

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: 22-**23MY** WRX Models **NUMBER:** 15-301-22R
SUBJECT: Reprogramming File Availability for Optimization of Gen 4 Denso CP1 Infotainment Systems **DATE:** 09/09/22
REVISED: 05/22/23

INTRODUCTION:

The following information announces reprogramming file availability and provides a software update installation procedure to optimize the new Gen 4 Denso CP1 Audio and Navigation head units utilized in the models listed above. As in previous models, the procedure will involve either downloading the software update files from Subarunet or using those sent directly from Nuspire to the SDS Notebook and transferring them onto a USB flash drive for head unit installation.

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

CAUTION: VEHICLE SERVICE PERFORMED BY UNTRAINED PERSONAL COULD RESULT IN THE EQUIPMENT DAMAGE OR EVEN SERIOUS INJURY.

Service Bulletin is intended for use by trained technicians ONLY. It informs technicians of conditions, which may occur in some vehicles or provides information, which could assist with proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely.

A timeline chart along with a complete list of all the conditions addressed and enhancements included in this and previous Denso software updates are provided in “**Appendix D**” and “**Appendix E**” located at the end of this bulletin.

IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for **BASE, MID and HIGH** grade audio systems for 22-**23WRX**.

NEVER reuse or combine files from a prior update with a newer version.

<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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PART INFORMATION:

NOTE: High Level unit is equipped with Navigation option (Map icon on Home screen)



Materials Required:

An empty, USB 2.0 or 3.0 storage device (flash drive) will be needed to perform the update procedure. The device should be dedicated to storing and transferring these updating files only. It must be a minimum of **64GB** or more in size and contain a NTFS file format before downloading the update files onto it. Be sure to locate and re-format any existing USB drives used for updating audio units. They must be fully cleared before adding these new update files to them.

IMPORTANT NOTES:

- **NEVER** change the update file names after downloading them.
- **NEVER** save any other files on the same flash drive.

There are various types of USB flash drive available from many suppliers. If the head unit does NOT recognize the USB drive during the reprogramming process due to Controller IC type of USB drive or Compatibility with the head unit, confirm the flash drive format is NTFS. The flash drive must be formatted for NTFS. If a recognition problem persists, use a USB flash drive from another manufacturer.

- Kingston®:
Kingston DataTraveler G3 Series DataTraveler 100 G3 DT100G3/64GB
Kingston DataTraveler SE9 Series DataTraveler SE9 G2 3.0 DTSE9G2/64GB
Kingston Digital 64GB Data Traveler 3.0 USB Flash Drive - Violet (DTIG4/64GB)



Continued...

- SanDisk®:
SanDisk Ultra Series SDCZ48-064G-J57
SanDisk Cruzer Blade Series 64GB
SanDisk Cruzer Glide Series CZ60 SDCZ60-064G-B35 64GB



- Transcend®:
JetFlash 790 Series TS64GJF790KBE



- PNY®:
PNY Retract USB 3.0 Flash Drive, 64GB, black (P-FD64GTRTC-GE)



- Silicon Power®:
2 Pack USB 3.0/3.1 Gen1 USB Flash Drive Blaze B02



IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced. ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23 WRX.

NEVER reuse or combine files from a prior update with a newer version.

SERVICE PROCEDURE / INFORMATION:

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

STEP 1- VERY IMPORTANT: Before proceeding with the software updating procedure, the currently installed software version ID **MUST** be confirmed by following the steps below:

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

Continued...



1b) Press the **General** button. Use the down arrow to scroll to **System Information** then press to display the System Information / Version information.



The examples below identify the head unit model and the last 6 digits signify the software version number.

If on a WRX, the software version number should read:

22-23MY Model F21SHMxxx-xxx (High model software)
 F21SMMxxx-xxx (Mid model software)
 F21SBMxxx-xxx (Base model software)

MY	Carline	Trim/Grade	Older Software Versions	Latest Software Version
22-23MY	WRX	BASE	101-780 121-980 132-080	142-180
		MID	101-780 121-770 121-980 132-080	142-180
		HIGH	101-780 121-770 121-980 132-080	142-180

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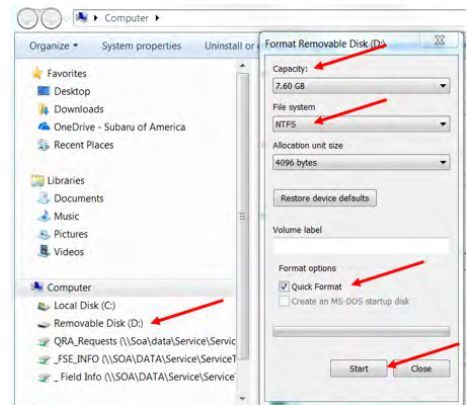
If the software version number matches “Older Software Versions” proceed to **STEP 2** below. If the software version is “**Latest Software Version**” as the unit already has the latest software version installed. Proceed to the **WARRANTY / CLAIM INFORMATION** section of the TSB and process a claim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

STEP 2- Prepare the USB:

CAUTION: Do not use any USB flash drive which utilizes file organizing software or an operating system.

VERY IMPORTANT: Before attempting to download any data files, confirm the PC and flash drive being used is not infected with any virus. The flash drive **MUST** be formatted for **NTFS**.

- Make sure the USB flash drive contains no other files.
- Right click on the corresponding “Removable Disk”.
- Select “Format”.
- From the File System drop-down menu, select “**NTFS**”
- Check the “Quick Format” box (if not already done).
- Click on “Start” to format the USB flash drive.



STEP 3- Download the Update Files to the USB:

The files are available for download on Subarunet (see “**A**” below).

The applicable reprogramming files have also been sent directly to retailers by Nuspire in the same way a Select Monitor Update would be pushed out. (see “**B**” below).

Follow “A” when using files downloaded from Subarunet.

Follow “B” when using the files sent directly to the SDS notebook from Nuspire.

“A” When using update files downloaded from Subarunet:

[Click Here to Access the Downloads for Audio/Navigation Information on Subarunet](#)

A

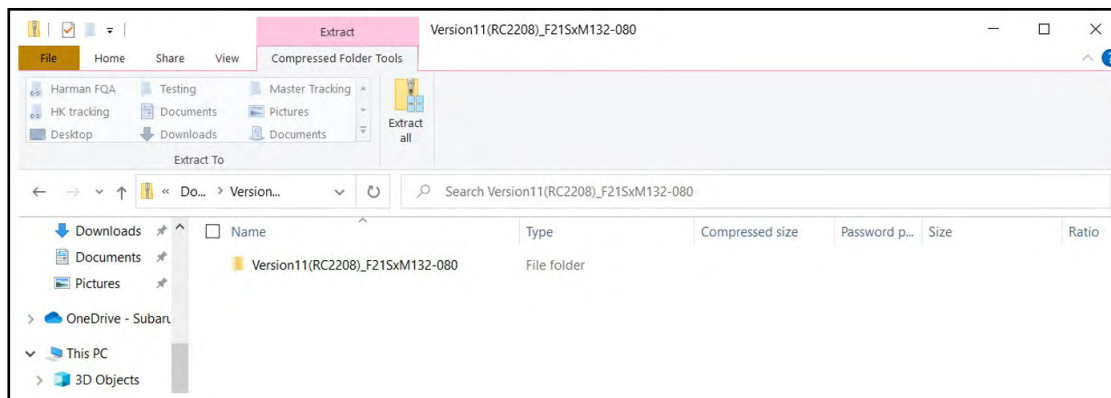
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IMPORTANT: Files downloaded from Subarunet will be .zip files and must be unzipped before they can be used. Using the normal audio / navigation system file update download procedure: Go to Subarunet, select Service Operations and Technical>>Forms/Downloads>>Gen 4/Denso for Audio/ Navi then click on the applicable Hyperlink to download the file(s) to your SDS Notebook or PC:

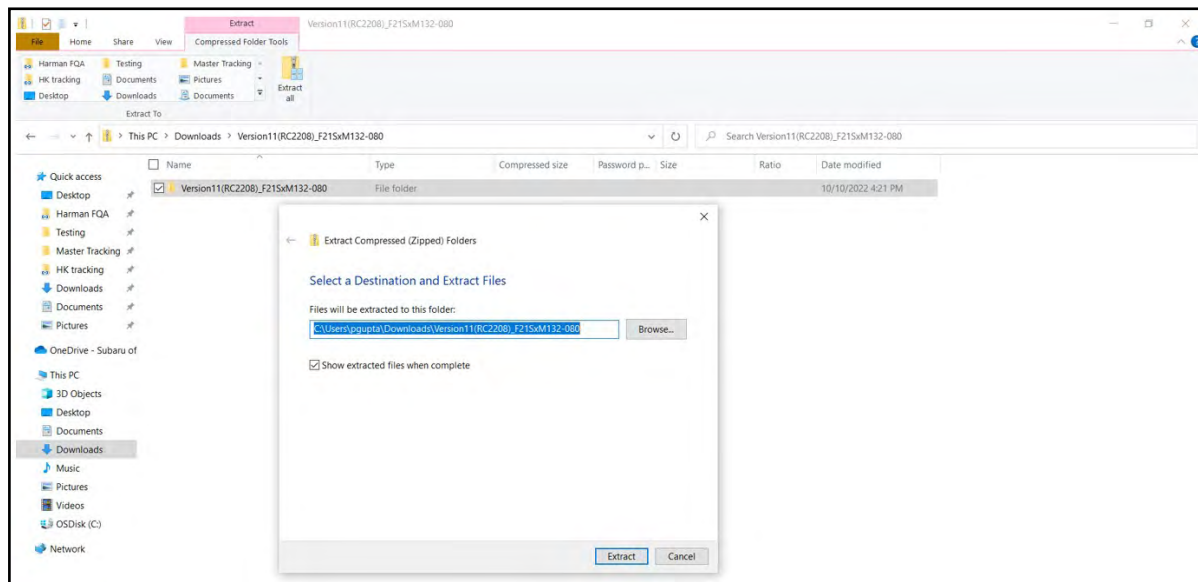
Updates for Gen 4.0 Denso Audio and Navigation Head Units - 2022-2023 MY WRX:

22-23 WRX-Denso-CP1 AUDIO UPDATE-May 2023

- Go to Downloads.
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Open / display the contents of File folder, for example: “File name TBD”.
- Click on “Extract All Files”.

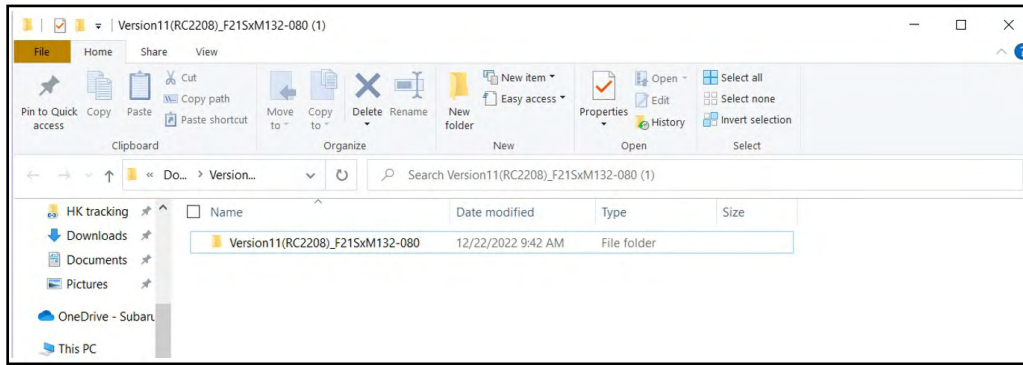


- The screen below will appear to set a destination for the extracted file.

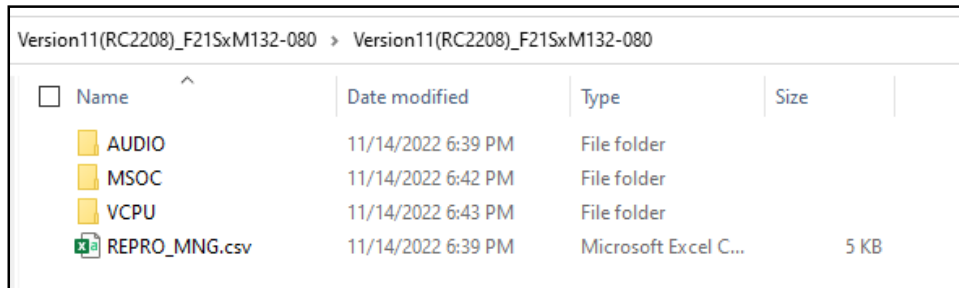


Continued...

- Double-click on the required folder



- Copy **all files** then paste (or click / drag) it to the “clean” USB flash drive as listed (Removable Disk) in the directory.



IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

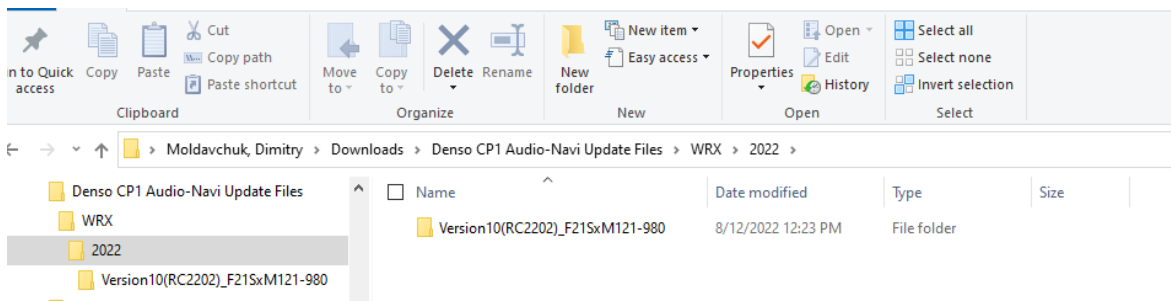
ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23 WRX.

