below for your convenience.

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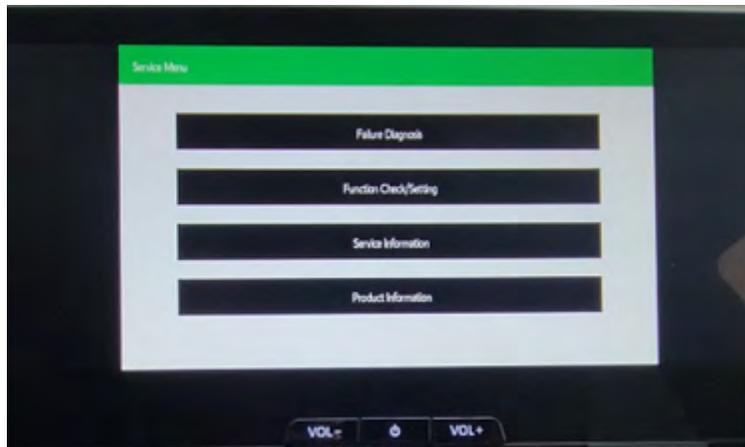
I. Access Service Diagnostic Mode

- **Method 1 (preferred)**

1. Use the GTS to navigate to Diagnostic mode- ***Body Electrical > Navigation System > Utility***



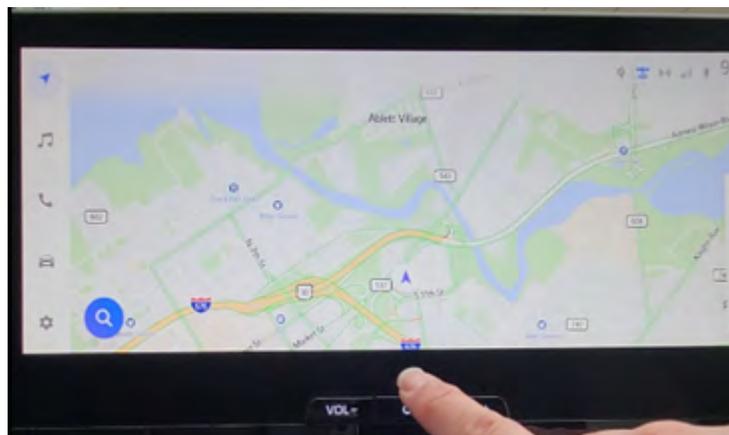
2. When diagnosis starts, the “Service Menu” screen is displayed.



