ATTENTION:

GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

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

SUBARU.

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2011-2012MY Legacy, and Outback
2011-2012MY Impreza
2011-2012MY Impreza WRX
2011-2012MY Forester
Models Equipped with Clarion Bluetooth Audio Units

NUMBER: 15-165-13
DATE: 08/08/13

SUBJECT: Reprogramming for Non-Requested Bluetooth Audio Streaming Affecting **ONLY** Clarion Audio Units

INTRODUCTION

This Bulletin announces the availability of reprogramming files to address customer concerns of the Bluetooth audio streaming feature operating without being selected. This causes the source's (Smartphone, iPod®, iPhone®, MP3 player) battery to drain unexpectedly.

The update will initiate an "OFF" signal to the media device should Bluetooth audio streaming begin without a request from the vehicle's audio unit. The reprogramming files are accessible via: Subarunet > Service > Clarion Downloads and will need to be downloaded onto a dedicated new or completely empty and formatted USB storage device (flash drive) for installation into the audio unit through the audio system's USB port.

IMPORTANT: Read through and understand this service procedure **completely** before proceeding any further as damage to the audio unit may result if proper precautions outlined below are not followed.

COUNTERMEASURE IN PRODUCTION

MODEL	MODEL YEAR	STARTING VIN
Legacy	2012	C*031045
Outback	2012	C*268432
Impreza 4-Door	2012	C*021407
Impreza 5-Door		C*226563
WRX 4-Door		C*022373
WRX 5-Door		C*228090
Forester	2012	C*453576

Continued...

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"

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.

PART INFORMATION

A new or completely empty and formatted USB mass storage device (flash drive), Format: FAT32 with a minimum capacity of 128MB which should be dedicated to storing these reprogramming files only is required to perform these updates. The device must not contain or require any software to operate. As a result, some flash drives larger than 4GB may not be acceptable to use for this procedure.

SERVICE PROCEDURE / INFORMATION

- Confirm the PC and USB device you are using is not infected with any virus.
- Use the procedure below to format your USB device for FAT32
- Click **Start** (this is located in the lower left corner of the desktop screen) then, in the **Search programs and files box**, type "explorer"
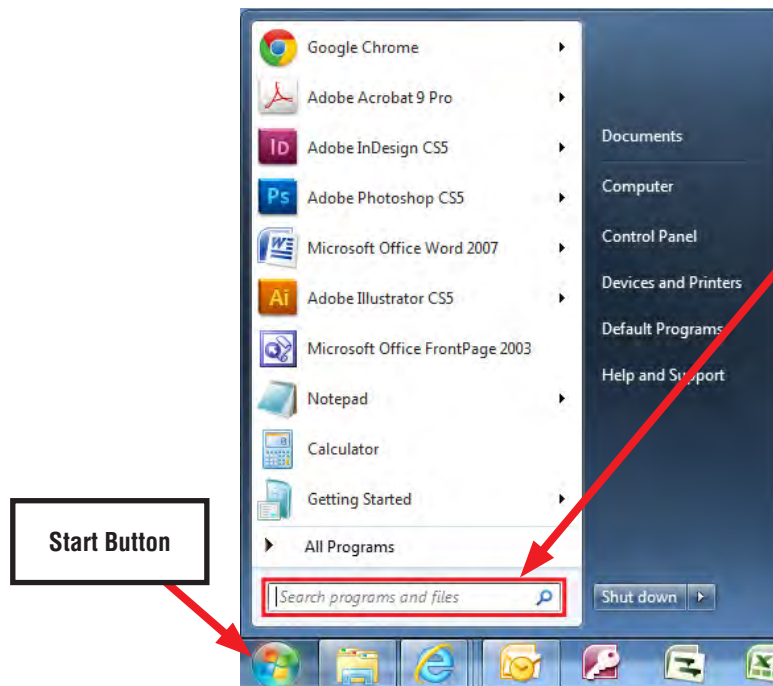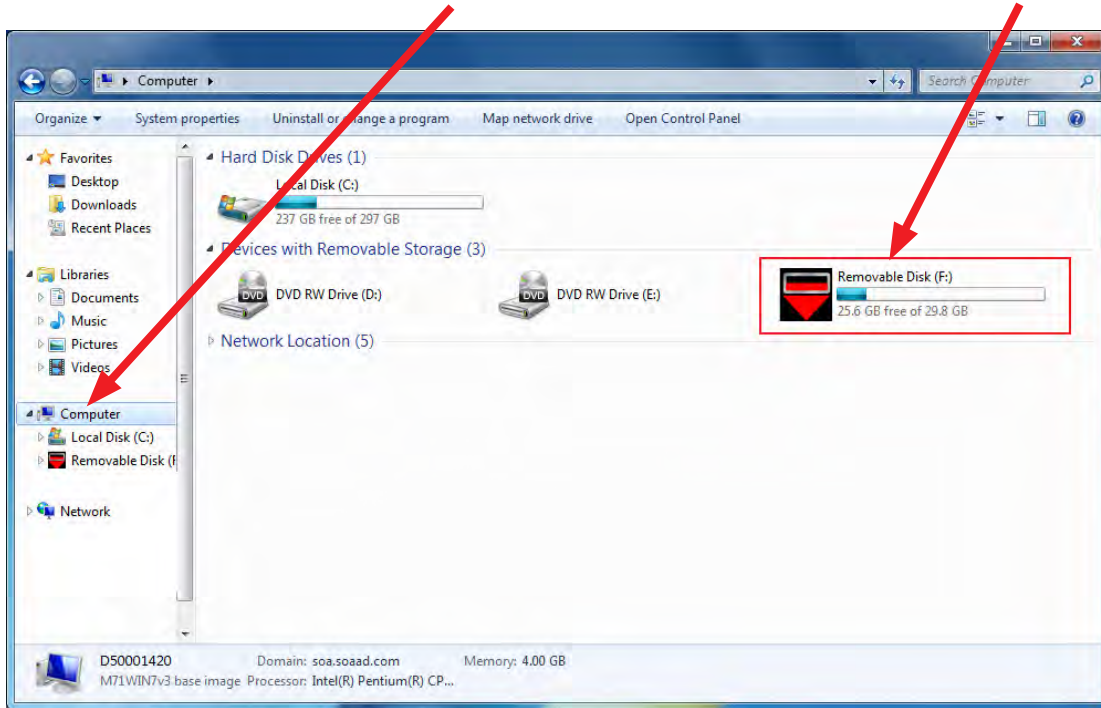