NEVER reuse or combine files from a prior update with a newer version.

- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. 2022MY WRX CP1).
- Go to **Step 4**.

“B” When using update files sent directly from Nuspire:

- Go to My Documents on the GUI screen click on the folder “Denso CP1 Audio-Navi Update Files” to display the list of available update files shown below.
IMPORTANT: Always confirm there is a correct folder. If not, the SDS notebook hasn’t been updated with the latest release. Please contact Nuspire to request they resend the update.”



Continued...

- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Double-click on the required folder and the update file will display as shown.

Name	Date modified	Type	Size
AUDIO	11/14/2022 6:39 PM	File folder	
MSOC	11/14/2022 6:42 PM	File folder	
VCPU	11/14/2022 6:43 PM	File folder	
REPRO_MNG.csv	11/14/2022 6:39 PM	Microsoft Excel C...	5 KB

- Select all folders and files and either copy / paste or click / drag them to the USB flash drive.

IMPORTANT NOTE: The update contains 3 folders and 1 file. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set. Please note: The same set of software update files will be used for BASE, MID and HIGH grade audio systems for 22-23 WRX.

NEVER reuse or combine files from a prior update with a newer version.

- Once all files have been loaded onto the USB flash drive, right click on the drive and select “Eject”.

CAUTION: NEVER change the file names.

- Remove the USB flash drive after the prompt appears that says “Safe to Remove Hardware”.
- Mark the USB to indicate the head unit it will update (2022MY WRX CP1 in this example).
- Proceed to **STEP 4** below.

STEP 4- Perform the software update

CAUTIONS:

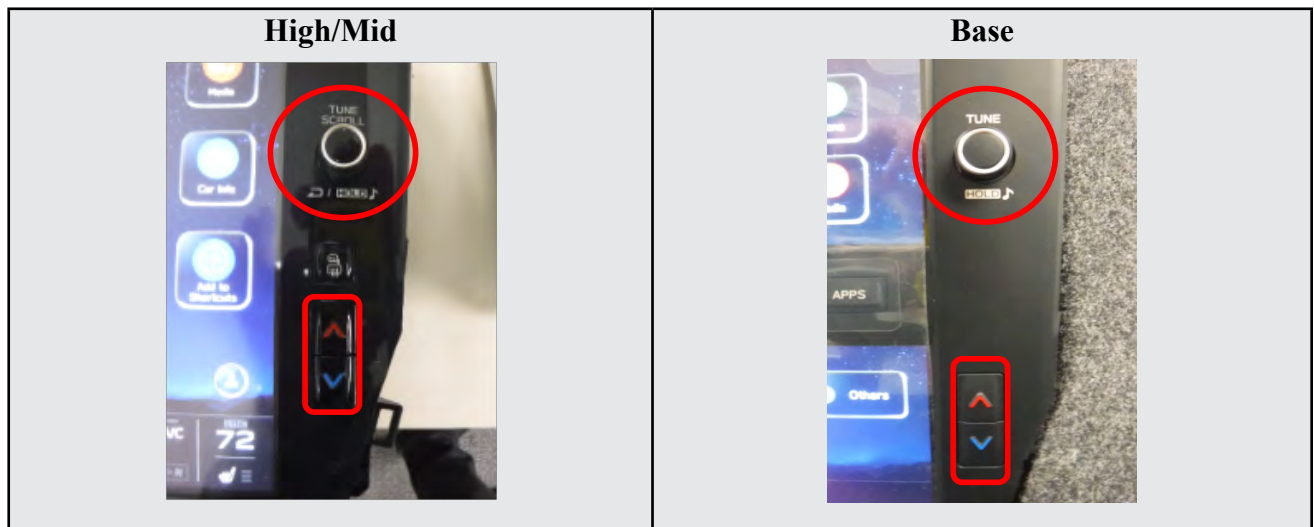
- **NEVER** attempt to install the software immediately following an exchange module installation.
Let the system restart first and operate for 20 minutes.
- **NEVER** attempt to install the software a second time for 30 minutes following a previously unsuccessful software installation.
- **NEVER** attempt to install the software for at least 30 minutes after completing a FOTA update.

Continued...

Best practice is to prevent USB software update conflicts with FOTA software update. Please confirm “Automatically Check for Update” setting is turned off following the steps below, prior to starting the software update via USB.



- 4a) Perform the update in a well ventilated location if updating with the engine running OR with the ignition ON and a battery charger connected.
- 4b) PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode Menu.



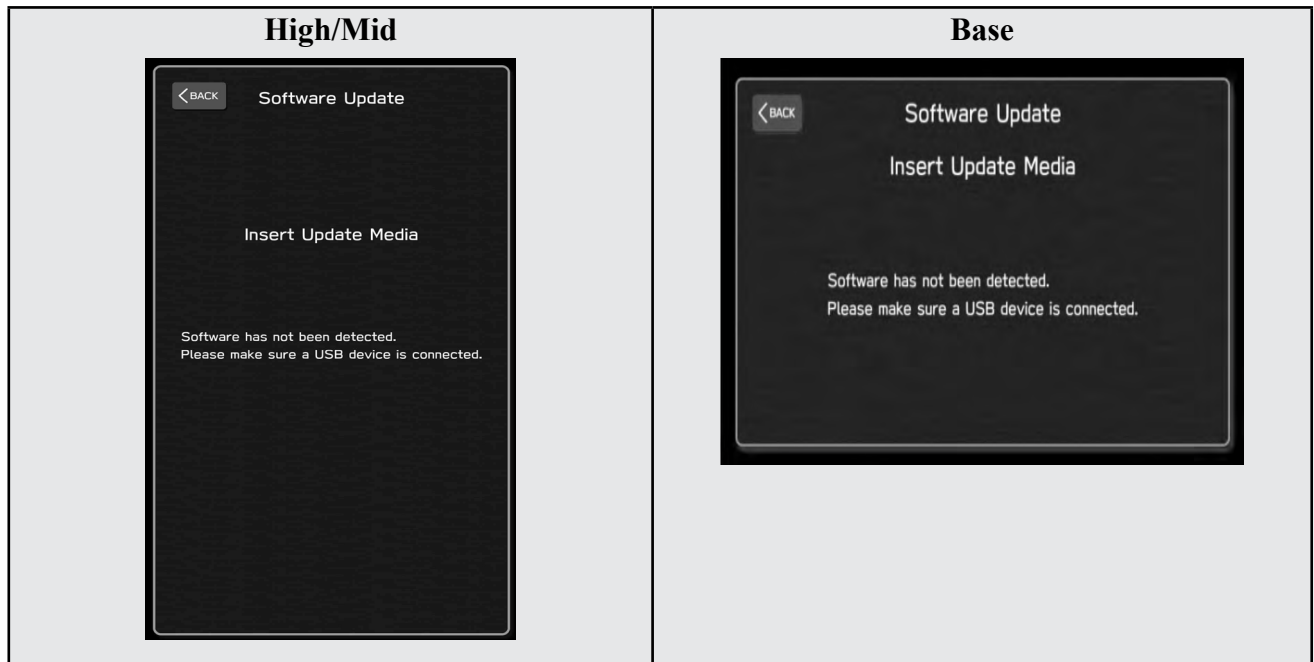
Continued...

4c) Select **Software Update** from the Dealership Mode menu.



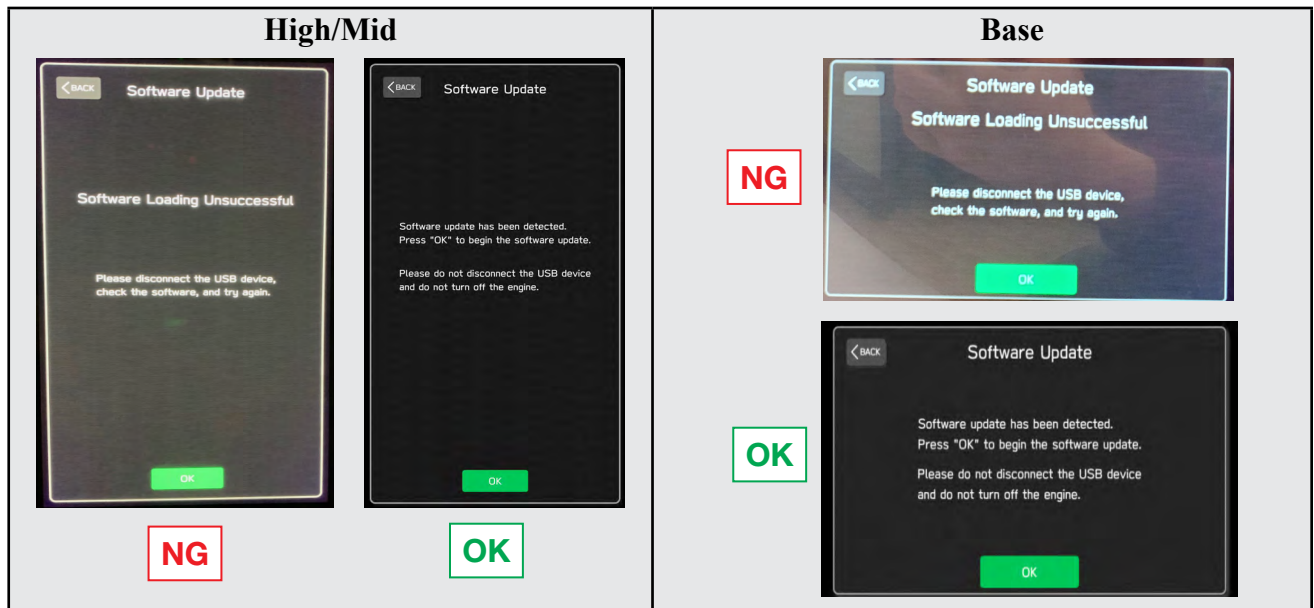
IMPORTANT NOTE: On a RARE occasion, the message “**Software update setup is initializing...**” may be displayed. Should this occur, proceed to “**Appendix A**” starting on pg. 16 of this bulletin for further instruction.

4d) The screen below will be displayed.

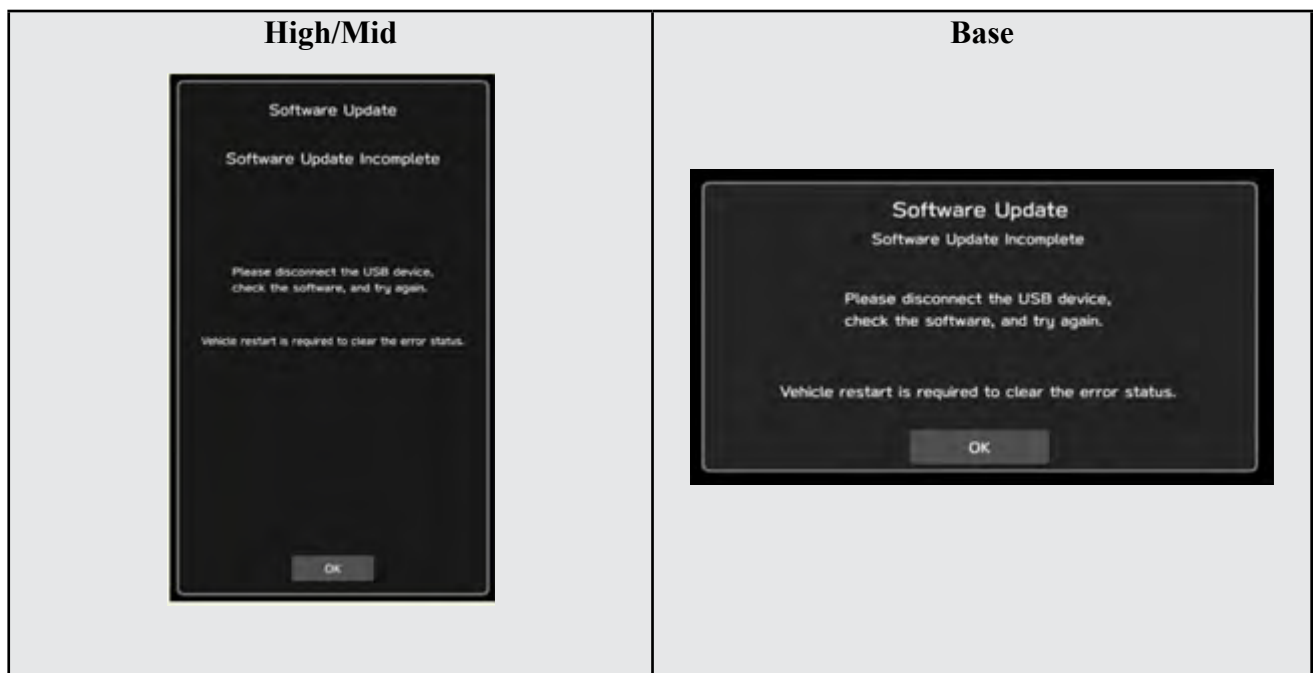


Continued...

- 4e) Insert reprogramming USB into the USB port and press **OK**.
NOTE: If after plugging in the USB, the screen displays a **Software Loading Unsuccessful** message, confirm the USB device has been properly formatted and the the software on the device matches the system being reprogrammed (example: Base software is being used to update a Base system) and retry.

