

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: 2014 Forester with Subaru STARLINK™ / Aha™ with Fujitsu-Ten (F10) Audio /Navigation System

NUMBER: 15-166-13R

DATE: 11/13/13

SUBJECT: Customer Satisfaction - Navigation SD Card Update Program

REVISED: 11/19/13

INTRODUCTION

This Bulletin provides the procedure for reprogramming the F10 SD Card Navigation System with the latest software version.

PART INFORMATION

The “Update Kit” **which must be ordered from your facing RDC through normal parts channels** consists of:

- SD card containing the updated software
- Updated Navigation system Owner’s Manual Supplement
- Installation instructions document

| PART NUMBER ON SD CARD | “UPDATE KIT” PART NUMBER |
|------------------------|--------------------------|
| 86283SG620 | MSA5M1422K |

SERVICE PROCEDURE / INFORMATION

BEFORE YOU BEGIN:

- Confirm the audio / navigation unit is equipped with STARLINK and Aha and the current software version has not already been updated. See Steps 11-13 below for how to determine which software version is currently installed.
- If applicable confirm the customer has installed the Aha Radio application on their Smartphone, the device is paired to the audio / navigation unit and the Aha Radio application is fully operational.
- Make sure the vehicle’s battery is fully charged.
- DO NOT connect any battery chargers or auxiliary power supply as part of this procedure.
- Record the customer’s navigation guidance volume, handsfree ringtone and ringtone volume settings.

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

Subaru Service Information 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.

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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.

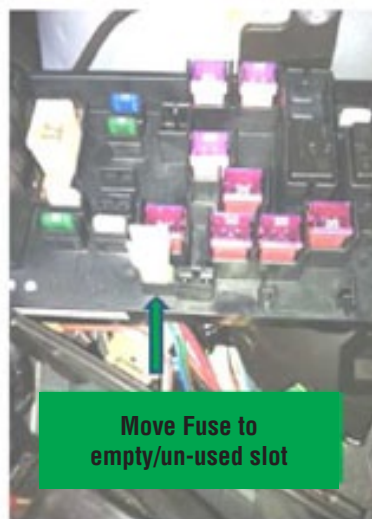
Once you have obtained the proper Update Kit for your application, proceed with the software installation procedure outlined below.



86283SG620

1. Confirm the Push Start Switch (or ignition key) is in the “OFF” position.
2. Remove the Back-Up fuse from the Main Box (M/B, under-hood fuse box).

NOTE: the Back-Up fuse locations may vary by model. See pg. 12-12 in the Owner Manual.

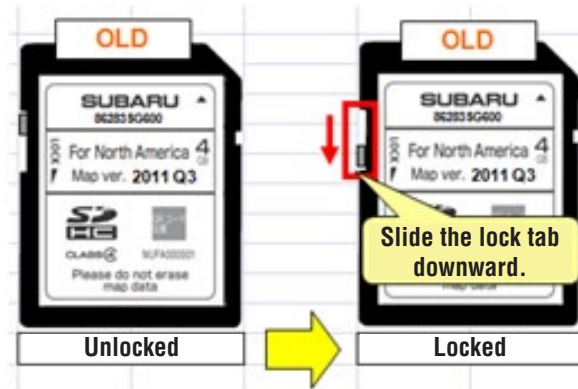


3. Once the fuse is removed, eject the current (old) SD card from the audio / navigation unit.



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- To distinguish between the old and the new SD cards, slide the lock tab downward on the old card as shown in the illustration below, right.



IMPORTANT: The old SD card must be the one shown in the illustration below. If it is not, do not proceed further until it can be confirmed the audio / navigation unit is applicable for the reprogram.



The part number on the old SD card must be 86283SG600.

- After verifying you have the proper new SD card, insert it into the audio / navigation unit.
- Re-install the Back-Up fuse into its proper location in the M/B (Main fuse box).
- Push the Push Start button once (or turn key) to “ACC” position.



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8. After the Push Start Button (or key) has been switched to “ACC”, reprogramming will start automatically and continue for approximately one minute. During this time, the display screen will be blank.



Blank Screen

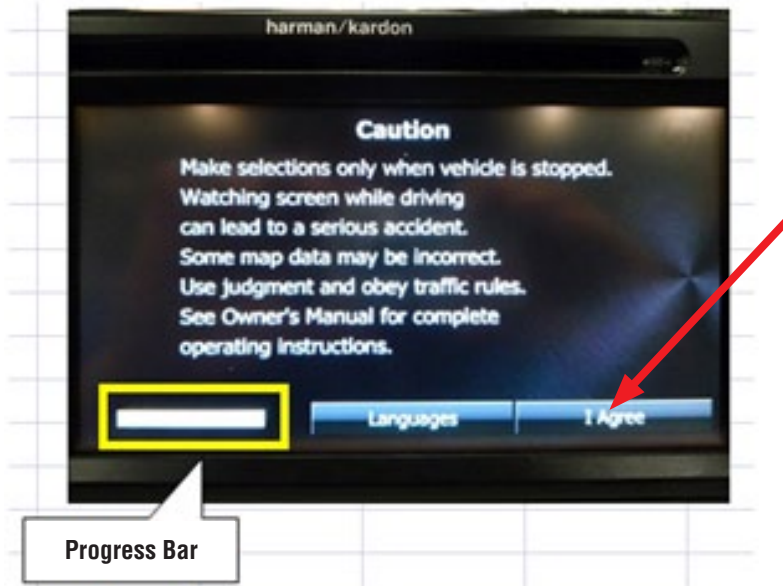
IMPORTANT NOTES:

- Until the reprogramming process has completed, do not turn the ignition switch off or crank the engine as damage to the audio / navigation unit’s internal memory may result. If the internal memory becomes damaged, the audio / navigation unit will need to be replaced.
 - DO NOT touch the brake pedal.
 - NO activity (status bar) will be shown on the BLANK screen while reprogramming takes place.
 - CAUTION: While screen is BLANK, do not touch the screen, knob or any of the unit’s buttons.
 - Screen will remain BLANK for at least 60 seconds once the programming starts (BE PATIENT).
 - Wait for the programming to complete (Step 9) before touching anything.
9. When the reprogramming is completed, the start-up screen will be displayed as shown below.



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10. Next, press the “I Agree” button on the screen and confirm the progress bar proceeds to full as shown below..



11. Press the “AUDIO” button once.

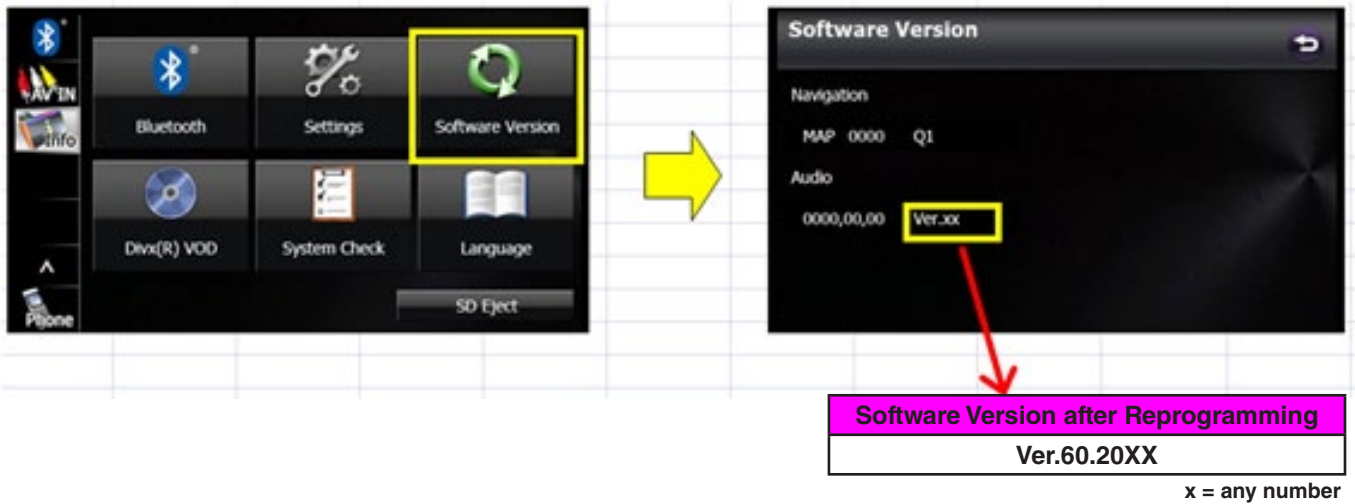


12. Next, press the “V” (down arrow) button then press the “Setup” button.



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13. Press “Software Version” and verify the proper version has been installed.



If the software version number differs from what is shown above, repeat the reprogramming procedure.

14. The customer must register (provide an e-mail address and establish a password) and log into the Aha Radio application before the Aha button is selected from the system’s menu. They will also need to log onto Twitter, Facebook, Slacker, etc. (if applicable) to have access through the Aha application.
15. Although phone pairing, phonebook, and radio station presets will not be lost during this procedure, it is advisable to reset the previously recorded navigation guidance volume, handsfree ringtone and ringtone volume to their pre-update levels as a customer satisfaction measure.

CLAIM INFORMATION

NOTE: This repair must be submitted for payment using **PAR** claim type **ONLY**.

| LABOR DESCRIPTION | LABOR OPERATION # | FAIL CODE | LABOR TIME |
|---|-------------------|-----------|------------|
| AUDIO/NAVIGATION REPROGRAMMING FOR AHA SYSTEM | A067-339 | ZPP-48 | 0.3 |