- As you type the word "explorer", search results will start to appear. In the results, click on the **"Windows Explorer"** option under the **Programs** section.
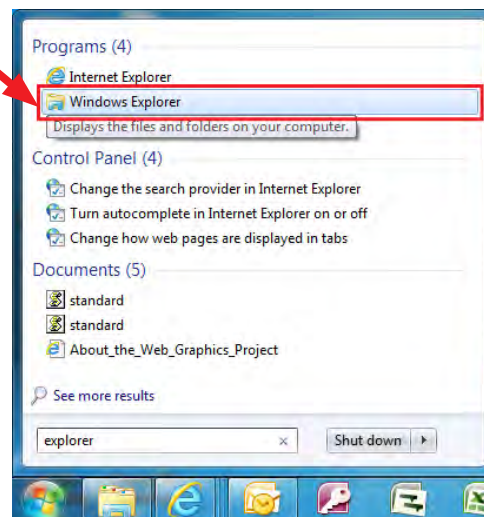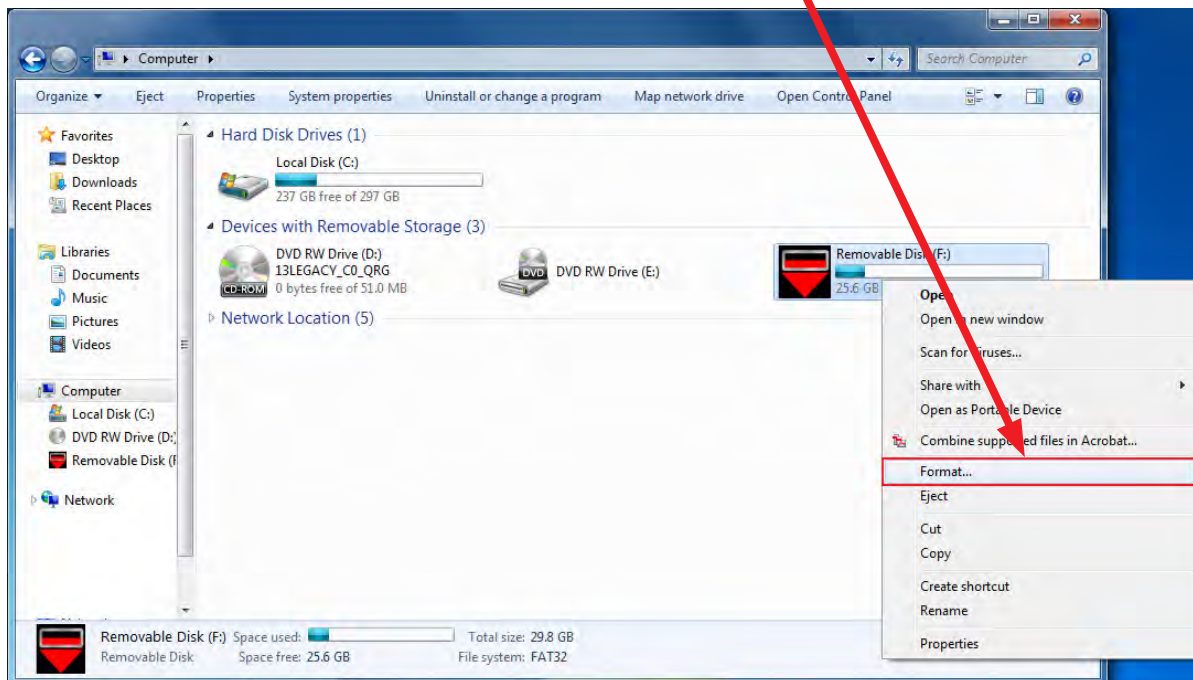

Continued...

- In the next window, choose the **Computer** section on the left. Locate "**Removable Disk**"


NOTE: You must make sure that the device you are formatting is the USB Flash Drive. This drive may have various names assigned to it by the manufacturer of the device and may not reflect the drive name given in this example.

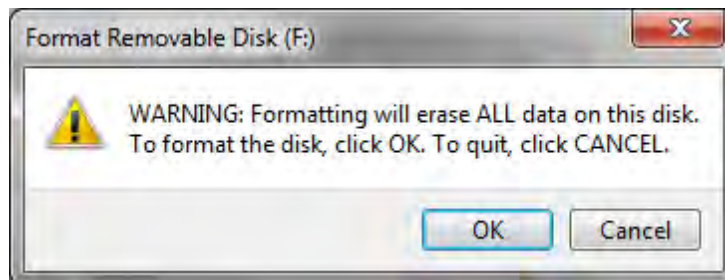- Right click the picture for "**Removable Disk**" then select "**Format**".

Continued...