3. Proceed to section **II. Data log Collection**

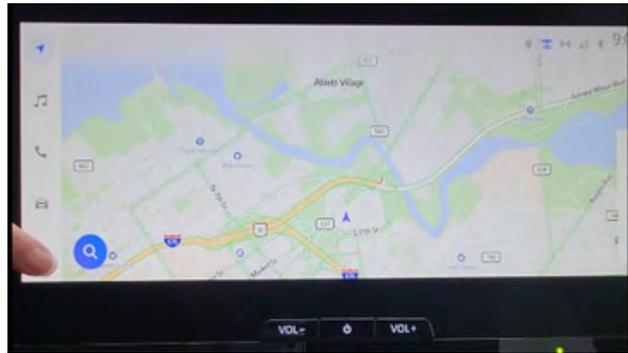
- **Method 2**

1. Ensure the vehicle is stopped and IGN in “Ready” Mode
2. Turn Audio Off by pressing [⏻] home switch

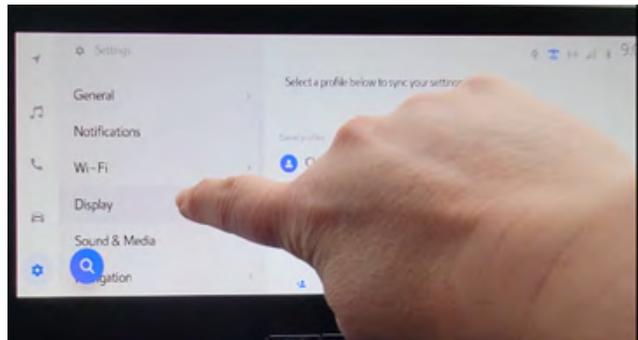


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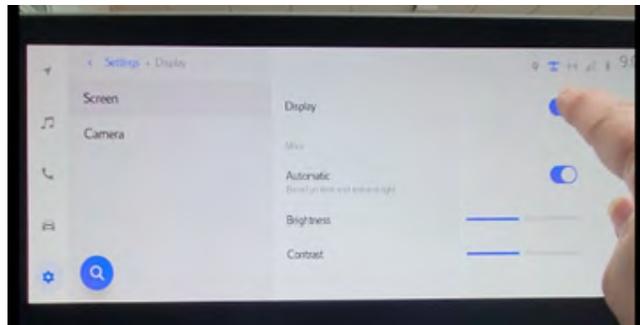
3. Select Setting icon on the Main Menu



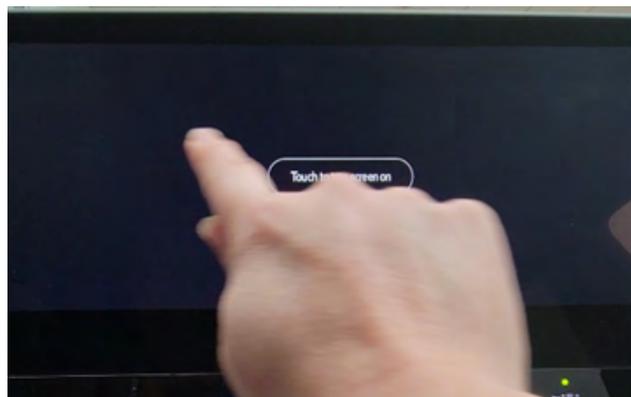
4. Scroll in Menu to find “Display”, then select Display setting



5. Turn Display “off”



6. On Head Unit screen, Swipe from **Left to Right - 5 times**, then swipe from **Right to Left 5 times**.



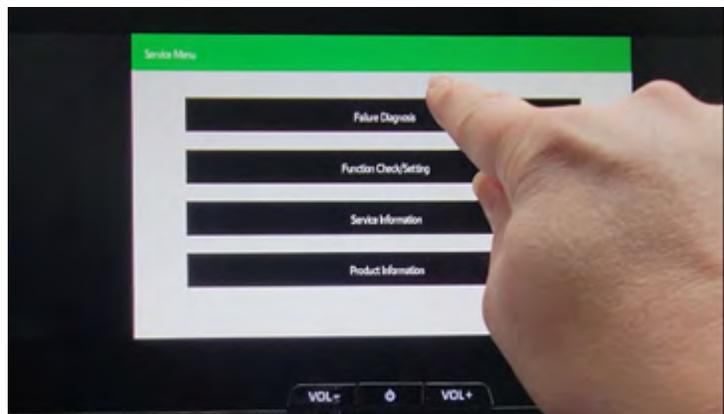
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7. If Service Menu does not appear, Press “Touch to turn screen on” button and repeat steps 1-6.

8. Proceed to section **II. Data log Collection**

II. Data log Collection

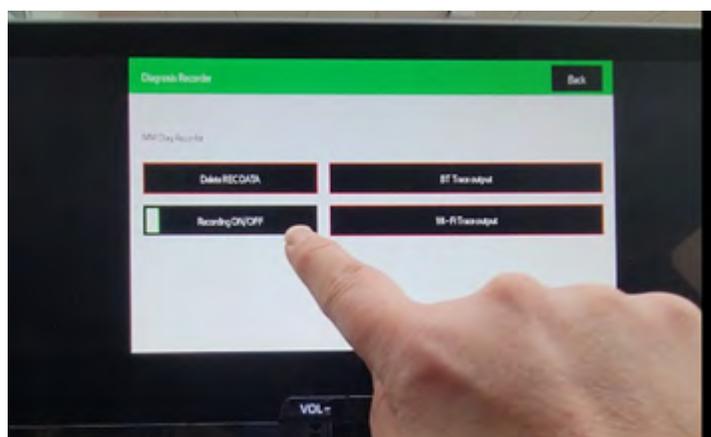
1. Select “Failure Diagnosis”



