

SUBARU STARLINK Over-the-Air System Update

Frequently Asked Questions – Head Unit Software Updates

Q: What are vehicle software updates?

A: SUBARU STARLINK is always working to provide our customers with a better ownership experience by providing a SUBARU STARLINK System Update for your vehicle. This update ensures that your vehicle is up to date by providing an easy and convenient update process. Software updates are not all created equally. Your vehicle might receive an in-vehicle touchscreen display update or a Data Communication Module (DCM) software update. Each type of update may provide a slightly unique experience related to acceptance and communication of the software update.

The SUBARU STARLINK System Update is currently used to improve the SUBARU STARLINK system which includes STARLINK Safety and Security Subscription Services and multimedia services. This could include software that operates and executes the vehicle's in-vehicle touchscreen display unit, in-vehicle voice call services, human-machine interfaces and remote service systems that may be installed in your vehicle.

Q: How do vehicle software updates work?

A: When a software update is available, you will be prompted on your in-vehicle touchscreen display to begin the software installation process when you turn your ignition ON. You will be prompted to accept the invitation to install the software. From there, the downloaded file will begin installing on your vehicle. After the update is fully installed, an notification will display on your vehicle's touchscreen display. The notification will provide additional steps that you will need to follow to complete the installation process.

You will be provided with the opportunity to allow the software update to install or to postpone the installation for up to two times before it will automatically install.

When the software installation process is complete, a completion screen will display on your vehicle's head unit.

Q: How will I know that the STARLINK System Update has arrived in my vehicle for download?

A: When you turn your vehicle on you will see an invitation to install new software. You will have the option to "Install Now" or delay the installation process two times before it will automatically install.

Q: If I cannot complete a vehicle software update at the time the message appears, can I delay the update to another time?

A: YES! You will have the opportunity to delay the invitation to update your software twice. After delaying the software installation twice, your system will automatically update. You will not be able to decline the update.

Q: Will SUBARU STARLINK services be available when a System Update is installed?

A: This download and installation will not affect the operation of your vehicle or interrupt your SUBARU STARLINK services.

Q: How do I know if my vehicle supports vehicle software updates?

A: You must subscribe to SUBARU STARLINK Safety Plus to qualify for software updates, if and when they are available for your vehicle. When a software update is available for your vehicle, Subaru will notify you in advance to let you know that the software update is coming.


Q: Can I use my vehicle while the software is being downloaded or installed?

A: Yes. All vehicle functions should work as expected when you are downloading and installing your new software.

Q: What do I do if I have a question about or receive an error message during the download or install?

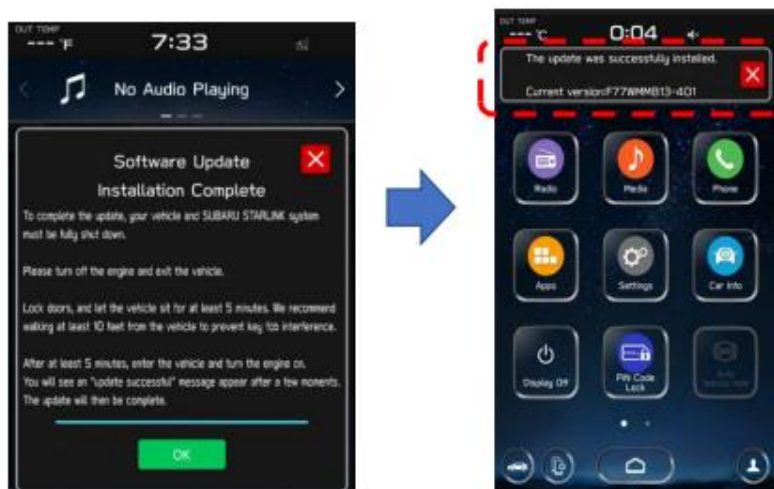
A:

Error Message	Customer Solution
"In order to use the software update feature, a SUBARU STARLINK subscription is needed. Please visit MySubaru online for more information."	Subscribe to STARLINK Safety Plus on MySubaru.com
"The software download failed."	Downloading the software will automatically resume 24-hours after the software is pushed to your vehicle. If you see this error again, after another 24-hours, please see your retailer.
"The software installation failed. An error occurred during installation. Please contact your retailer."	Downloading the software will automatically resume 24-hours after the software is pushed to your vehicle. If you see this error again, after another 24-hours, please see your retailer.

<p>"The software install failed. Please try again."</p>	<p>Downloading the software will automatically resume 24-hours after the software is pushed to your vehicle. If you see this error again, after another 24-hours, please see your retailer.</p>
<p>If you Selected "Remind Me Later", but the next time you turn your vehicle the screen does not displayed.</p> 	<p>There could be an issue with your network signal. Try moving your vehicle to another location, turning your ignition off and then back on. If it still does not connect, please see your retailer.</p>

Q: How will I know that the System Update installation has been completed?

A: When the update process is complete, a completion screen will display on your vehicle's in-vehicle touchscreen display with any further instructions, if needed.



Q: Do I need to do anything after the software installation has been completed?

A: Once the installation has completed, you will need to turn your ignition off and leave the vehicle. Remember, the installation can take place while you are driving, so once you get to your destination you can turn your vehicle off and exit the vehicle like normal. Remember to take your key FOB with you

when you exit the vehicle. Wait at least 5 minutes to turn your ignition back on. Once these steps are completed, you should see a SUCCESS message pop up in your vehicle's head unit display. This message will also tell you about the new software version that was installed in your vehicle.