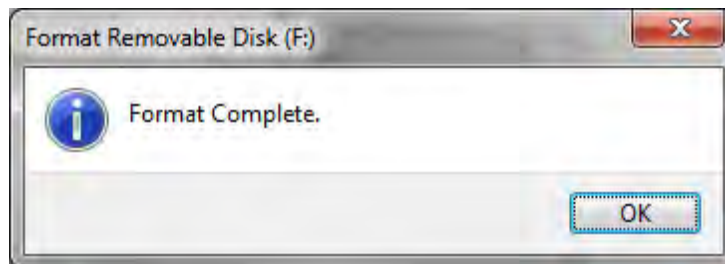- When the "Format" dialog box appears, make sure that the option labeled "File System" is set to **FAT32** and the **Quick Format** box is checked as well. Then, click the "**Start**" button.
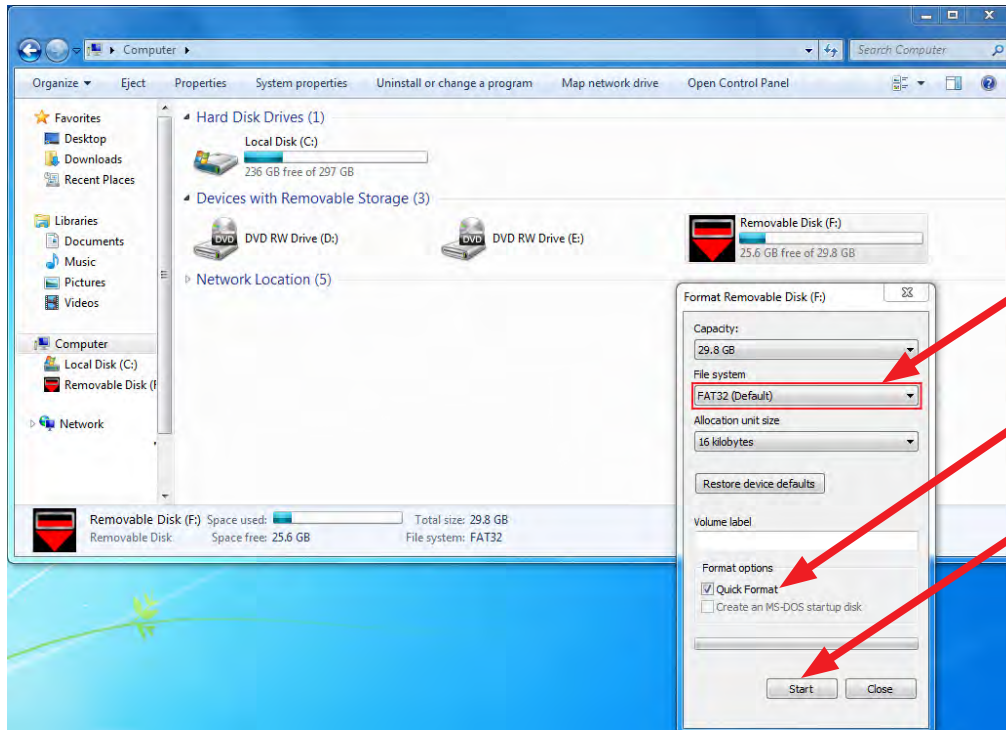
- Click "**OK**" when the following window appears.

- The drive will then start formatting and will display this window when it is finished. Click "**OK**" to complete the process.

Continued...

IMPORTANT: When downloading the reprogramming files to your USB device, only download the file you need to reprogram the audio unit of the vehicle you are working on. Never store more than one file on the USB device at any time. Other files on the device can cause the reprogramming procedure to not complete properly and may also damage the audio head unit. The link below will take you to the download site:

<p align="center">* Click Here To Download The Clarion Bluetooth Audio Streaming Updating Files *</p>

UPDATING FILE APPLICABILITY CHART

MODEL	MODEL YEAR	HEAD UNIT PART NUMBER	UPDATING FILE NAME
Legacy & Outback	2011-2012	86201AJ61A	470-2983-02-V020_MainMicom-USA.mot
Impreza, WRX	2011	86201FG620	470-2725-11-V074_MainMicom-USA.mot
	2012	86201FG620	470-2985-02-V011_MainMicom-USA.mot
		86201FG630 (Display Radio)	470-**3030-03-V010**_Audio_____.HEX
Forester	2011	86201FG620	470-2725-11-V074_MainMicom-USA.mot
		86201FG630 (Display Radio)**	470-**2803-06-V406**_Audio_____.HEX
			470-**3178-02-V105**_Audio_____.HEX

After clicking the link above, follow the prompts provided by the browser your system utilizes to complete the download process.

Continued...