2. Select “Diagnosis Recorder”

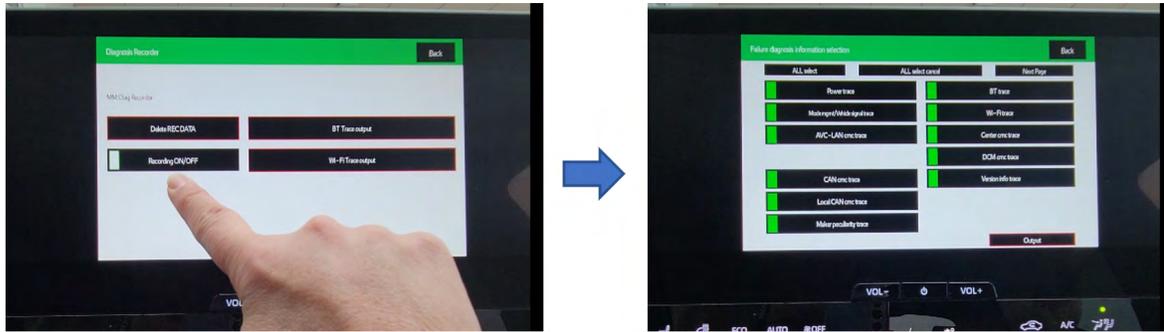


3. Turn OFF “Recording On/Off” (**Green = ON, White = OFF**)



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- In the white space under the “Recording On/Off” button, press and hold for about 5 seconds until another menu comes up.

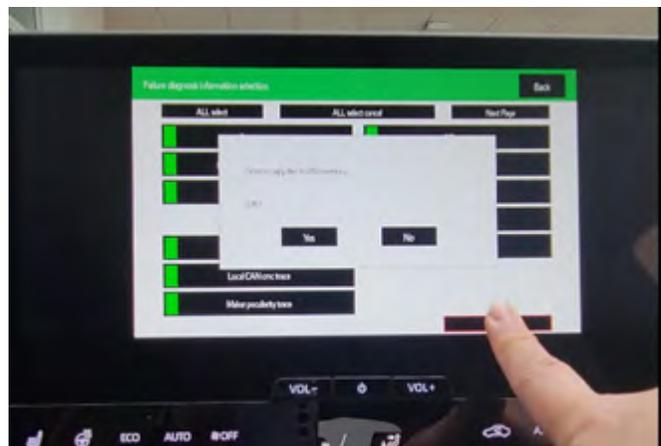


- Insert USB flash drive in the USB Multimedia Port



USB Multimedia Port

- Press and hold the “Output” button for about 5 seconds. Receive popup that says “Start to copy files to USB memory, OK”?



- Select “Yes”
- Receive popup that says “Connect private USB memory”
- Select “OK”