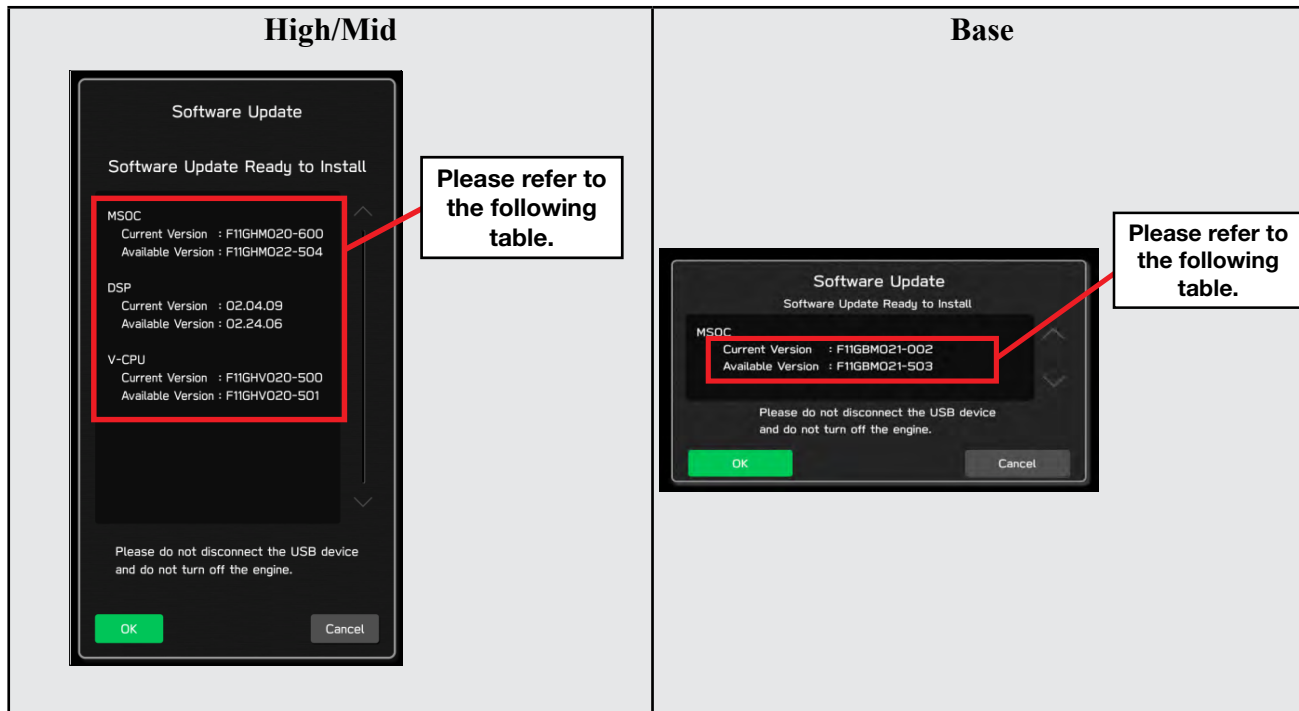


If you get the message **Software Update Incomplete** as shown below, please don't replace the hardware but retry updating the software according to the instructions in "**Appendix B**" on pg. 17.



Continued...

- 4f) The screen below will be displayed. Press **OK** to start the software update.
NOTE: The actual software version displayed will be different from the picture shown below.



Software Version Table

Version Table 22-23MY		Version Table 22-23MY	
< MSoC >		< MSoC >	
Current Version		Current Version	
Model	MSOC Version	Model	MSOC Version
High	F21SHM101-780 or F21SHM121-770 or F21SHM121-980 or F21SHM132-080	Base	F21SHM101-780 or F21SHM121-980 or F21SHM132-080
Mid	F21SMM101-780 or F21SMM121-770 or F21SMM121-980 or F21SMM132-080		
Available Version		Available Version	
Model	MSOC Version	Model	MSOC Version
High	F21SHM142-180	Base	F21SBM142-180
Mid	F21SMM142-180		
< VCPU >		< VCPU >	
Current Version		Current Version	
Model	VCPU Version	Model	VCPU Version
High/Mid	F21SHV080-680 or F21SHV110-780	Base	F21SHV080-680 or F21SHV110-780
Available Version		Available Version	
Model	VCPU Version	Model	VCPU Version
High/Mid	F21SHV110-780	Base	F21SHV110-780

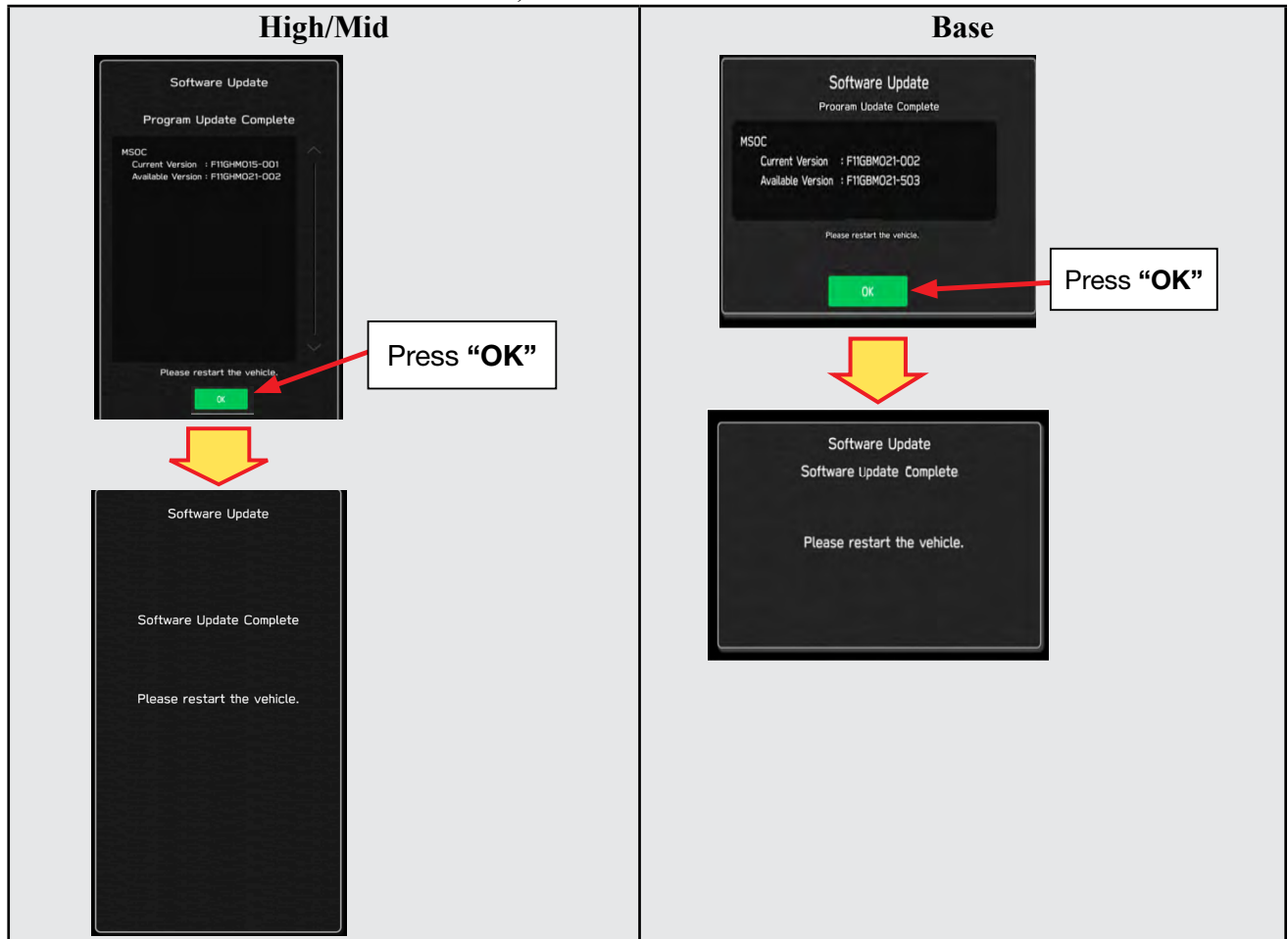
Continued...

4g) Once the update begins, the screen below will be displayed with a progress bar. It takes about 15 to 20 minutes for the update to complete.

VERY IMPORTANT: NEVER turn off the ignition while the software update is in process.



4h) When the software update is complete, the following screen will be displayed (the actual software version will be different).



Continued...

IMPORTANT NOTE:

On a rare occasions a “Software Update Incomplete” message may appear in this step which occurs due to a bug in the software update procedure. Proceed to Step 4i below to confirm the software version has been updated to the latest version.

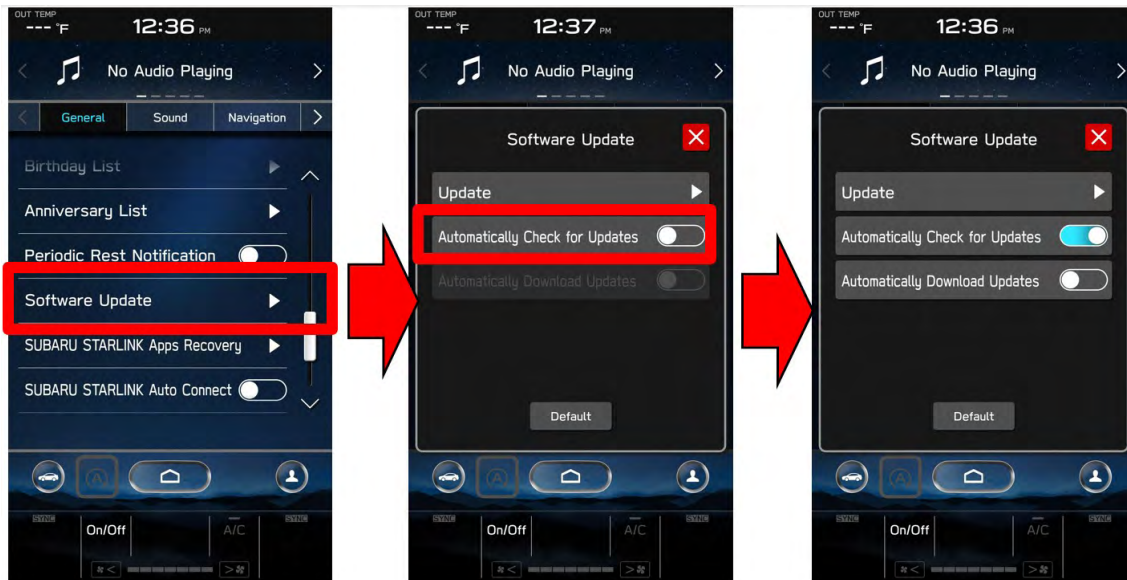
- 4j) Select **OK** in the screen above then remove the H/U reprogramming USB from the USB port.
- 4j) Turn the Ignition OFF, open the driver’s door then close the driver’s door.
- 4k) Wait for **3 minutes**, then turn the ignition ON.
- 4l) Access Dealership Mode following steps provided item **4b** and using the tables below, confirm the software update completed successfully.

NOTE: The new Software Version number must be entered when prompted at claim entry.

Software Version Table

Version Table		Version Table			
22-23MY	Model	MSOC Version	22-23MY	Model	MSOC Version
	High	F21SHM142-180	Base	F21SBM142-180	
	Mid	F21SMM142-180	Model	VCPU Version	
	Model	VCPU Version	Base	F21SHV110-780	
	High/Mid	F21SHV110-780			

- 4m) Enable the setting “Automatically Check for Updates” as shown in the steps below.



- 4n) Turn the ignition OFF, open the driver’s door then close the driver’s door to complete the procedure.

Continued...

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 Codes
DENSO CP1 SOFTWARE UPDATE-INCLUDES VERSION CHECK	A031-173	1.0	ZTZ-48 (BASE, MID, HIGH)

REMINDER: The new Software Version number must be entered when prompted at claim entry.

NOTE: Retailers are now permitted to claim up to \$5.00 per claim in Sublet to help offset the cost of replacement USB drives. Repeated re-formatting of the USB drives used for reprogramming can compromise their ability to operate properly. Over time, hardware connections can loosen and stored data files can become corrupted. Retailers are responsible for replacing any worn or otherwise inoperable USB drives as needed. This compensation is intended to help defray those costs.

IMPORTANT REMINDERS:

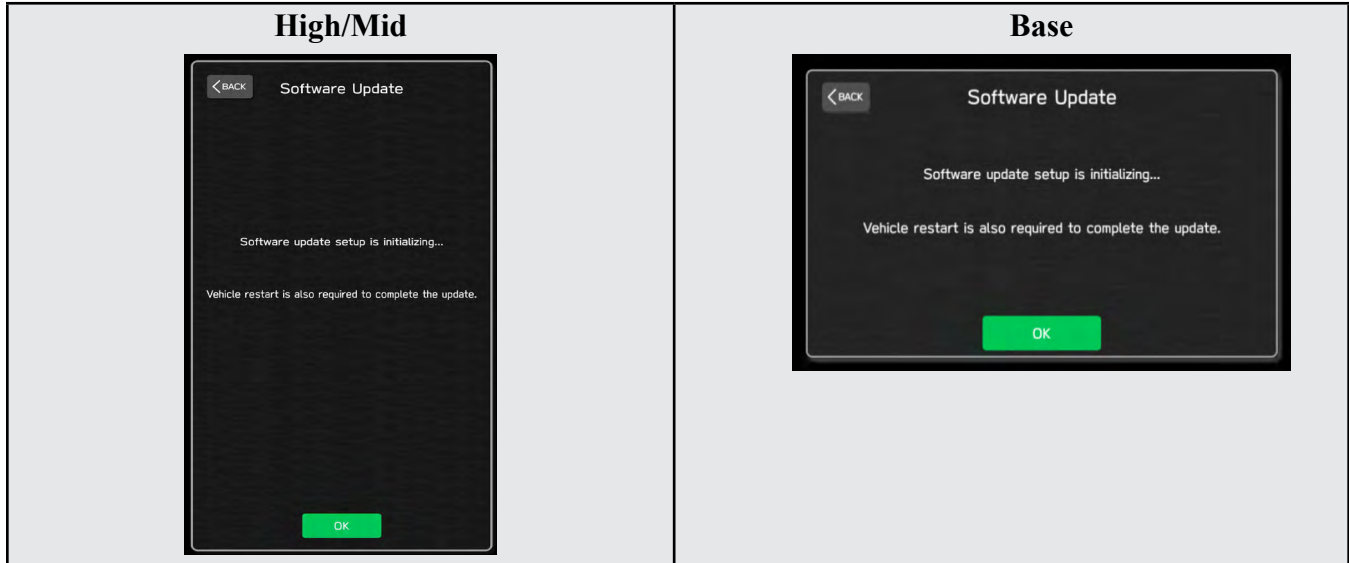
- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

Continued...