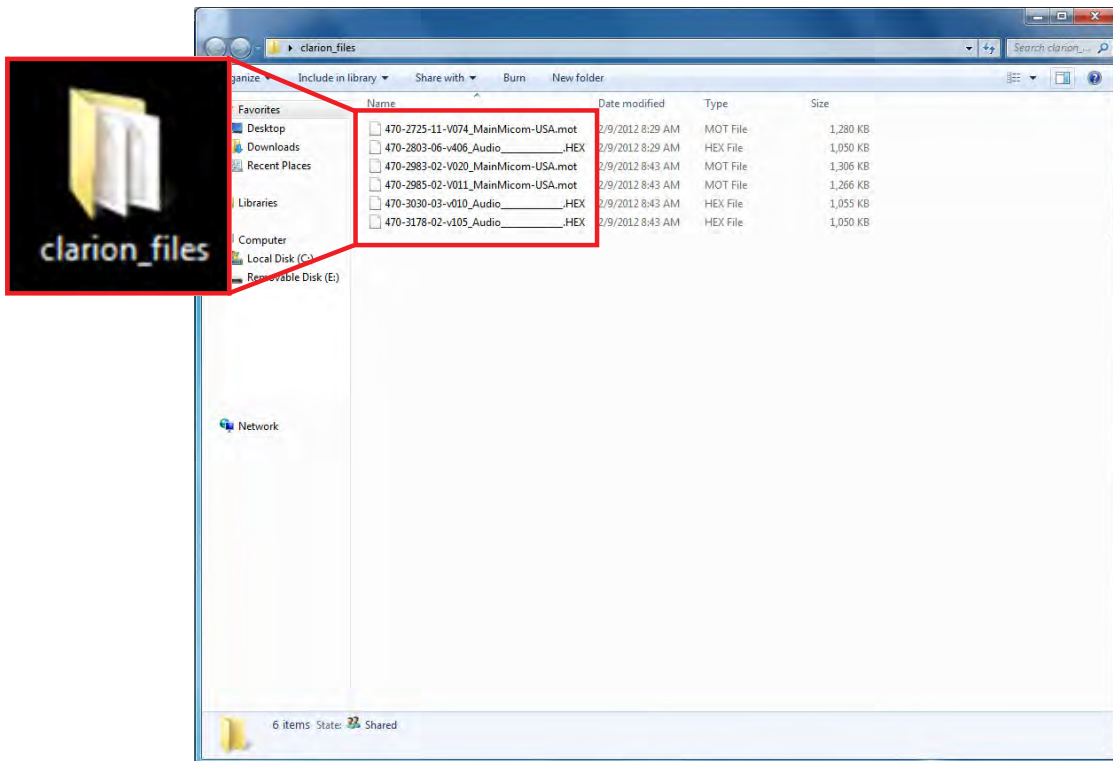Once the download completes, click Run in the Security Warning box.
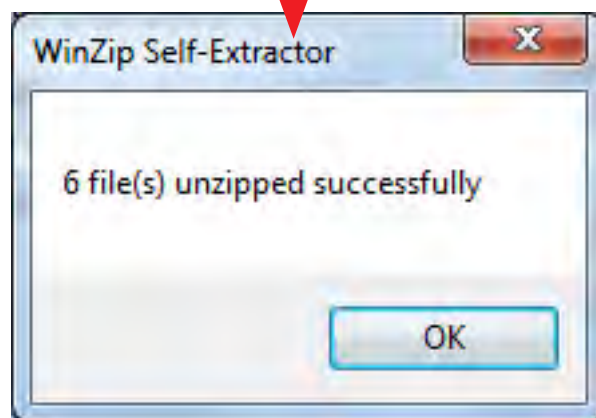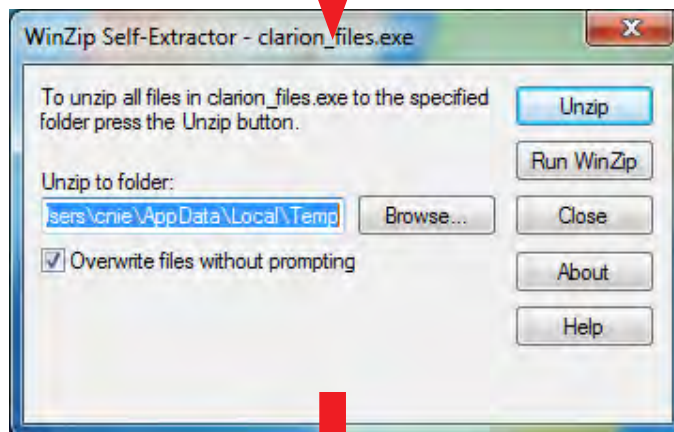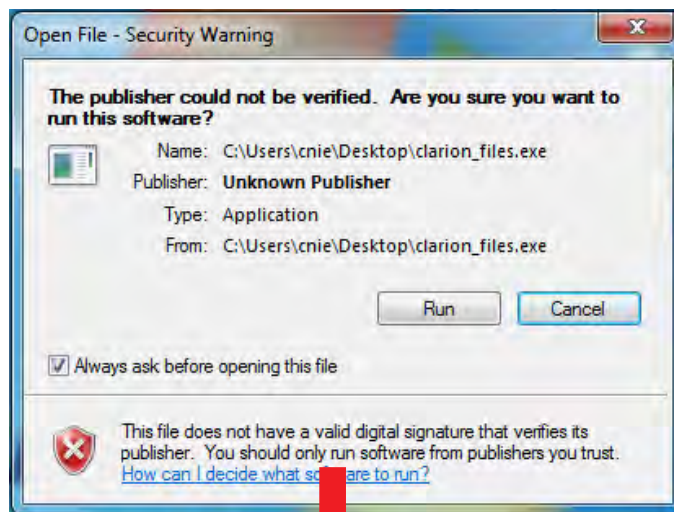
Click on "Browse" in the WinZip Self Extractor box then select "My Documents" as the location to save the files. Once "My Documents" is selected, click on "Unzip". When completed click "OK" and all 6 of the files will all be saved in a new file folder in My Documents called "clarion_files".

Continued...