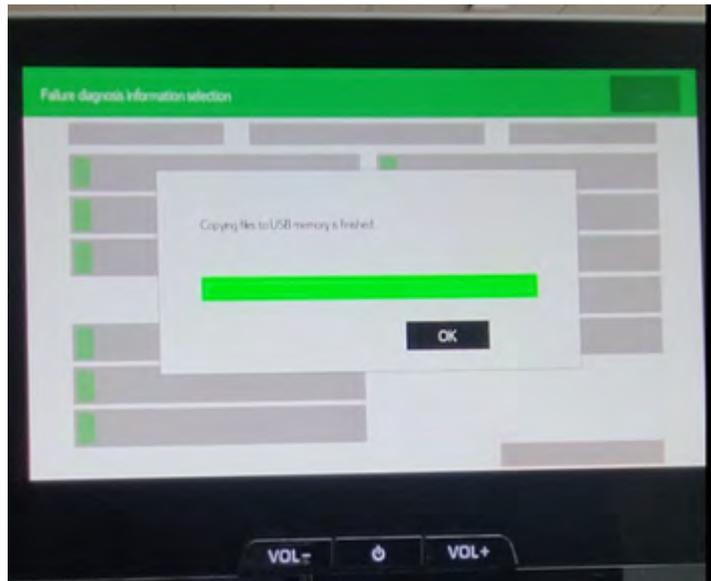
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10. Receive popup that says “Copying files to USB memory, Please wait”.



11. Once completed, receive pop-up that says “Copying files to USB memory is finished”

12. Select “OK”, return to previous menu.



13. Select “Back” until return to Failure Diagnosis

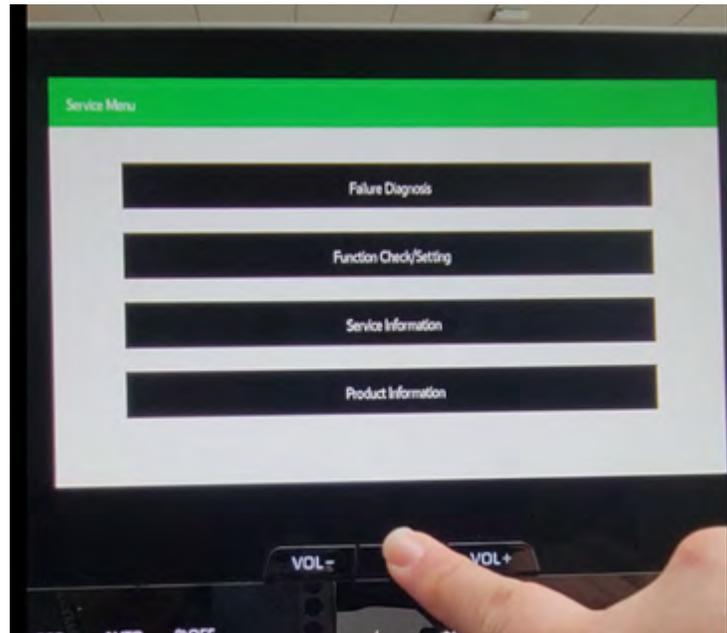


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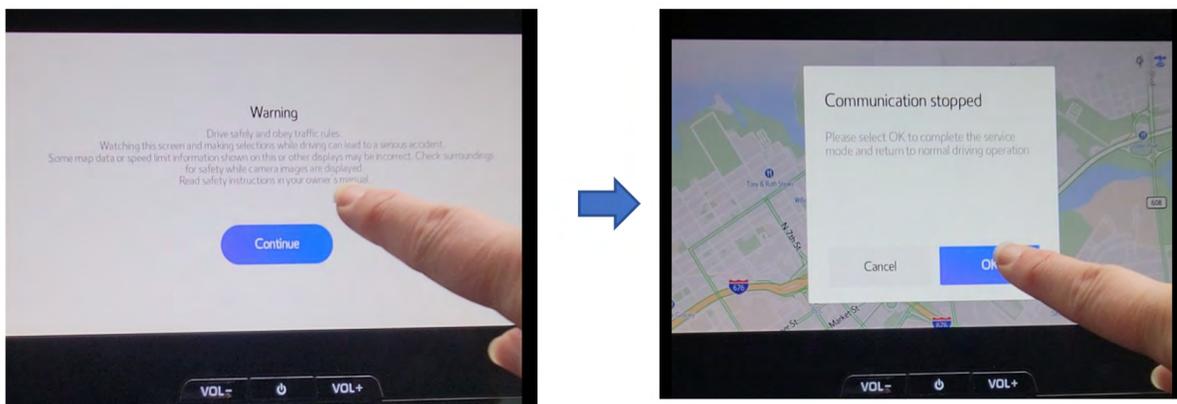
14. Remove the USB flash drive

15. Select “Back”

16. Reboot Head Unit by holding in Home switch 3-5 seconds



17. When brought back to main screen, receive popup that says “Communication stopped - Please select OK to complete the service mode and return to normal driving operation”.