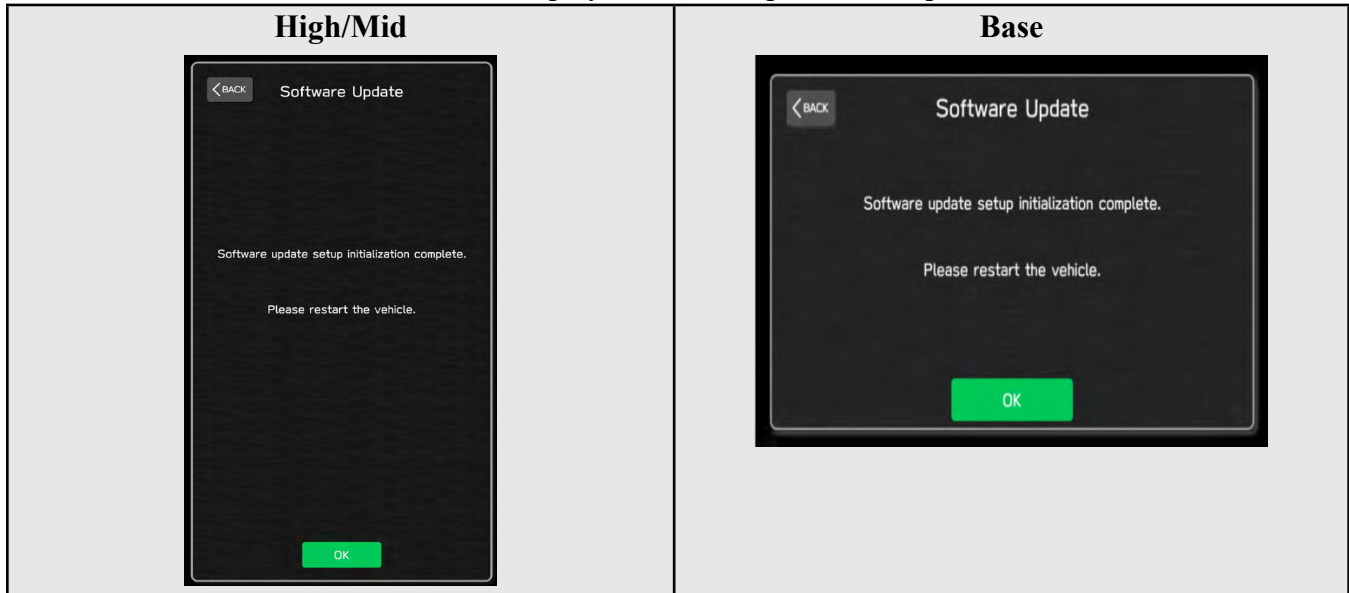
“APPENDIX A”

Follow this procedure in the RARE case of “Software update setup is initializing...” message is displayed:

- If the screen shown below appears, **WAIT** for approximately 30 minutes or as long as necessary (waiting for longer than 60 minutes might indicate system malfunction). In that case please perform recovery according to the instructions in “Appendix B ” to allow the Software update setup initialization process to complete.



- The screens shown below will be displayed when the process completes.



1. Turn the ignition OFF, open the driver’s door, close the driver’s door and **WAIT** for 3 or more minutes before proceeding further.
2. Open the driver’s door again and either turn the ignition ON (if a charger is connected) or start the engine.
3. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in **STEP 4c** beginning on pg. 10.

IMPORTANT NOTE: If this procedure is required, contact Techline as additional action may be necessary.

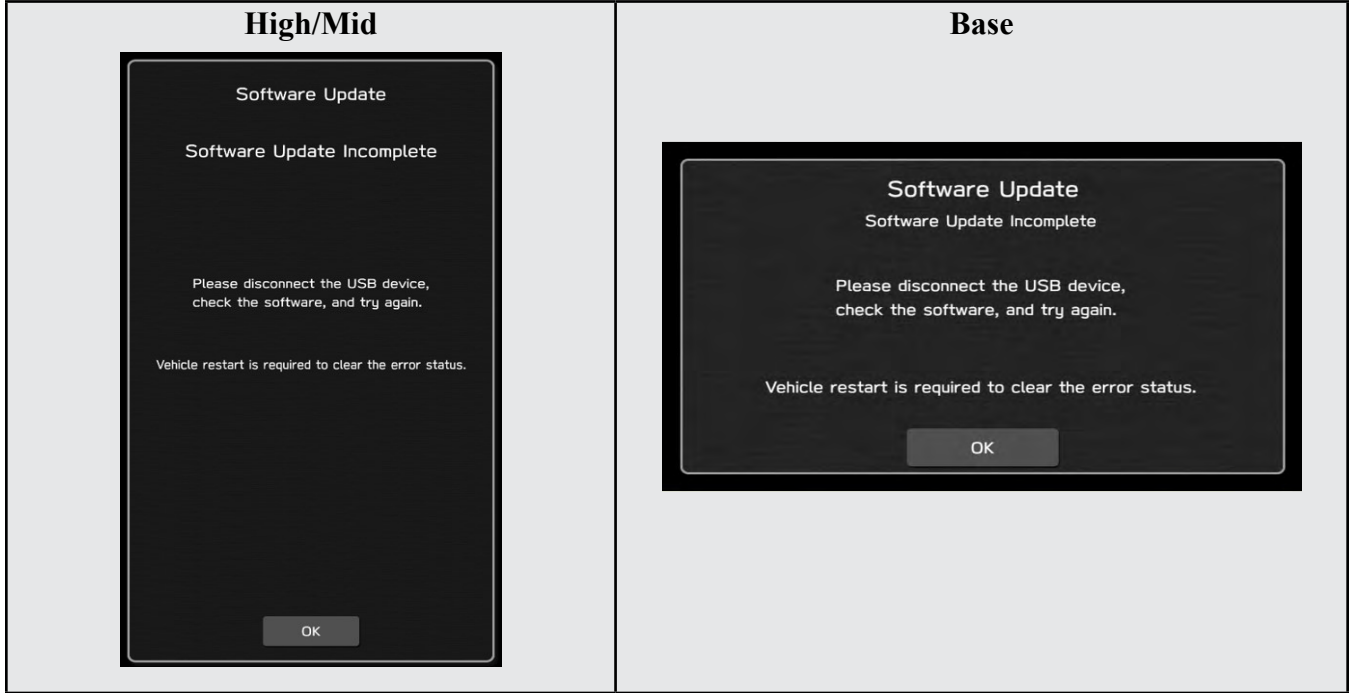
Continued...

“APPENDIX B”

In case of retrying the software update after the first attempt of update fails.

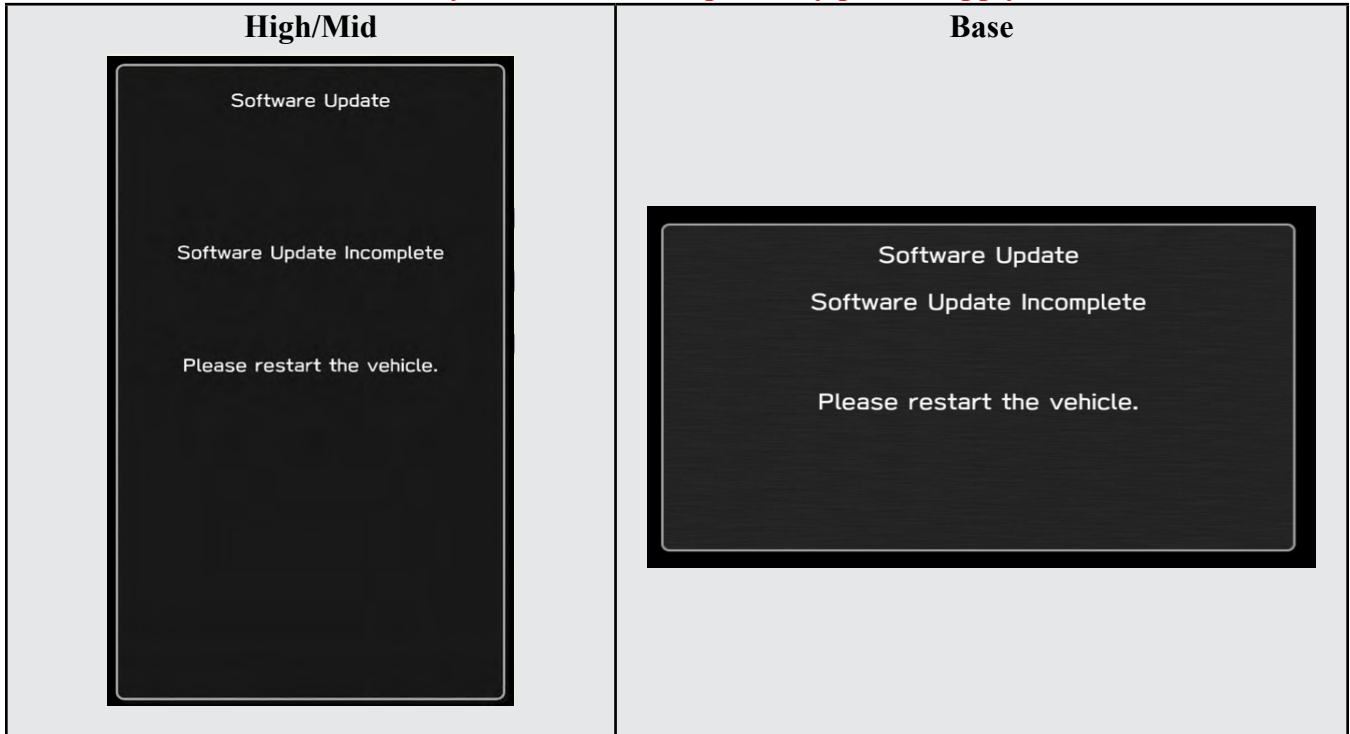
- If the first attempt of update fails with the message below, follow the steps described below 1-2 to 1-8 before retrying the software update.

1-1. Select OK in the screen below



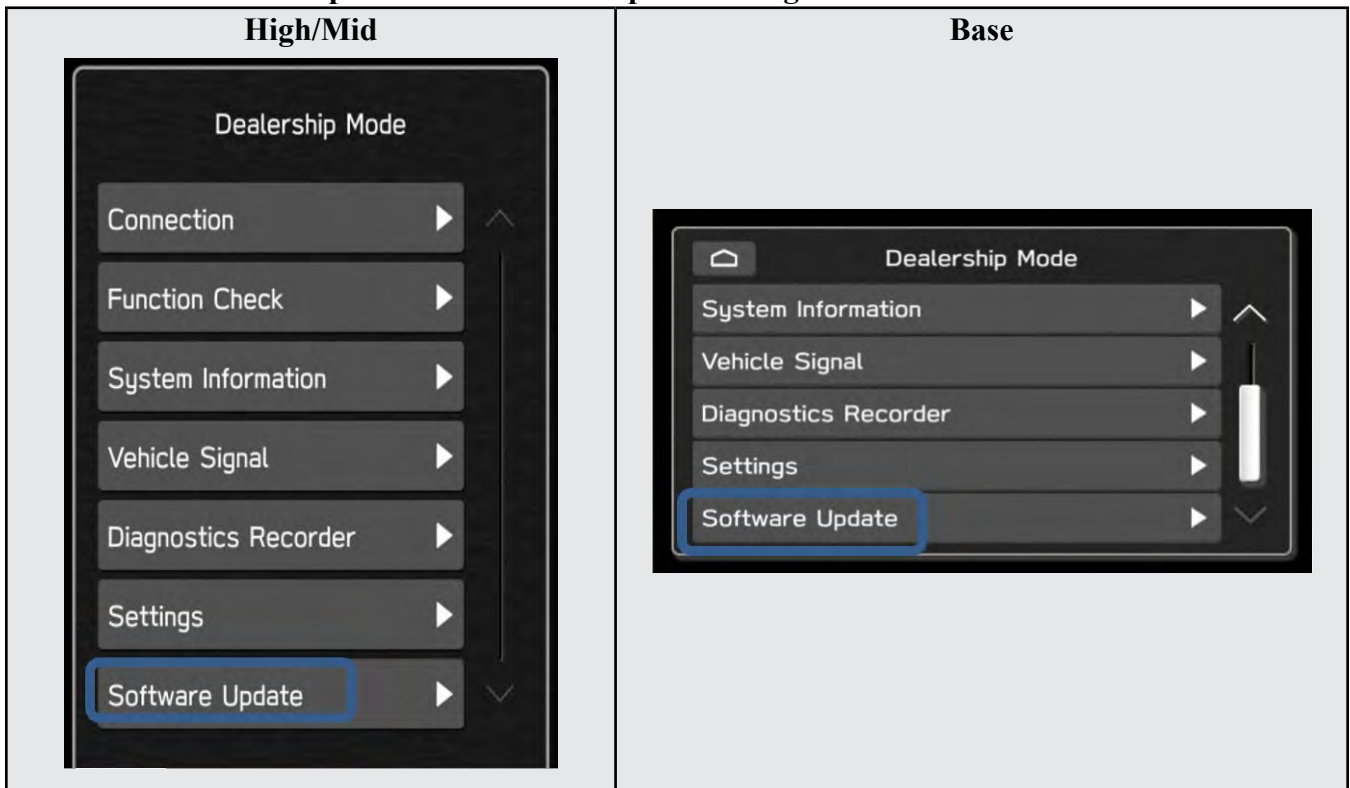
1-2. Turn the ignition switch or the engine OFF, and turn it ON again.

