

ATTENTION:

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

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

© 2021 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2015-**23**MY All Models

NUMBER: 15-285-21R

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

DATE: 07/12/21

REVISED: 03/23/23

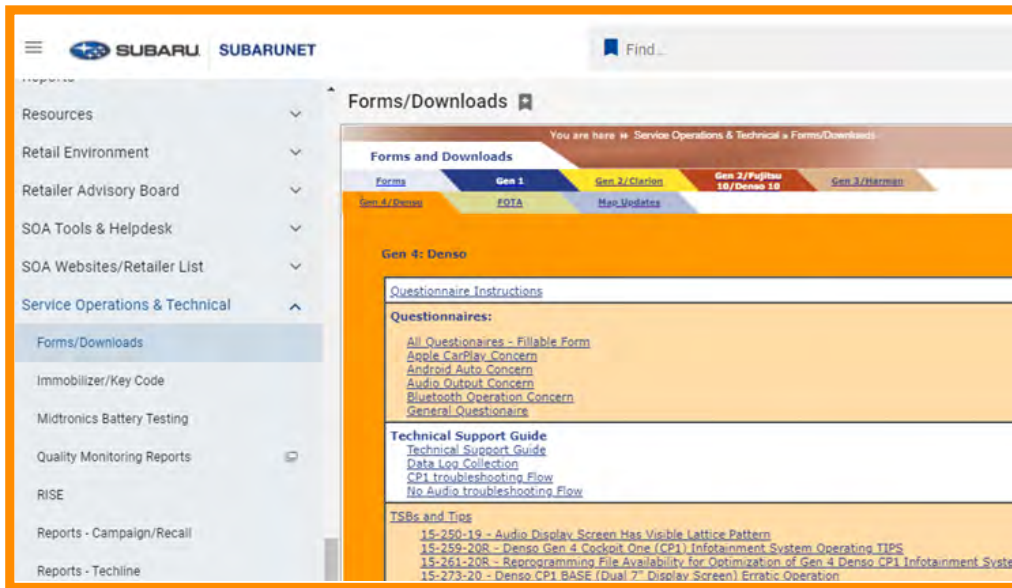
INTRODUCTION:

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

SERVICE INFORMATION:

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

EXAMPLE:



Gen4/Denso – Shown Above

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

Subaru of America, Inc. is ISO 14001 Compliant

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

Continued...

STARLINK Features Summary

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

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

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








Continued...








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








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

Continued...

MY/Carline System Appearance Summary





MODEL	MY 15-16			MY 17-23		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
IMPREZA 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	

MODEL	MY 16-18			MY 19-23		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
FORESTER 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE PLUS)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	






MODEL	MY 15-17			MY 18-23		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
CROSTREK 	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN	

Continued...








MODEL	MY 16-18			MY 19-21			MY 22-23		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
 WRX	Gen 2 Starlink 6.2" Multimedia (BASE)	CLARION		Gen 3 Starlink 6.5" Multimedia (BASE)	HARMAN		Gen 4 STARLINK Dual 7-inch Multimedia (BASE)	DENSO	
	Gen 2 STARLINK 7" Multimedia Plus (MID)	DTEN (FTEN)		Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN		Gen 4 STARLINK 11.6-inch Multimedia Plus (MID)	DENSO	
	Gen2 STARLINK 7" Multimedia Navigation (HIGH)	DTEN (FTEN)		Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN		Gen4 STARLINK 11.6-inch Multimedia Navigation (HIGH)	DENSO	





MODEL	MY 16-17			MY 18-21			MY 22-23		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
 BRZ	Gen 2 STARLINK 7" Multimedia Plus (BASE)	CLARION		Gen 3 STARLINK 7" Multimedia Plus (MID)	HARMAN		Gen 4 STARLINK 8.9-inch Multimedia Plus (MID)	DENSO	

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








MODEL	MY 19-22			MY 23		
	Platform Description	Vendor Name	Outline	Platform Description	Vendor Name	Outline
 ASCENT	Gen 3 Starlink 6.5" Multimedia (BASE PLUS)	HARMAN		N/A		
	Gen 3 STARLINK 8" Multimedia Plus (MID)	HARMAN				
	Gen3 STARLINK 8" Multimedia Navigation (HIGH)	HARMAN		Gen4 STARLINK 11.6-inch Multimedia Navigation (HIGH)	DENSO	





Continued...

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

MODEL	MY 20-23		
	Platform Description	Vendor Name	Outline
<p>OUTBACK</p> 	Gen 4 STARLINK Dual 7- inch Multimedia (BASE)	DENSO	
	Gen 4 STARLINK 11.6-inch Multimedia Plus (MID)	DENSO	
	Gen4 STARLINK 11.6-inch Multimedia Navigation (HIGH)	DENSO	

Continued...

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

MODEL	MY 20-23		
	Platform Description	Vendor Name	Outline
LEGACY 	Gen 4 Starlink 6.5" Multimedia (BASE)	DENSO	
	Gen 4 STARLINK 11.6-inch Multimedia Plus (MID)	DENSO	
	Gen4 STARLINK 11.6-inch Multimedia Navigation (HIGH)	DENSO	

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

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

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

Always have the Option and Model Code information available.

Continued...

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.