18. Transfer data log data from USB flash drive to PC.

Next step is sharing the data log for analysis using Infotainment Portal. See section “**II. Data log sharing for analysis**” for additional information.

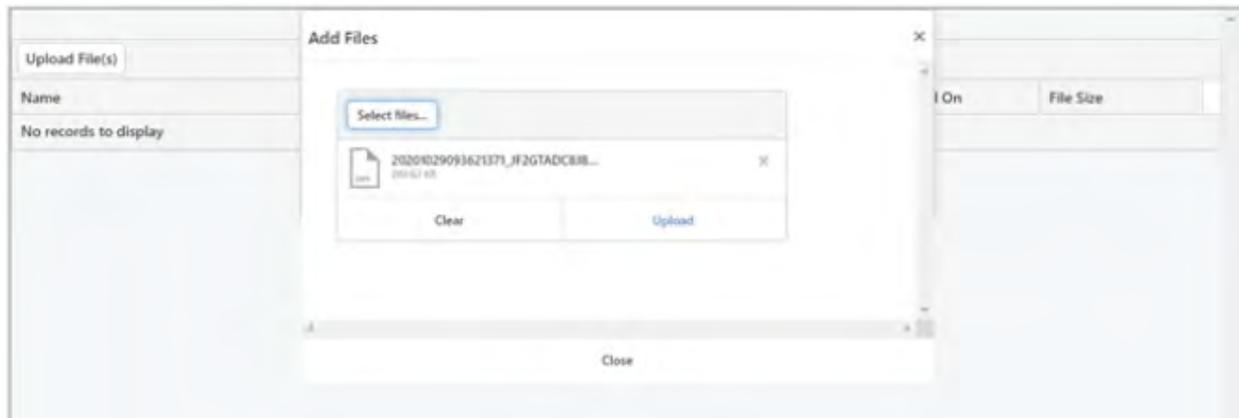
II. Data log sharing for analysis

It is mandatory to properly complete required fields in order to submit your report. Make sure you include the date of failure duplication, steps to duplicate the failure, system software version. Video of the failure duplication is always a plus.