Caution: Do not remove battery terminal and keep battery power supply.

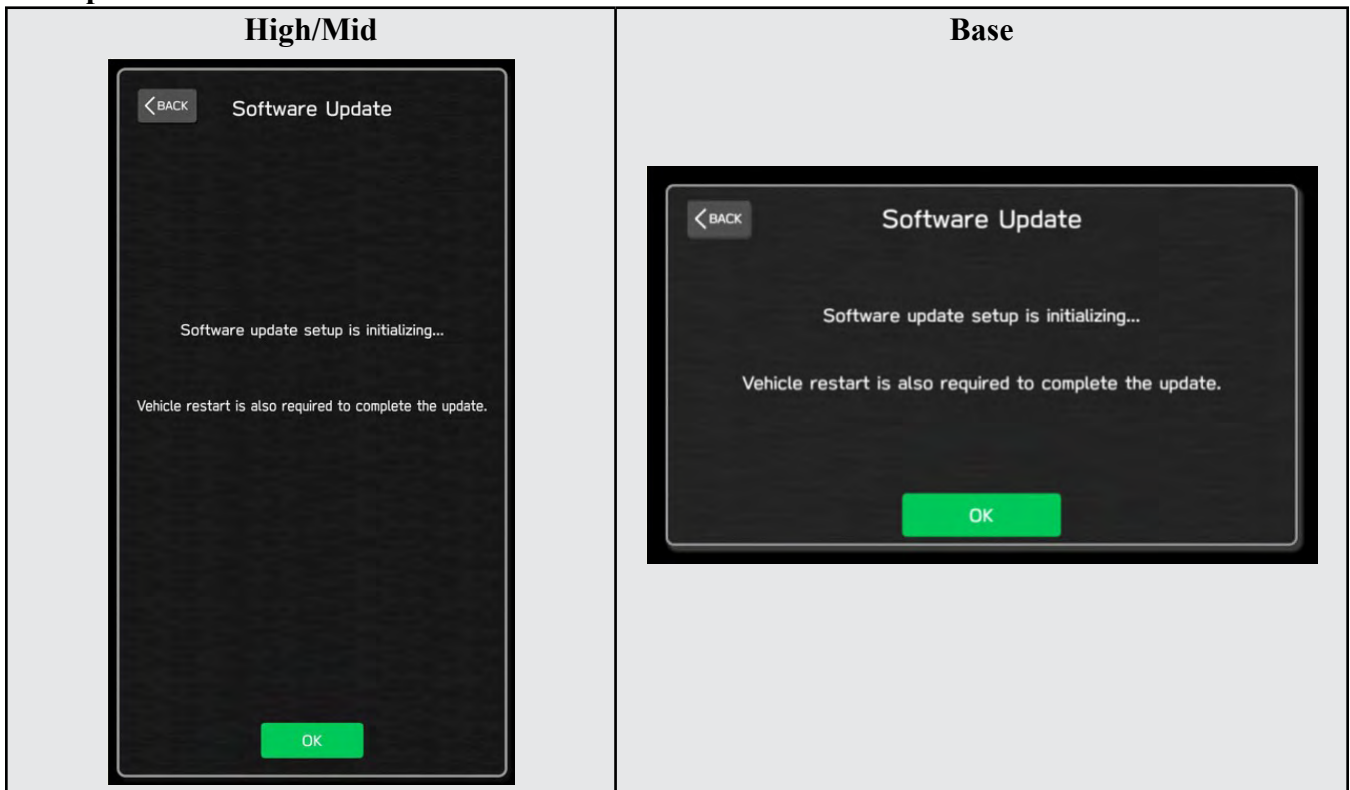


Continued...

1-3. Select Software Update in the Dealership Mode diagnostics screen.

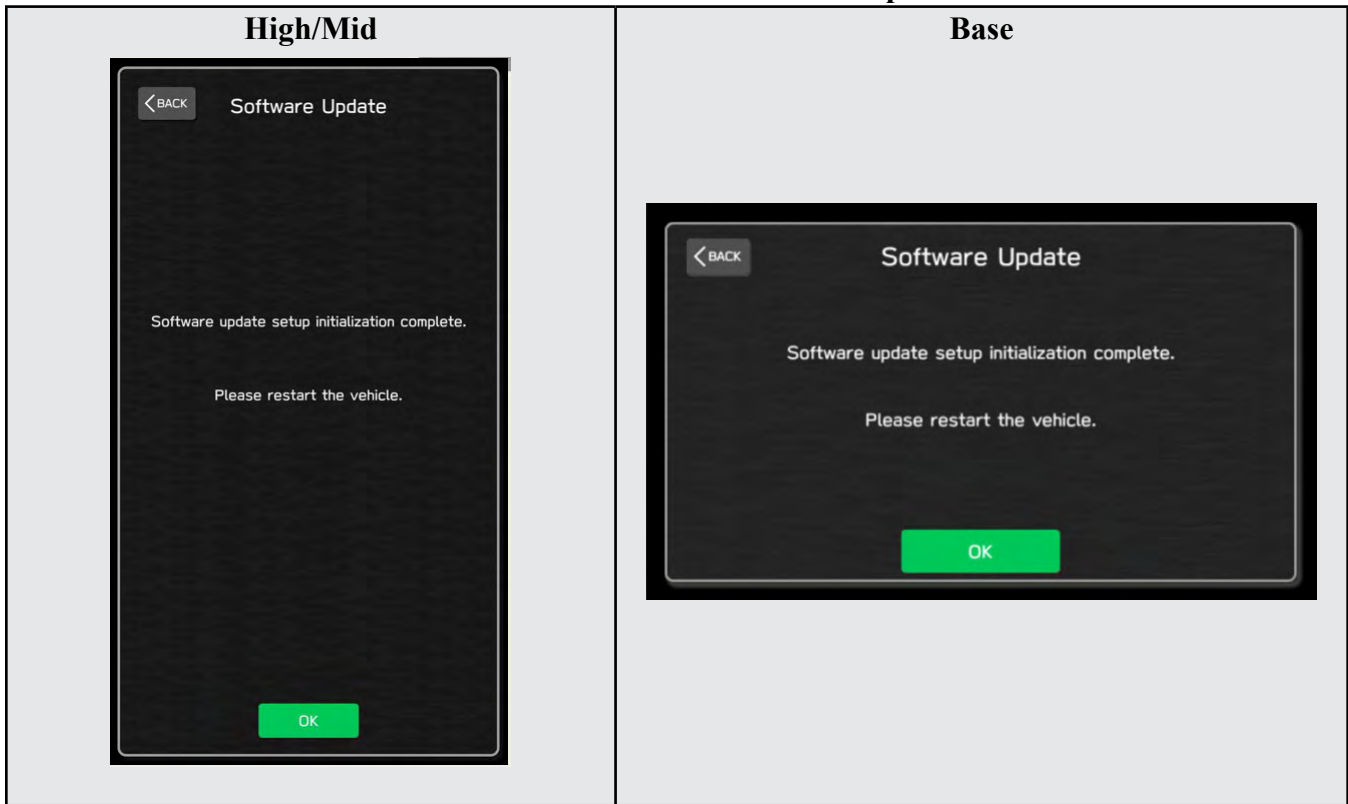


1-4. When you see the screen below, wait for approx. 15 minutes until the initialization is complete



Continued...

1-5. You will see the screen below when the initialization is complete.



1-6. Turn the ignition switch or the engine OFF, open the driver side door and close the door then wait for 3 minutes.

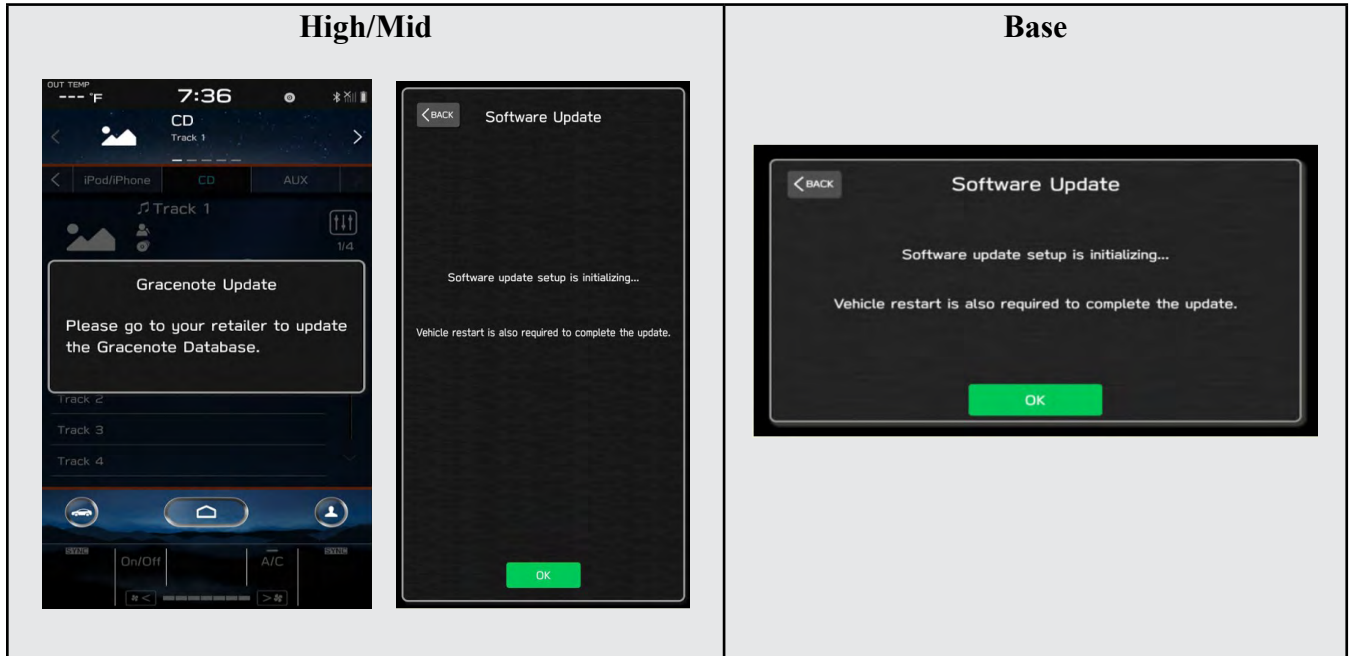
1-7. Open the driver side door then turn the ignition switch or the engine ON.

1-8. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in STEP 4c beginning on pg. 10.

Continued...

“APPENDIX C”

In case the Gracenote update popup screen appears or software initializing screen does not go away for more than 20 minutes, please perform steps 2-1 to 2-11.

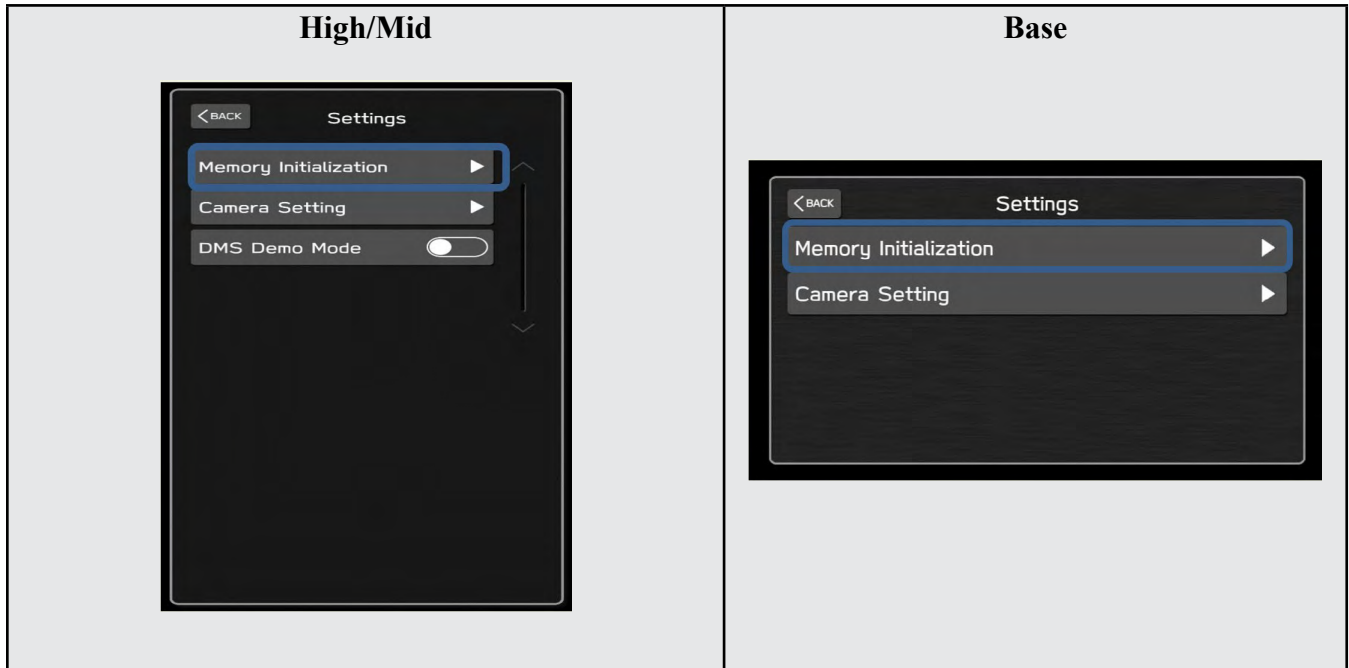


2-1. Select “Settings” in the Dealership Mode diagnostics screen.