Click on the "clarion_files" icon in "My Documents" and a window will open with all 6 of the downloaded files listed.
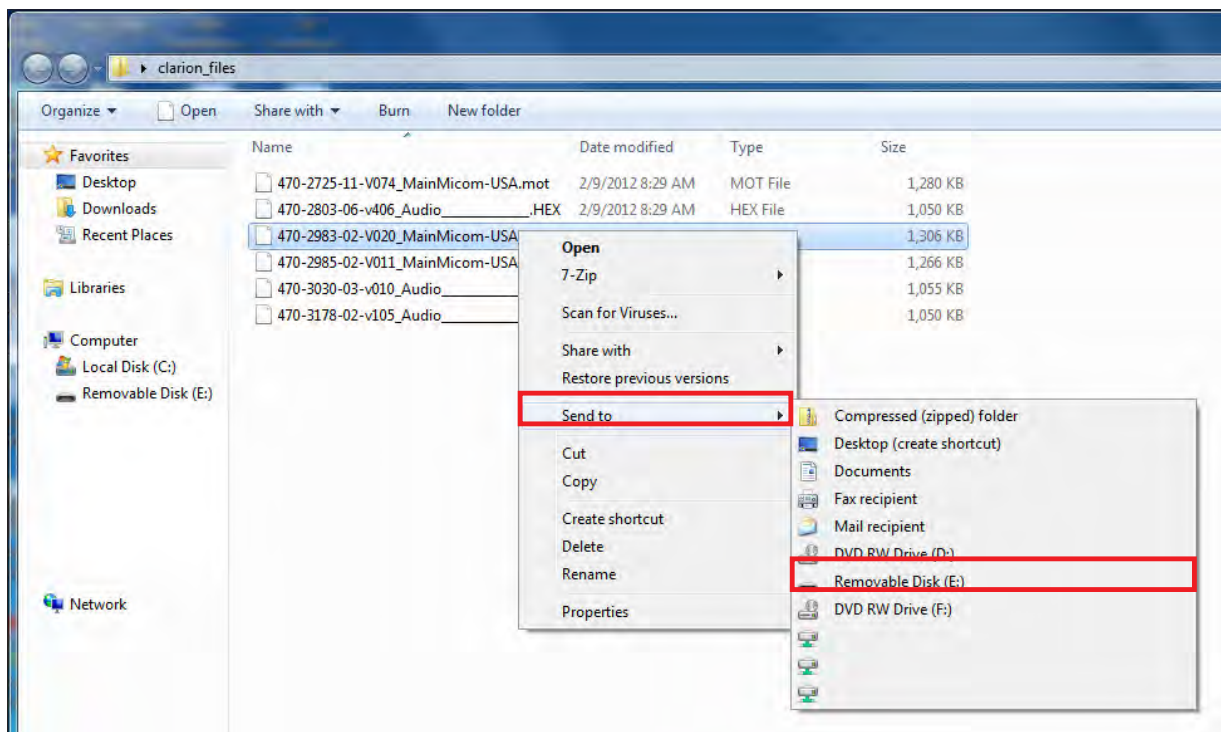
Right-click on the file you want to select and a pop-up window will appear. Left click on "Send to" then a second window will open with your destination choices. Select "Removable Disk". **NOTE: the letter designation (shown here as E:) will vary.** The file you selected will be transferred to your USB device and be ready to use. Once you have selected the applicable Updating File and saved it onto your USB device, you are ready to proceed with the reprogramming procedure.
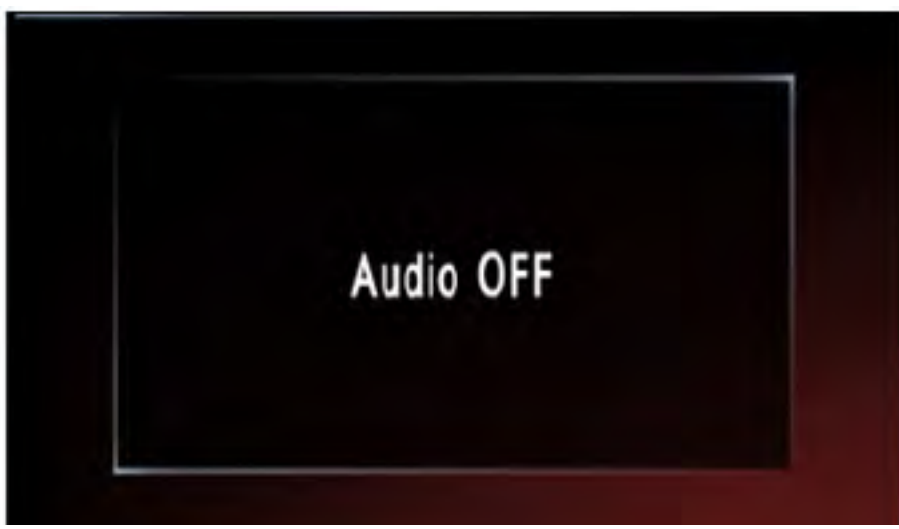
Continued...

CAUTION: Ensure the vehicle's battery is fully charged. Do not leave a charger or booster connected during this process. Fully review and become familiar with the procedure appropriate for the audio unit you are updating before proceeding further.

**Before reprogramming the 86201FG630 Display Radio in a 2011MY Forester, the currently installed software version must be verified using first 6 steps of the following procedure. Once the currently installed version is determined, select the corresponding Updating File from the chart above, download it to your USB device then proceed with the reprogramming procedure outlined below.

SOFTWARE VERSION VERIFICATION AND REPROGRAMMING INSTRUCTIONS FOR 2011 FORESTER AND 2012 IMPREZA WRX WITH THE 86201FG630 DISPLAY RADIO

- Turn the ignition key to the "ACC" position.
- Confirm all CDs have been ejected from the audio unit.
- Press the power button to switch the audio unit to "Audio Off" mode ("Audio Off" shown on the display screen).

Continued...

- While pressing and holding down the station preset station key "6", turn the TUNE / TRACK / CH button clockwise for 30 "clicks" until the first "Version" screen is displayed.