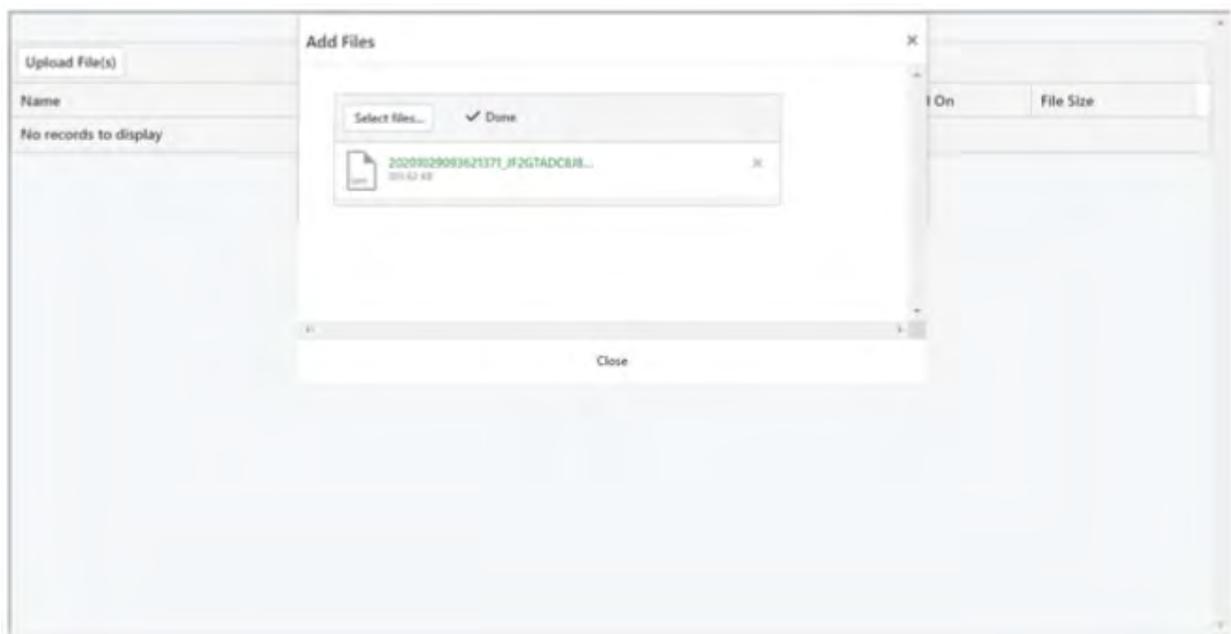
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The following instructions will explain how to successfully share the data log using TechShare Infotainment Portal.

Attach data log from PC following TechShare directions.



It takes under 10 minutes to upload the file depending on its size. Once uploading is completed, the file is listed among attachments as shown below.



Apply the same steps, if uploading multiple files to attach to the case for further analysis. Additional information to assist with TechShare application usage is available under “User Documentation” link found in web version as shown below.

Continued...

TechShare DIMITRY MOLDOVICH

Search User Documentation / Infotainment Form on Techline

Categories:

- Welcome to TechShare
- Release Notes
- How to Create a QM
- Reviewing QM's
- How to Search QM's
- Techline
- Infotainment Form on Techline**

Created: May 20, 2022 at 10:07 AM

Infotainment Form on Techline

We are proud to announce that we are rolling out the Infotainment form on TechShare™ to all retailers. This is expanding the access to our Infotainment Portal form beyond the 20 pilot retailers. We have posted a Star-U video that you can view here: https://subaru.litfullearning.com/resource/user-resource_details.aspx?ResourceID=2696243

Future phases of TechShare™ will expand to allow all types of TechLine cases to be submitted via the desktop website or mobile app. Technicians will get updates beyond a phone call with in-app messaging, email, and potentially video chat. Technicians will also be able to view the status and information related to their TechLine cases in TechShare™.

Questions may be directed to techshare@subaru.com.

FAQs:

- When is this rolling out nationwide?** Now! This should be available to all technicians on TechShare now. Star-U video resource is available here: https://subaru.litfullearning.com/resource/user-resource_details.aspx?ResourceID=2696243
- Can draft cases be created in TechShare?** No, draft functionality is not available. This will be part of a future release, probably in Spring 2023.
- Is the Infotainment form on the TechShare mobile app?** Yes, for retailer users. However, it's the same experience as the web just mobile-sized, so we recommend using the web version if you have any files that you need to attach from a computer.
- I can't see the Infotainment form on mobile!** Please make sure you have the latest version of the mobile app installed (v1.0.19 or higher). Additionally, only retailer users or retailer admins can view the infotainment form.
- How do I add attachments to a case?** When you first complete an infotainment case form, you will see a second page where you can add attachments. Try to include all of your attachments here, especially the large file size attachments.
- How do I add more information or attachments to a case?** After submitting an infotainment form, you will receive an automated email with the case number in the subject. Reply to this email, WITHOUT CHANGING THE SUBJECT and add any additional information or attachments. They will be automatically added to your case (emails have a smaller size limit).