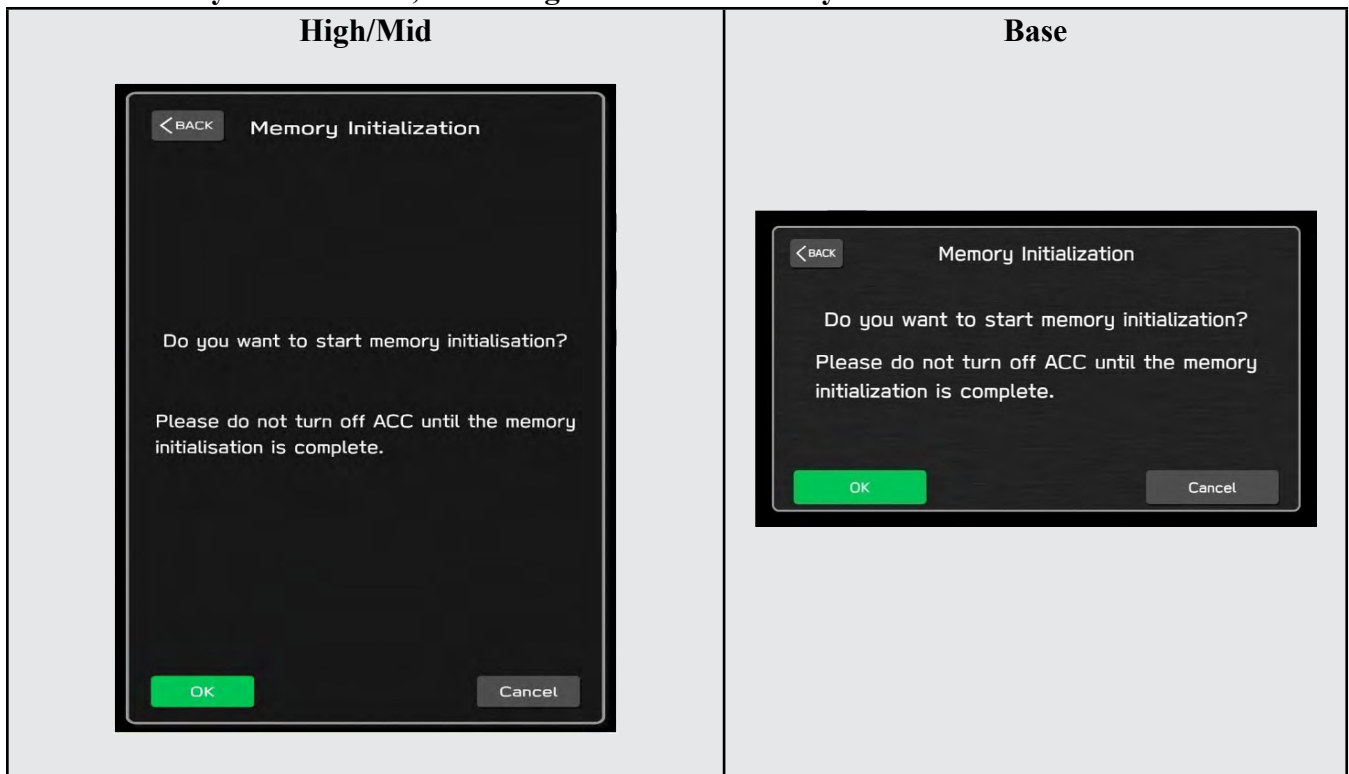
Continued...

2-2. Select “Memory Initialization”



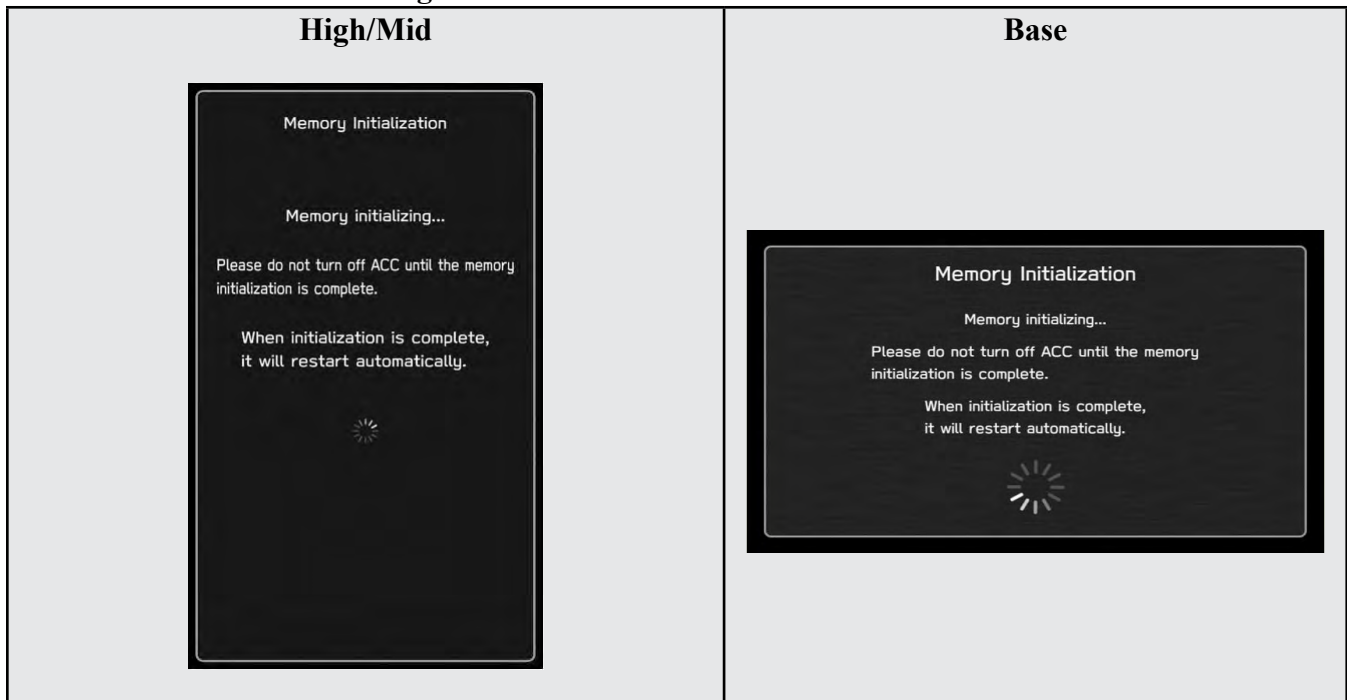
2-3. Select “OK”

After Memory Initialization, all settings are reset to factory default.



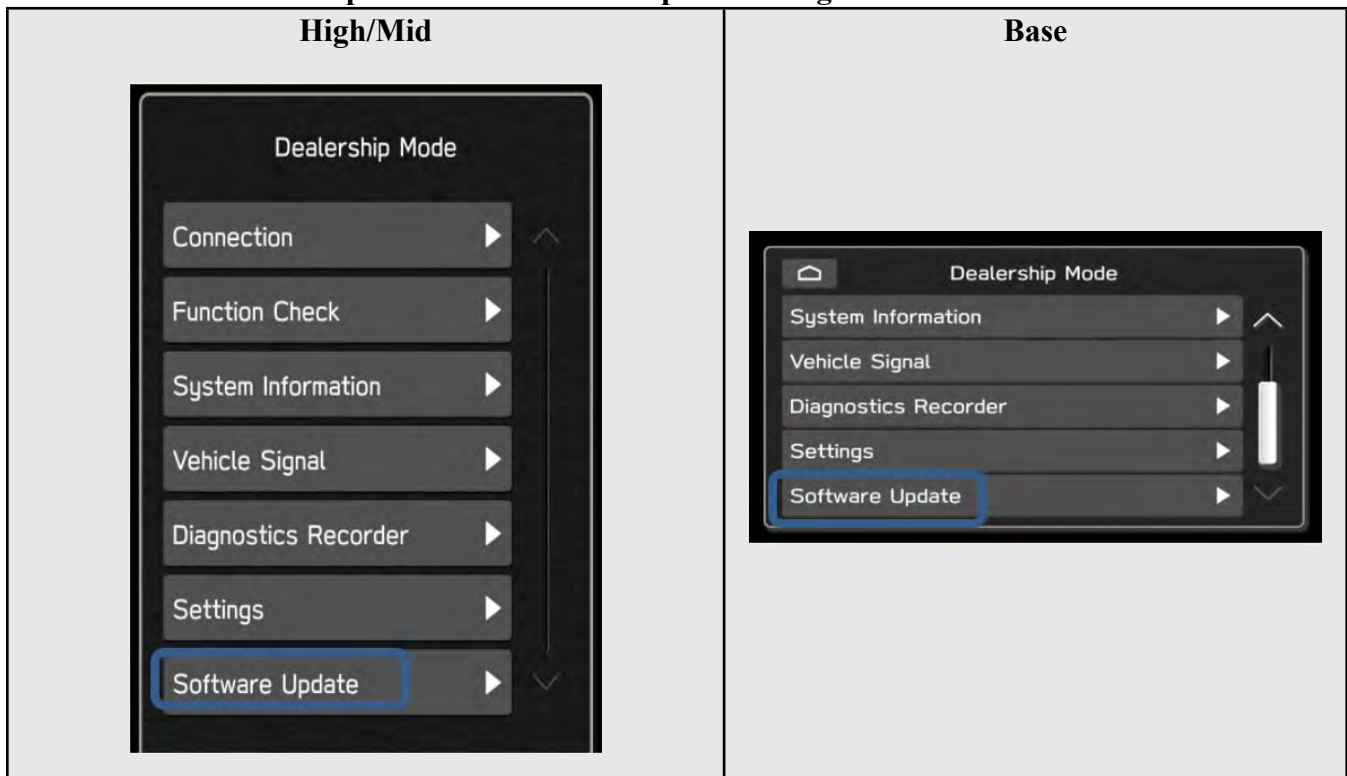
Continued...

2-4. You will see the following screen



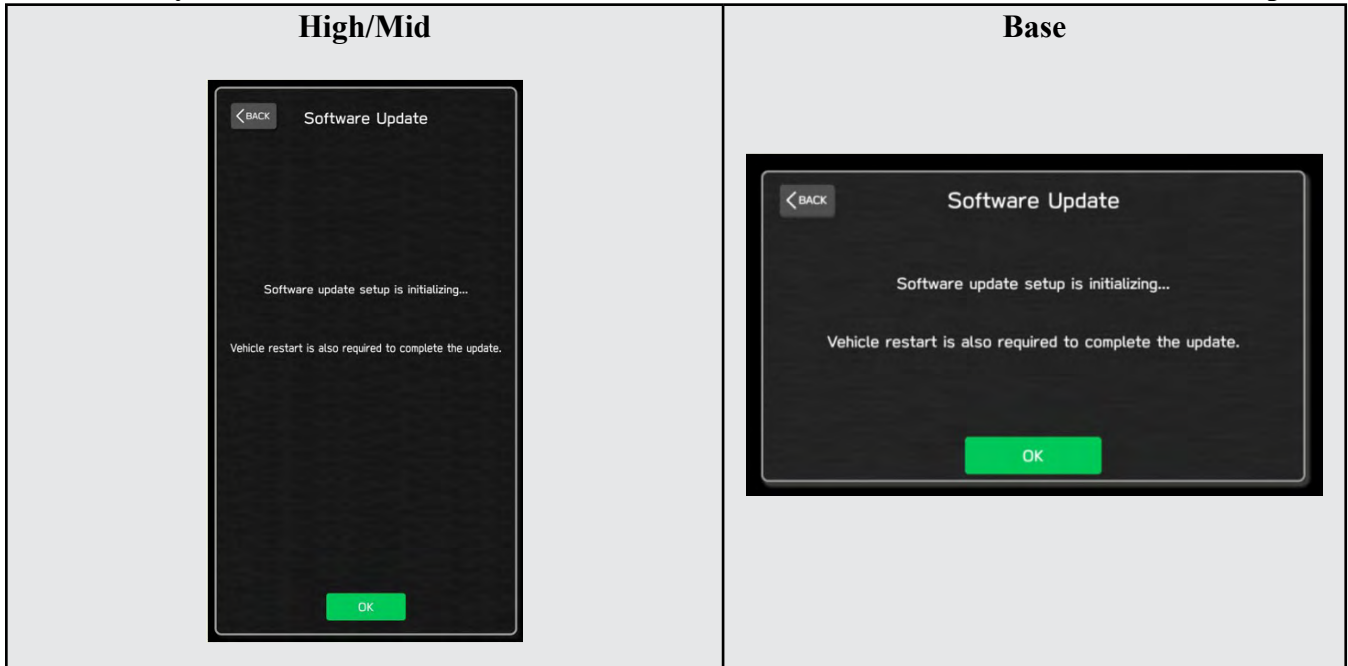
2-5. After a few seconds, system restarts itself.

2-6. Select “Software Update” in the Dealership Mode diagnostics screen.