- Turn the TUNE / TRACK / CH button another click clockwise to display the second (2/3) "Version" screen.
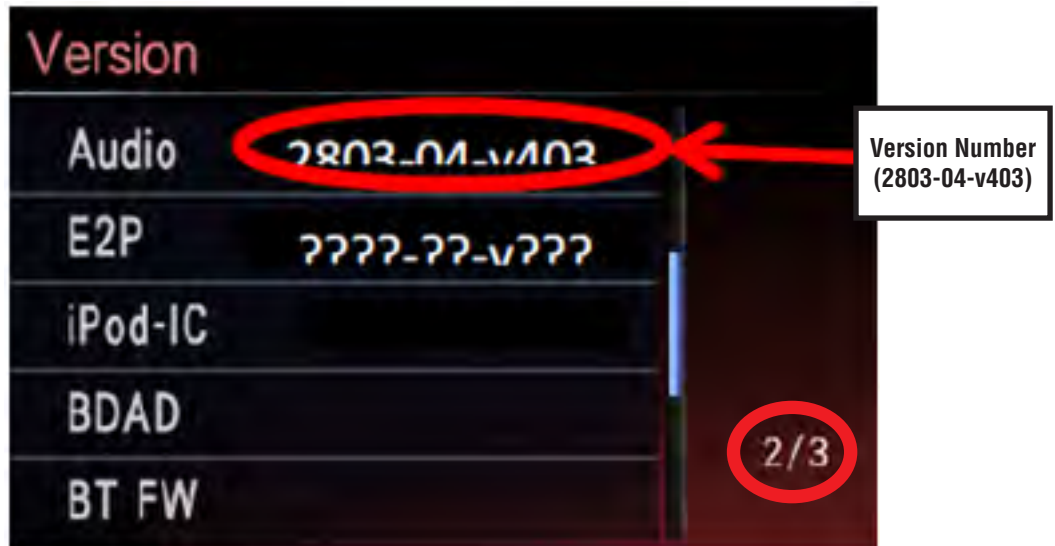
- Select the proper reprogramming file from the chart below.

DISPLAYED SOFTWARE VERSION	USE UPDATING FILE
2803-04-**V403** or earlier	470-2803-06-V406_Audio_____.HEX
3178-01-**V104** or earlier	470-3178-02-V105_Audio_____.HEX

- Push the TUNE / TRACK / CH button to display the following screen.

- Plug the USB device into the USB port.

Continued...

Screen 1 of 3 displayed

- **Turn** the TUNE / TRACK / CH button clockwise to scroll through the following screens until the version number is highlighted in screen 3/3.

Screen 2 of 3 is displayed

- **Turn** the TUNE / TRACK / CH button clockwise.

Screen 3 of 3 and the version number are displayed

- <u>**Press**</u> the TUNE / TRACK / CH button to select the displayed version (2803-06-v406).

"OK" is Highlighted

- **Turn** the TUNE / TRACK / CH button clockwise to move the highlight down to "OK" then **Press** the TUNE / TRACK / CH button again to select OK.
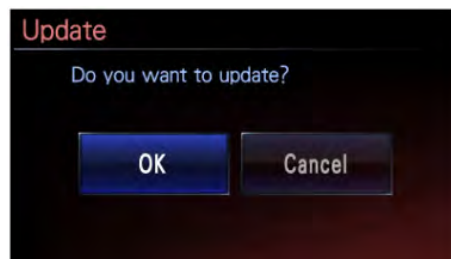
- <u>**Press**</u> the TUNE / TRACK / CH button again to select OK.

Next, the actual reprogramming file transfer from the USB device will begin. It will take about 10 minutes for the update procedure to complete.

Continued...

IMPORTANT: DO NOT turn the key off or remove the USB device while the update is taking place!
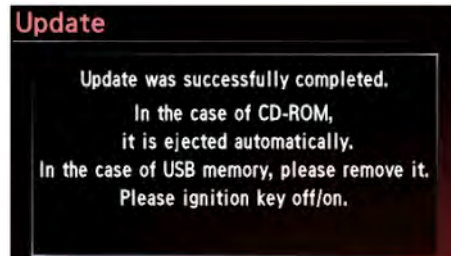
- Once the above screen is displayed, remove the USB device and turn the key "OFF".
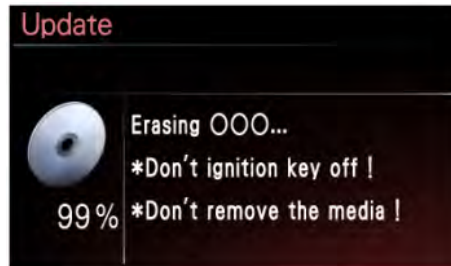- Turn the ignition key back to the "ACC" position again then press the power button to switch the audio unit to "Audio Off" mode ("Audio Off" shown on the display screen).
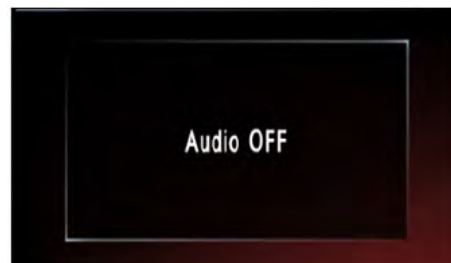
- While pressing and holding down the station preset station key "6", turn the TUNE / TRACK / CH button clockwise for 30 "clicks" until the first "Version" screen is displayed. Confirm the updated software version is now installed to complete the reprogramming procedure.

POSSIBLE ERROR MESSAGES AND SOLUTIONS FOR THE 86201FG630 DISPLAY RADIO REPROGRAMMING PROCEDURE

If this message appears, erase the USB device then re-download the Updating File from Subarunet

If this message appears, restart the reprogramming procedure from the beginning.

Continued...