Congratulations! You have successfully updated your vehicle's software.

Q: What does it mean when the "A SUBARU STARLINK services update is in progress" screen repeatedly displays on my vehicle's head unit at every ignition?

A: If the "A SUBARU STARLINK services update is in progress" screen displays repeatedly on your vehicle's touchscreen display at every ignition, you should contact your Subaru retailer to have your vehicle inspected.

Q: When will Subaru of America, Inc. remotely install software updates on your vehicle?

A: SUBARU STARLINK software that is installed on your vehicle will automatically connect to Subaru of America, Inc.'s servers to determine whether an update to the software is available. When an update is available, Subaru of America, Inc. may automatically install it using wireless communications.

In some circumstances, Subaru of America, Inc. may not be able to remotely download and install an update, if Subaru of America, Inc. cannot wirelessly connect to your vehicle. If the problem is network connectivity issues, Subaru of America, Inc. will try to install the update once it re-connects to your vehicle.

Q: Will I be able to request the Over-the-Air software update from my vehicle?

A: No. All Over-the-Air software updates are sent from Subaru to your vehicle. You will be notified prior to an update via email before the update occurs.

Q: What do I need to do to install my updated vehicle software?

A: Installation happens in two (2) steps.

Step 1: Start the installation process.

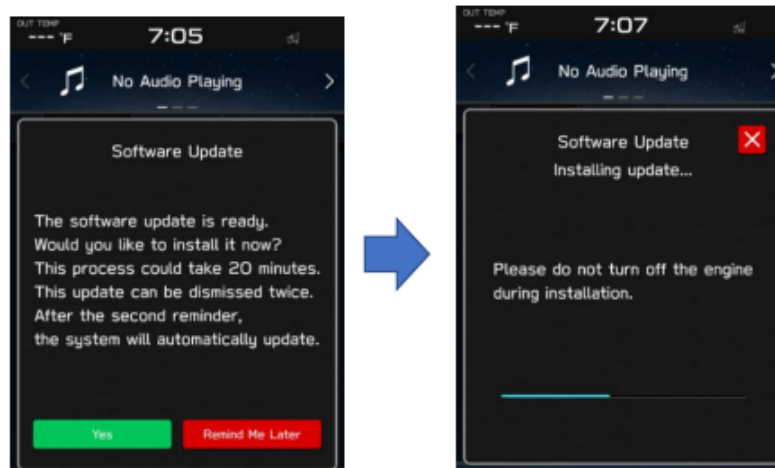
- A notification screen will automatically display on your in-vehicle touch screen display. This means that the new software is ready for you to install. This screen will display ONLY when your vehicle is not in motion.
- You will have the option to select "Yes" or "Remind Me Later".
 - Pressing "Yes" will begin the installation process.
 - You can skip installation by selecting "Remind Me Later" up to two times.
- Keep your ignition running when the installation process is taking place.

Step 2: Activate the newly installed software.

- Wait until the installation is completed. Time required for installation is 15 minutes or less.
- When the first installation process is coming to an end, the pop-up screen below comes up.



- Then press "OK."
- The new software will not be activated until the system is shut down correctly. Here are the steps to properly shut down the system and complete the installation process:
 - Turn the Ignition Switch OFF.
 - Open the driver's door once then close.
 - Lock the doors.
 - Step away from the vehicle at least 10 ft (3 m) with the key FOB.
 - Wait at least 5 minutes.
 - Unlock the doors.
 - Open the driver's door, sit on the driver's seat, then close the door.
 - Turn the Engine ON



Q: Will I lose any of my vehicle settings (e.g. phone pairing, favorites, listening history, notifications, tune start, parental controls, radio presets or apps) if I complete a vehicle software update?

A: In some rare instances, the software update process may require a reset of vehicle settings. If your settings are lost after a software update has been completed successfully, you can reestablish them by referencing your STARLINK Owner's Manual.

Q: Can I exit the software update pop-up before the installation is complete?

A: Yes! The installation will continue to take place on your head unit, in the background, if select the red "x" on the pop-up screen once you have accepted the installation to your vehicle.

Q: Can I manually check for vehicle software updates?

A: SUBARU STARLINK software that is installed on your vehicle will automatically connect to Subaru of America, Inc.'s servers to determine whether an update to the software is available. When an update is available, Subaru of America, Inc. may automatically install it using wireless communications. An active STARLINK subscription is required for this service.

To manually check for available software updates in your vehicle, go to "settings" in your in-vehicle touchscreen display menu and select "Software Updates".

Q: Can I connect my vehicle to another Wi-Fi hotspot (such as my home Wi-Fi or mobile phone) to get vehicle software updates?

A: For Over-the-Air updates to the in-vehicle touchscreen display that are sent through the Data Communication Module ("DCM"), a Wi-Fi Hotspot connection is not needed.

Q: Will I receive any emails or other communications about my vehicle software updates?

A: You will be notified prior to an update via email before the update occurs.

Q: Why don't I see my Vehicle Software Update?

A: SUBARU STARLINK software that is installed on your vehicle will automatically connect to Subaru of America, Inc.'s servers to determine whether an update to the software is available. When an update is



available, Subaru of America, Inc. may automatically install it using wireless communications. An active STARLINK subscription is required for this service.

If you do not see an available Software update in your in-vehicle touchscreen display settings "Software Updates" section, it could be because your system is up to date, there are no available updates, or you are not eligible for Over-the-Air updates through the Data Communication Module.