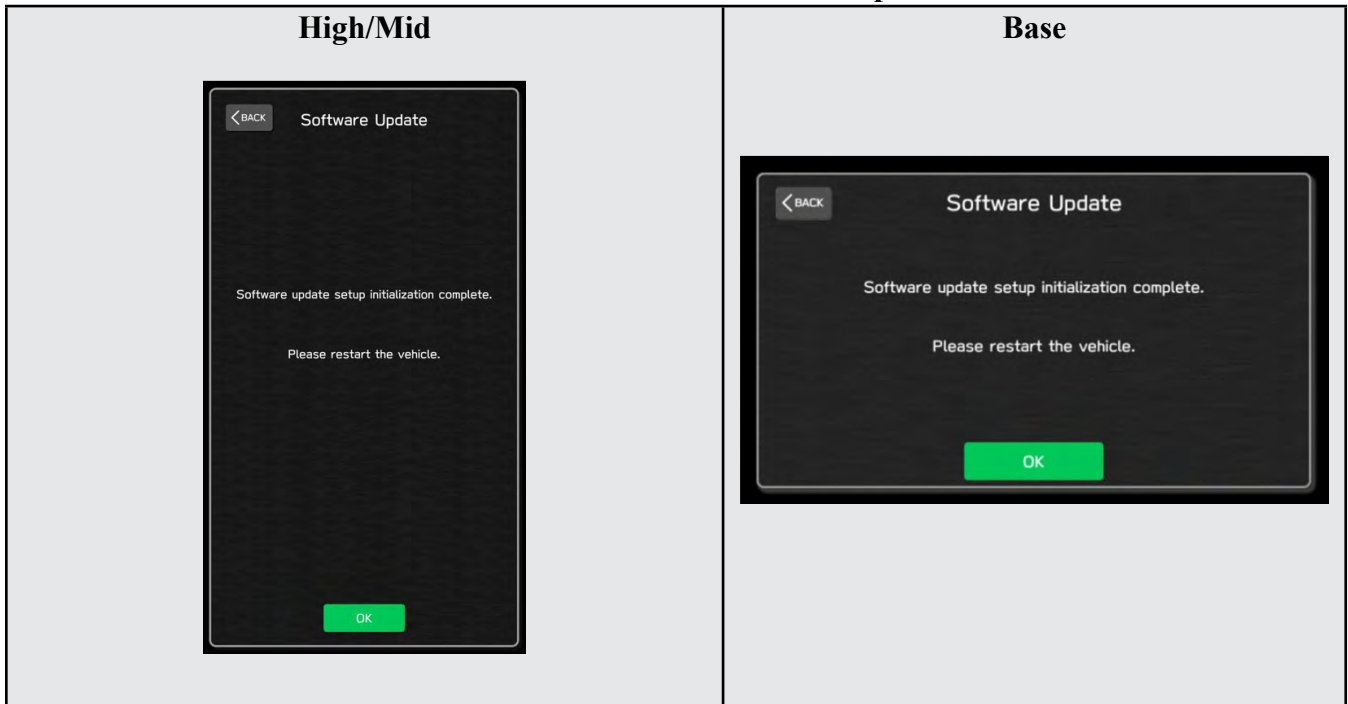


Continued...

2-7. When you see the screen below, wait for about 15 minutes until the initialization is complete



2-8. You will see the screen below when the initialization is complete.



2-9. Turn the ignition switch or engine OFF, open the driver side door and close the door then wait for 3 minutes.

2-10. Open the driver side door then turn the ignition swatch or engine ON.

2-11. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in STEP 4c beginning on pg. 10.

Continued...

“APPENDIX D”

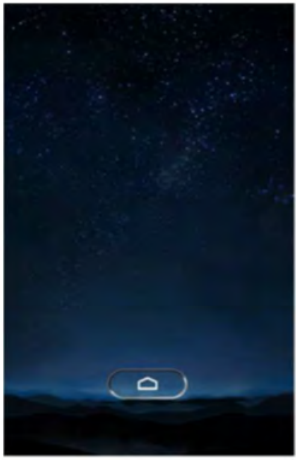
Denso Gen 4 Software Update Timeline (*TSB Number: 15-301-22*)

Update #	Model Year:	Release Date:	NEW Software Version ID #:	Conditions Addressed:
0	2022	2/1/2022	F21SHM101-780 F21SMM101-780 F21SBM101-780	SOP for 22MY BRZ
1	2022	8/26/2022	F21SBM121-980 F21SBM121-980 F21SBM121-980 F21SMM121-770 (MID FOTA SOFTWARE) F21SHM121-770 (HIGH FOTA SOFTWARE)	- See “Conditions Addressed by Update #1” as outlined in “Appendix E” below.
2	2022	11/16/2022	F21SHM132-080 F21SMM132-080 F21SBM132-080	- See “Conditions Addressed by Update #2” as outlined in “Appendix E” below.
3	2022-2023	5/19/2023	F21SHM142-180 F21SMM142-180 F21SBM142-180	- See “Conditions Addressed by Update #3” as outlined in “Appendix E” below.


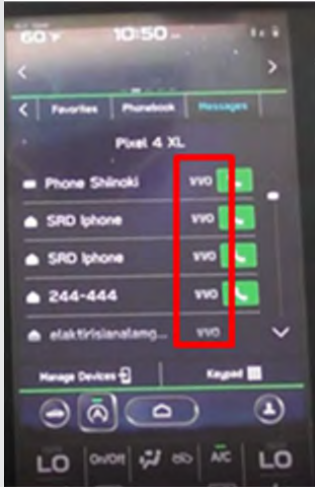
Continued...

“APPENDIX E”

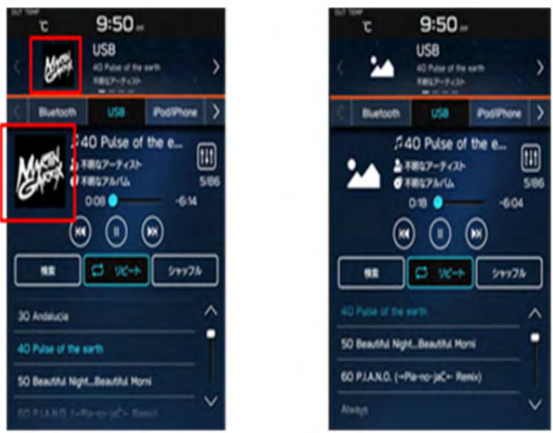
Symptoms Addressed By Update #3:

Number	Symptoms to be Improved:
1	Unexpe x ted CP1 system reboot resulting from an inter reset to sync internal communication with Bluetooth module.
2	CID restarts itself right after engine is started.
3	CID resets and reboots.
4	Right after starting up, the CID is blank only displaying the background without icons. 
5	Loss of audio output for AM/FM
6	Loss of audio output from all sources. Voice from telematics, meter buzzer or beep sound are not affected.
7	Sound is lost when playing Bluetooth audio even though the screen is displayed without problem. It can occur when the audio source is switched repeatedly between the Bluetooth and others.
8	SXM radio output is lost after terminating a handsfree phone call.
9	No audio played back when using CarPlay.
10	Sound volume control does not work while using Android Auto.
11	Cyclic short noise like a drilling or vibration is heard from speakers.
12	After the engine is started, a message of “Loading Navigation...” continues to be displayed, but the map is not displayed.
13	Vehicle position on navigation map erroneously moves to zero degrees latitude and zero degrees longitude (0°N 0°E or west of Africa in the Atlantic ocean).

Continued...

Number	Symptoms to be Improved:
14	<p>Navigation map scale is changed to the lowest setting (globe is displayed).</p> 
15	<p>When “Call” button is pressed in “Confirm Destination” screen of Navigation system (to call the destination site,) the call can be made but the screen does not transit to phone call screen.</p>
16	<p>When selecting “Phone-”>”Message,” message received time is displayed incorrectly as “1/1/0.”</p> <p>It can occur with an Android phone with a specific Android OS (Pixel 6, Pixel4a, Pixel4XL, Xperia etc.) in which time zone data is attached to the message receiving time.</p> 
17	<p>Even when using the same mobile device that was paired previously, a message of “Are you sure you want to activate this profile?” is prompted and confirmation is needed to activate the device.</p>

Continued...

Number	Symptoms to be Improved:
18	<p>Cover art of previous music is displayed when playing music without cover art in USB audio. It can occur when music with and without cover art is mixed and stored together a single USB.</p> 
19	<p>Command “Play Artist <Artist name>” to play all music of particular artist in USB music mode, only the first item listed for the artist is played.</p>
20	<p>While playing music from USB, the music title displayed on the screen differs from what is being played. It can occur by the following sequence of operation:</p> <ol style="list-style-type: none"> 1. Display a list of music on the USB audio screen. 2. Change the screen to other screen than the music list. 3. The music play is continued and moved on to a music in a different music list. 4. Change the screen back to the music list in the USB audio screen.
21	<p>In USB music mode, some music is skipped and the music in the next folder is started. Under following condition</p> <ol style="list-style-type: none"> 1. Play USB music in “Folder” mode with repeat mode setting “Repeat All.” 2. Turn Ignition Switch off then open/close door and keep it locked for more than 5 minutes. 3. Turn Ignition Switch on and operate “Track Up/Down” on the audio system.
22	<p>The mode does not switch to Media, after “Media” icon is selected.</p>
23	<p>When selecting shortcut for SXM channel on “Home” screen, the screen is changed to SXM but no sound is coming or no channel name is displayed.</p>
24	<p>When using FOTA service to update the software by selecting “Setting” > “Software Update,” a message of “A new software update is available. Would you like to download it now?” is displayed but the downloading does not start after pressing “OK.” When this symptom occurs, it comes back to the “Software Update” screen. The downloading can be started by pressing the “Update” on the “Software Update” screen. (Temporary solution.)</p>
25	<p>When Pre-Collision Braking System is activated, a message of “Obstacle Detected” is displayed on the information bar and does not go away.</p>

Continued...

Number	Symptoms to be Improved:
26	Preset SXM channel cannot be selected by satellite switch on the steering wheel.
27	Even after setting the date of next scheduled maintenance in Reminder screen, the date is displayed as "--". It can occur when only the date of schedule maintenance is set without entering distance.
28	When pop up screen (like suggestion of taking a rest) is displayed on CarPlay screen, the screen does not transit to proper screen (like destination search screen) and goes back to CarPlay screen even after pressing "Yes."
29	<p>When selecting a music by <Artist> or <Album,> using voice recognition system, a wrong music that had been played at the end of previous time is played. It can occur by the following sequence of operation:</p> <ol style="list-style-type: none"> 1. Play music in USB audio mode. 2. Change the source from USB to another one. 3. Turn Ignition Switch off then on. 4. Start to play music by pronouncing <Artist> or <Album> though voice recognition system.
30	<p>A wrong search location is used on Travellink function. Facilities around the previous destination are searched instead of those around the current destination.</p> <p>Example of the symptom.</p> <p>1. Tap "Current Location" on Travellink-Fuel screen.</p> <p>2. Select "Destination as search location."</p> <p>3. Gas stations near the destination are displayed.</p> <p>Arrive destination or delete destination on Navi screen.</p> <p>4. Tap "Current Location" on Travellink-Fuel screen.</p> <p>5. Select "Current Location" as search location</p> <p>6. Gas stations near the previous destination (instead of current location) are still displayed.</p>

Continued...

New Functions and Enhancements included in Update #3:

1

New shortcut button(s) are added in button bar of “Home” screen.

- 1. AVH (Auto Vehicle Hold) ON/OFF Button.**
- 2. Auto Start Stop ON/OFF Button. (If equipped)**

For vehicle equipped with AVH and Auto Start stop:



For vehicle equipped with AVH (only):



2

Air conditioner control interface is changed to that of 23MY.

Current (-22MY) screen transition:

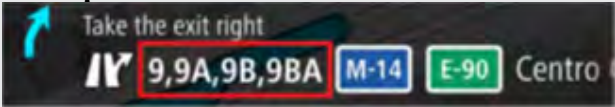


23MY screen transition:

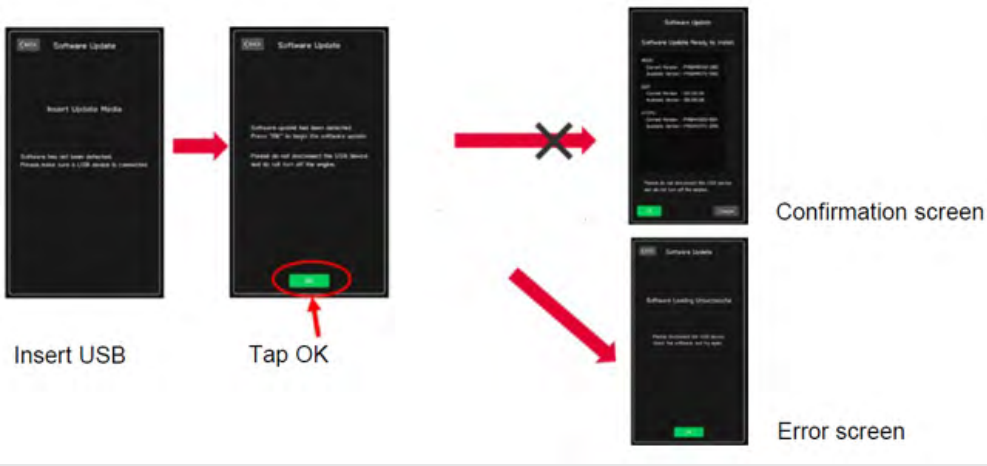
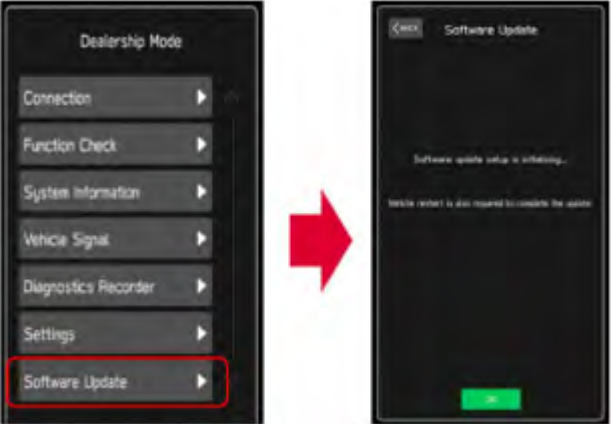