REPROGRAMMING INSTRUCTIONS FOR 2012 LEGACY & OUTBACK WITH THE 86201AJ61A AUDIO UNIT
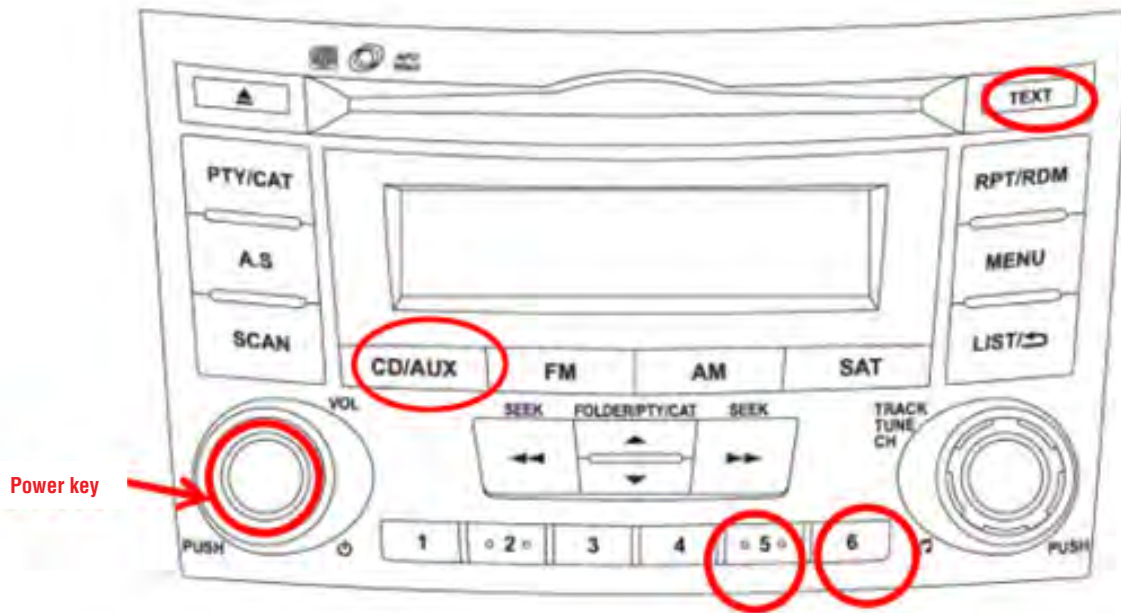
- Download the applicable Updating File to your USB device from Subarunet.
- Turn the Ignition key "ON".
- Push the Power Key to turn the audio unit "ON"
- Push the CD/AUX button and be sure the unit is in CD Mode.
- Push the Power Key again to turn the audio unit "OFF". Make sure the display screen is blank.
- Push and hold down station preset buttons **5**, **6** and the **TEXT** buttons all at the same time.

The current software version will display on the screen and appear like the illustration shown below.

- Push and hold down station preset buttons **5**, **6** and the **CD/AUX** buttons all at the same time until the next message in the illustration shown below displays on the screen:
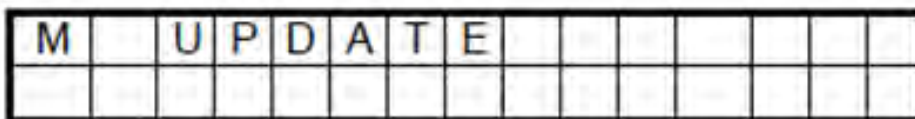
- Plug the USB device into the USB port. Once connected, the updating process will begin automatically and take about 8 minutes to complete. The following illustrations show what the display screens will look like during the updating process**.**

Continued...

M		U	P	D	A	T	E								
U	P	D	A	T	I	N	G								

Connecting the USB memory

after a few seconds

M		U	P	D	A	T	E								
E	R	A	S	E	I	N	G				*	*			

Erasing MICOM data

M		U	P	D	A	T	E								
R	E	A	D	I	N	G	*	*	*	*	*				

Reading Update File

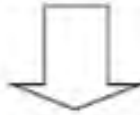| M		U	P	D	A	T	E								
C	O	M	P	L	E	T	E								

Update is Completed

after a few seconds

					S	U	B	A	R	U					

Opening

after a few seconds

Audio off mode

- Remove the USB device.
- Push and hold down station preset buttons **5**, **6** and the **TEXT** buttons all at the same time.
- When the software version is displayed, confirm the correct Updating File name shown in the illustration below has been installed to complete the procedure.

M		4	7	0	2	9	8	3	0	2	V	0	2	0

Continued...

POSSIBLE ERROR MESSAGES AND SOLUTIONS FOR THE 86201AJ61A AUDIO UNIT REPROGRAMMING PROCEDURE

ERROR MESSAGE DISPLAYED	SOLUTION
M_UPDATE / NO_CON	Re-connecting USB memory.
M_UPDATE / NO_USB	Re-connecting USB memory.
M_UPDATE / NO_FILE	Recopy Updating File to USB memory.
M_UPDATE / NO_DATA	Recopy Updating File to USB memory.
M_UPDATE / MOT_ERROR	Recopy Updating File to USB memory.
M_UPDATE / ERASE_ERROR	Re-start Updating operation.
M_UPDATE / PROG_ERROR	Re-start Updating operation.
M_UPDATE / READ_ERROR	Re-start Updating operation.

Continued...

REPROGRAMMING INSTRUCTIONS FOR 2011-12 IMPREZA WITH THE 86201FJ620 AUDIO UNIT

- Download the applicable Updating File to your USB device from Subarunet.

- Turn the Ignition key "ON".

- Push the Power Key to turn the audio unit "ON"

- Push the CD/AUX button and be sure the unit is in CD Mode.

- Push the Power Key again to turn the audio unit "OFF". Make sure the display screen is blank.

- Push and hold down station preset buttons **5**, **6** and the **TEXT** buttons all at the same time.

The current software version will display on the screen and appear like the illustrations shown below.

07 or 08 or 09 or 10   0 or 1 or 2 or 3

- Push and hold down station preset buttons **5**, **6** and the **CD/AUX** buttons all at the same time until the next message in the illustration shown below displays on the screen:

Continued...

- Plug the USB device into the USB port. Once connected, the updating process will begin automatically and take about 8 minutes to complete. The following illustrations show what the display screens will look like during the updating process.

