

- 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: 2015MY Legacy, Outback, Impreza, XV Crosstrek and WRX Models with Fujitsu-Ten (F10) 7” Display Audio Systems (without navigation)

NUMBER: 15-183-15R
DATE: 06/17/15
REVISED: 05/02/16

SUBJECT: Procedures for Updating the Head Unit Operating Software

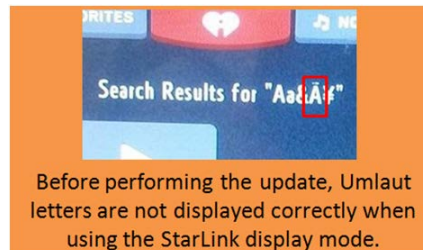
INTRODUCTION:

This bulletin announces a procedure for updating the 7” Display Audio unit’s operating system software. The following list of symptoms and related changes provides a brief description of which customer concerns the updates are intended to address. If the reported customer concern is not identified in the following information, performing the update procedure will not address it. It is important to read through and understand this information completely before proceeding.

SYMPTOMS AND CHANGES:

- **Symptom 1:** Audio output is lost after a few minutes when listening to Sirius/XM satellite radio.
Change: Logic update to provide proper Sirius/XM satellite radio operation.
- **Symptom 2:** Bluetooth feature becomes inoperative.
Change: Logic update to provide proper Bluetooth feature operation.
- **Symptom 3:** HD Radio “freezes” after a few minutes of play.
Change: Logic update to provide proper Sirius/XM satellite radio operation.
- **Symptom 4:** Back-Up Camera “help lines” do not appear.
Change: Logic change to have the assist lines appear 8 seconds from engine start.
- **Symptom 5:** Incorrect Umlaut characters are shown on StarLink display.
Change: Logic change to allow proper display of Umlaut letters.

List of incorrect Umlaut letters is shown in yellow.

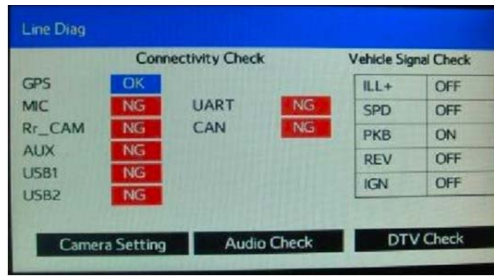


- **Symptom 6:** No response from the soft touch keys on display.
Change: Logic change to improve communication between display and internal CPU.

Continued...

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- **Symptom 7:** Back-Up Camera is displayed with shifter in positions other than Reverse.



Change: Logic change to allow display with shifter in Reverse only.

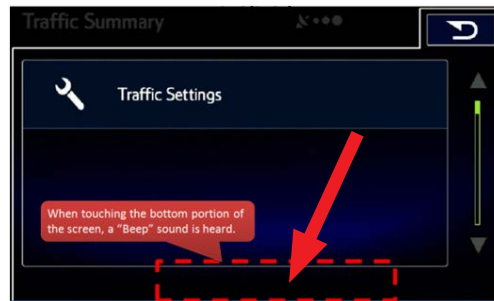
- **Symptom 8:** “Line Diag” screen is intermittently displayed while driving.
Change: Logic change to prevent display of the “Line Diag” screen.
- **Symptom 9:** “LIST” soft touch key is not displayed on Bluetooth Audio screen while using



Bluetooth audio feature with an Apple device utilizing iOS8 software version.

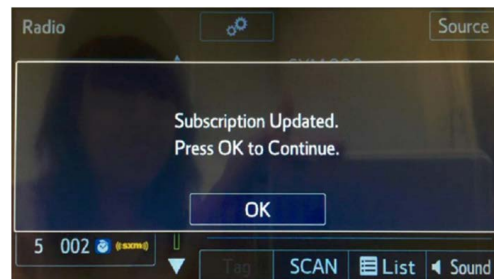
Change: Logic change to enhance compatibility with iOS8 software.

- **Symptom 10:** “Beep” sound heard when touching the bottom of the display screen where no function soft touch keys are displayed.



Change: Logic change to eliminate beeping sound from inactive soft touch key screen areas.

- **Symptom 11:** Sirius/XM caution message screen is displayed in English even when French language operation settings are selected.



Change: Logic change to make all messages display in the selected operating language.

- **Symptoms 12-16:** The following symptoms are all related to the inability of the software to properly load. One or all of these 5 conditions may occur at the same time. Logic changes have been included in the applicable update to address each of the following conditions:

- Repeated display of the “Loading” screen at initial unit start-up
- Bluetooth device pairing failure
- Inoperative steering wheel (satellite) switches
- Voice recognition feature inoperative
- Sirius/XM radio feature inoperative.



Loading Screen

SERVICE PROCEDURE / INFORMATION:

IMPORTANT: Due to additional updates to the operating software used by these Navigation (AVN) and Display Audio (DA) units released since TSBs 15-182-15R and 15-183-15R were published, the Service Procedures from both of these publications have been consolidated with 15-198-16. The applicable symptom information has been left in place as a reference.

Please use TSB 15-198-16 for the latest symptom information and software updating Service Procedures.