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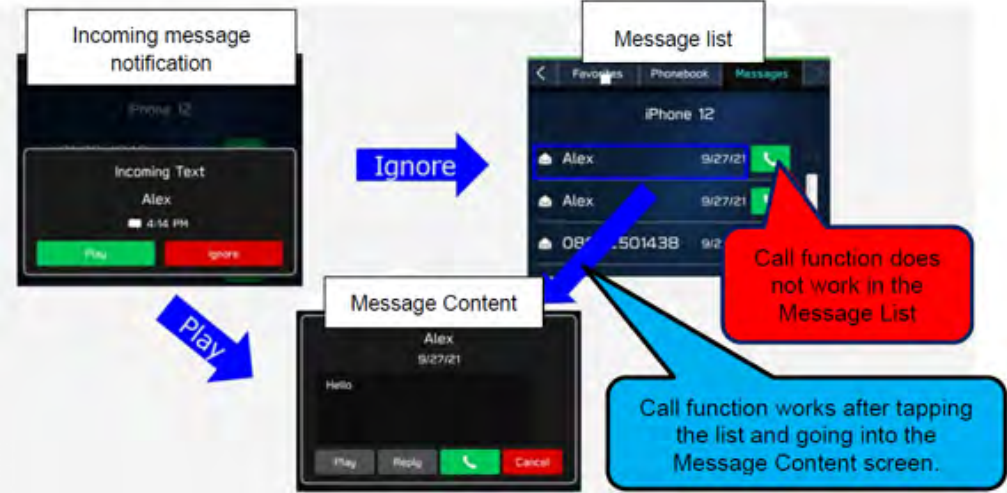
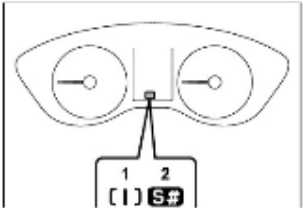
Symptoms Addressed By Update #2:

Number	Symptoms to be Improved:
1	The CID stays black following reboot. Reset doesn't always recover this condition.
2	The CID stays black or very dark even after the ignition switch is turned on due to back light malfunction.
3	When using CarPlay, the screen goes to black and/or CID restarts. It occurs when the CID processor falls under irregularly high load conditions.
4	The CID restarts about 3 minutes after turning on the Ignition Switch. It occurs when the CID processor falls under irregularly high load conditions.
5	System reboot due to application failure. Software robustness has been improved to prevent CID and CCU from resetting whenever its individual function fails.
6	<p>When the vehicle comes to a place on a highway where there are multiple exits with combinations of alphabets and numbers (see example below) the CID cannot process the information correctly for turn-byturn navigation and restarts.</p> <p>Example:</p> 
7	<p>CID restarts when Navigation system is re-routing the route crossing the border of the states.</p> <p>When the customer veered off navigated route and the re-routed route includes the roads across the boarder of states, the calculation is not properly processed and the CID restarts.</p>
8	CID restarts, while it is connected to Wi-Fi. It occurs when Wi-Fi signal includes illegible data.
9	CID restarts after the ignition switch is turned off and on again before the CID shuts off.
10	No functional response on touch screen in Radio mode even though the touch sound and visual reaction are confirmed.
11	<p>Reprogramming process takes extensive time (40 minutes or more.)</p> <p>After the ignition switch is turned off and on again, the combination meter display mode changes itself and shows the ECO gauge (Current fuel consumption/Driving range on remaining fuel.) Both attribute to processing errors in CCU.</p>




Continued...

Number	Symptoms to be Improved:
12	<p>When conducting USB reprogramming, the screen transition to error screen instead of confirmation screen.</p>  <p>Insert USB Tap OK Confirmation screen Error screen</p>
13	<p>When “Software Update” is selected in the Dealership Mode, the following initialization process does not end more than 20 minutes. *</p>  <p>Note* In case this USB update failure occurs, retry updating according to the instructions in “Appendix A”</p>
14	<p>When the FOTA pop-up (new software availability notification) is displayed while the CarPlay is being used, the display comes back to CarPlay screen even if the customer tries to get into the FOTA screen.</p>  <p>CarPlay Tap “OK” on the FOTA Pop-up Does not transition to FOTA Back to CarPlay</p>

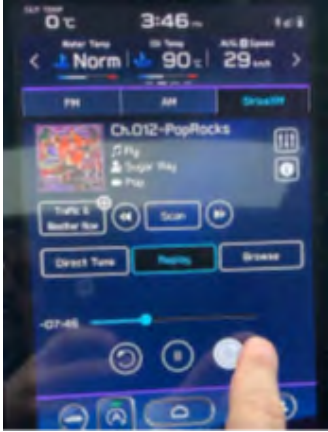


Continued...

Number	Symptoms to be Improved:
15	<p>Call function does not work in the Message List (after ignoring the incoming message notification.). However, the call function can still be used after getting into the Message Content screen by tapping the message list.</p> 
16	<p>Message reading function of short mail does not resume and ends once it is interrupted by barge-in voices for other functions.</p>
17	<p>After the Ignition Switch is turned on, the SI-DRIVE indicator starts blinking and the derive mode cannot be changed.</p> 
18	<p>CarPlay does not work when the ignition switch is turned on immediately after the driver's door is opened with the iPhone (iPad) cable connected to the AUX TERMINAL (USB Hub.)</p>
19	<p>CarPlay drops off randomly after running without interruptions for an extended period of time.</p>
20	<p>Steering wheel control switches don't always work with Android Auto for audio streaming control.</p>
21	<p>The Turn By Turn information is not displayed on the MID, when changing meter display modes with Steering wheel control switch, while using route navigation of Google Map with Android Auto.</p>
22	<p>Android Auto stops working after calling to one of the STARTLINK support functions, while there is an active navigation route with Google Map via Android Auto.</p>
23	<p>Soon after the cable has been removed from the AUX TERMINAL (USB Hub), icons on Home Screen stop functioning.</p>
24	<p>Phone Book is displayed in the order of the First Name even though the display setting was made in the order of Family Name.</p>

Continued...

Number	Symptoms to be Improved:
25	<p>No response when touching “Traffic & Weather Now (TWN)” on SMX screen.</p> 
26	<p>SXM has blank screen and no sound when the SXM screen had been selected as audio source at the previous ignition off timing.</p> 
27	<p>About 30 seconds after starting the SXM the operation is paused with loading screen and resume after another 30 seconds. This symptom occurs when the SXM screen had been selected as audio source at the previous ignition off timing.</p> 
28	<p>SXM has blank screen and no sound when the audio source is change to SXM.</p>



Continued...

Number	Symptoms to be Improved:
29	<p>“Fast forward” does not work in SXM replay function. (Fast Rewind works.)</p> 
30	<p>The channel information becomes blank when the seek button (<</>>) of the steering satellite switches is pressed continuously to control the Traffic & Weather Now (TWN) in SXM.</p> 
31	<p>The team logo is not displayed on Sports Flash screen when the SXM screen had been selected as audio source at the previous ignition off timing.</p> 
32	<p>No sound on Radio after changing to Radio screen.</p>
33	<p>Sudden interruption of the audio playback from audio system and/or voice guidance of Navigation system.</p>

Continued...

Number	Symptoms to be Improved:
34	The audio source change function and all icons become inoperative temporarily, after the ignition turned off and on again while playing audio source.
35	HD Radio sub channel cannot be played after selecting a HD Radio station from the pre-set stations and selecting the HD sub channel 2 even though the HD radio information is correctly displayed.

New Functions and Enhancements included in Update #2:

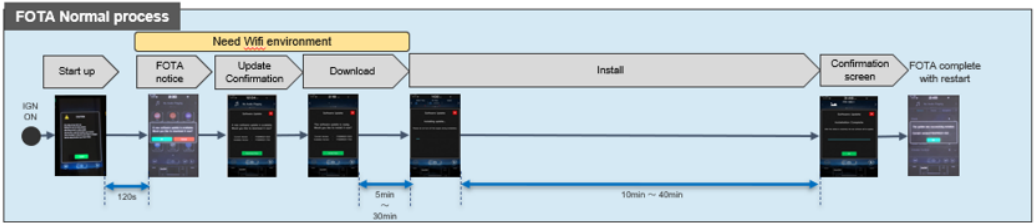
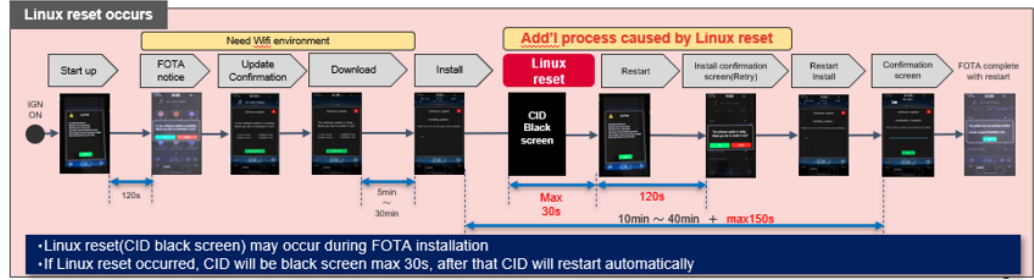

1	Icons of home screen change to those of the US specifications even though the original specification is not of the US.
2	Two ways of MOTA operations, i.e., by connect CCM to Wi-Fi or by transferring the downloaded map data to CCM via smart phone are executed simultaneously by error.
3	<p>One of the Pop-up Error Messages displayed during the FOTA operation in case of weak Wi-Fi signal is not intuitive. Even if the customer tap “OK,” it does not transit to another screen.</p> <div style="text-align: center;">  </div> <p>As the improvement for this inconvenience, the message is changed so that the customer finds the reason why the FOTA operation has been paused. Also a “Resume” button is prepared so that the customer can do the rest of operations after necessary action (moving the vehicle to another place with better Wi-Fi connection**, or tethering the CP1 to a mobile phone, etc.)</p> <p>Note** The FOTA operation can be paused when the Wi-Fi indicator at the upper right corner of the CID is not in “Good” or “Excellent” as shown below.</p> <div style="text-align: center;">  </div>
4	To prevent the overall CID system (CCU) from being reset whenever its individual function fails, the robustness of the software has been improved.
5	CD returns to CD deck too fast to pick it out after ejection button has been pressed. As the countermeasure, the pausing time is extended to ease the operation.
6	Past DTC stored in the CCM cannot be captured by SSM when new current DTC is detected. Both DTC’s can be captured by SSM after letting the system into sleep mode and turning the Ignition Switch on again.
7	Music in the different folder in a USB stick can be selected by Track-UP/Down operation.

Continued...

8	Music in multiple folders in a USB stick can now be played continuously whereas they could not be played unless they were in the root area of the USB stick.										
9	<p>In conjunction with the specification improvement described in item 8, “Repeat All” is added to the play mode selection menu.</p> <table border="1" data-bbox="367 312 1435 743"> <thead> <tr> <th data-bbox="367 312 904 401">Improved</th> <th data-bbox="904 312 1435 401">Current</th> </tr> </thead> <tbody> <tr> <td data-bbox="367 401 904 489">Repeat All <New></td> <td data-bbox="904 401 1435 489">–</td> </tr> <tr> <td data-bbox="367 489 904 577">Repeat current album/folder</td> <td data-bbox="904 489 1435 577">Repeat current album/folder</td> </tr> <tr> <td data-bbox="367 577 904 665">Repeat current track</td> <td data-bbox="904 577 1435 665">Repeat current track</td> </tr> <tr> <td data-bbox="367 665 904 743">Cancel repeat</td> <td data-bbox="904 665 1435 743">Cancel repeat</td> </tr> </tbody> </table>	Improved	Current	Repeat All <New>	–	Repeat current album/folder	Repeat current album/folder	Repeat current track	Repeat current track	Cancel repeat	Cancel repeat
Improved	Current										
Repeat All <New>	–										
Repeat current album/folder	Repeat current album/folder										
Repeat current track	Repeat current track										
Cancel repeat	Cancel repeat										

Continued...

Symptoms Addressed By Update #1:

Number	Symptoms to be Improved:
1	<p>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>  <p>However, in rare case, the CCU restarts itself* during installation.</p>  <p>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> 

Continued...

Number	Symptoms to be Improved:
2	<p>No image on CID (Center Information Display) or Black display condition and HVAC function becomes inoperative due to listed below actions:</p> <ul style="list-style-type: none"> • Failure to complete CP1 software update via USB port * • After the failure, Ignition Switch is turned off and on then an initializing process is started with “Software update setup is initialing.....” message on the display, which requires about 15minutes to complete. During this message is displayed, power supply of CCM is cut off like disconnecting battery terminals. • Performing CP1 software update via USB port using the same software version <p>Note* In case this USB update failure occurs, retry updating according to the instructions in “Appendix B ”</p>
3	<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 • Removing USB connection between the iPhone’s and CP1 during active CarPlay session • Performing USB map update using Bluetooth connection with a smart phone carrying STARLINK CompanionApp map update data • Re-inserting USB Flash drive within 2-3 seconds
4	<p>No music or sound via AndroidAuto after ending hands-free telephone call. The music played via AndroidAuto is turned off, after finishing the hands-free telephone call.</p> <p>(This symptom occurs only after using voice command via AndroidAuto to make hands-free telephone call.)</p>
5	Intermittent loss of Bluetooth connection
6	Information Bar on map screen is displayed, even it is selected “do not show it” after the engine is restarted.
7	In multilingual countries, city name is not displayed in selected language, when searching an address by POI.
8	Screen does not change when selecting <RADIO> or <MEDIA> in HOME screen.

Continued...

Number	Symptoms to be Improved:
<p>9</p>	<p>Pop-up message "Please go to your retailer to update the Gracenote Database" appears every time CP1 system is rebooted due to interruption of CP1 software update via USB port (ACC OFF or BATT power remove etc.) **</p> <div data-bbox="756 279 1052 730" data-label="Image"> </div> <p>Note** In case this USB update failure occurs, retry updating according to the instructions in "Appendix C "</p>
<p>10</p>	<p>Reverse Speed Limiter function is disabled right after the ignition switch is turned on.</p>
<p>11</p>	<p>SXM (Sirius XM) Radio does not function (no sound) and/or cannot be controlled on the SXM screen.</p>