M		U	P	D	A	T	E							
U	P	D	A	T	I	N	G							

Connecting the USB memory

↓ **after a few seconds**

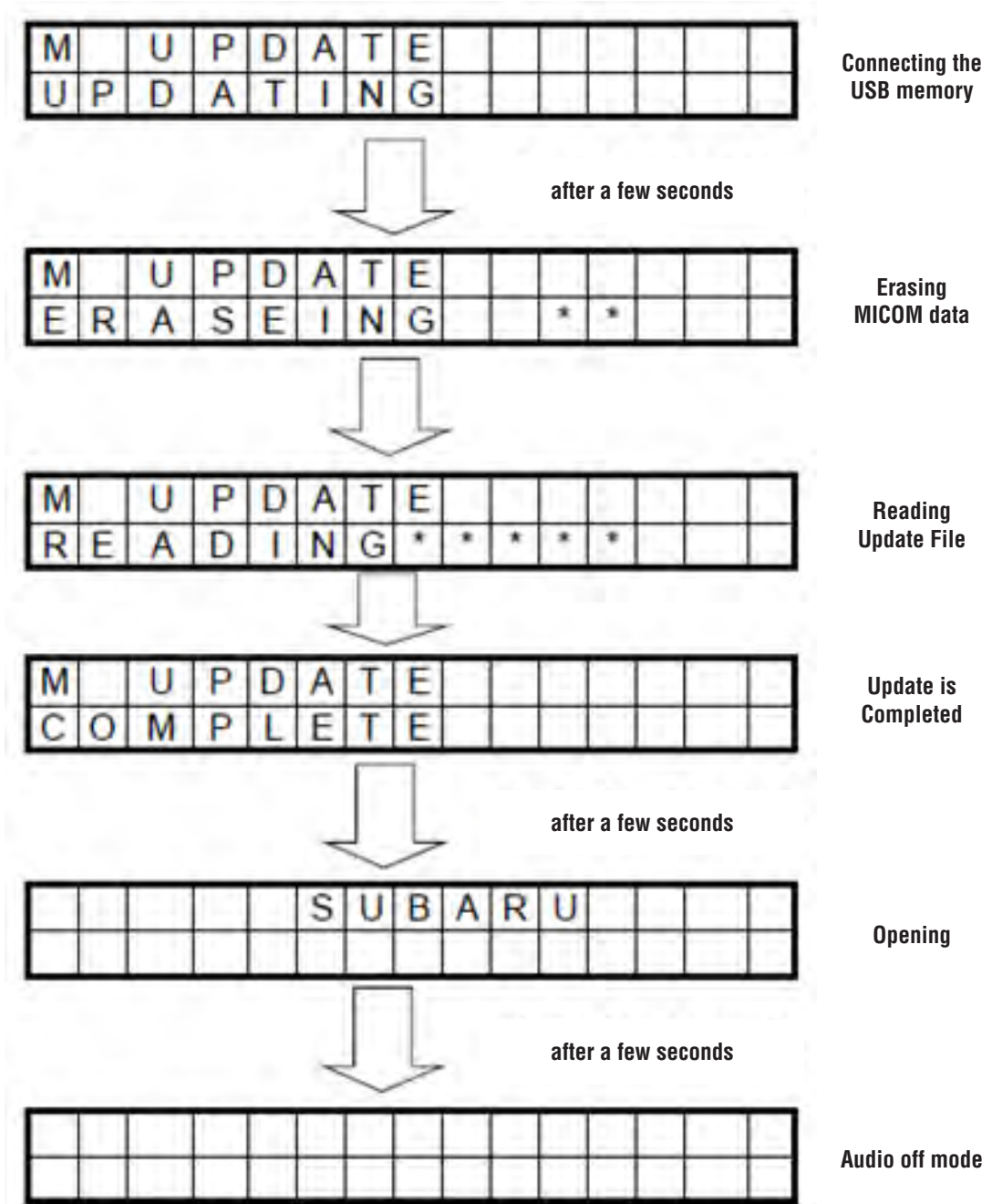| M		U	P	D	A	T	E							
E	R	A	S	E	I	N	G			*	*			

Erasing MICOM data

↓

M		U	P	D	A	T	E							
R	E	A	D	I	N	G	*	*	*	*	*			

Reading Update File

↓

M		U	P	D	A	T	E							
C	O	M	P	L	E	T	E							

Update is Completed

↓ **after a few seconds**

					S	U	B	A	R	U				

Opening

↓ **after a few seconds**

Audio off mode

- When the software version is displayed, confirm the correct Updating File name shown in the illustration below has been installed to complete the procedure.

M		2	7	2	5	1	1	V	0	7	4

Continued...

POSSIBLE ERROR MESSAGES AND SOLUTIONS FOR THE 86201FJ620 AUDIO UNIT REPROGRAMMING PROCEDURE

ERROR MESSAGE DISPLAYED	SOLUTION
`M _ U P D A T E` `N O _ C O N`	**Re-connecting USB memory.**
`M _ U P D A T E` `N O _ U S B`	**Re-connecting USB memory.**
`M _ U P D A T E` `N O _ F I L E`	**Recopy Updating File to USB memory.**
`M _ U P D A T E` `N O _ D A T A`	**Recopy Updating File to USB memory.**
`M _ U P D A T E` `M O T _ E R R O R`	**Recopy Updating File to USB memory.**
`M _ U P D A T E` `E R A S E _ E R R O R`	**Re-start Updating operation.**
`M _ U P D A T E` `P R O G _ E R R O R`	**Re-start Updating operation.**
`M _ U P D A T E` `R E A D _ E R R O R`	**Re-start Updating operation.**

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Clarion Bluetooth Audio Update	A031-118	ZCK-48	0.3

NOTE: Up to $6.00 may be claimed **ONE TIME** in sublet to cover the cost of the USB Flash Drive purchase.