

Update Your STARLINK® Multimedia Software and Navigation Maps

Applies To:

2019, 2020 Ascent, Forester, Crosstrek, Impreza, BRZ, WRX/STI
and 2019 Outback and Legacy (with Navigation)

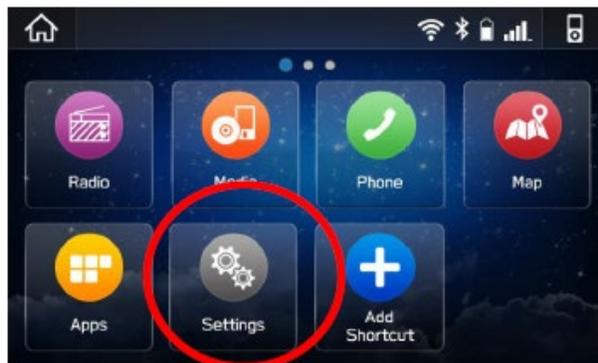
Your Subaru is equipped with over the air “OTA” software update capability. Follow these steps to update your software to improve software performance and functionality.

CAUTIONS:

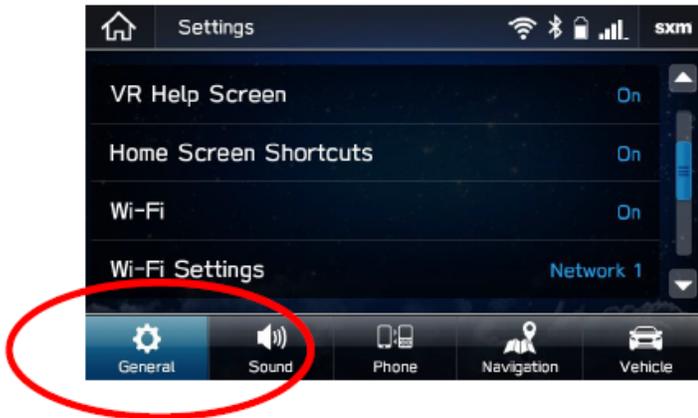
1. Move the vehicle to an outside location where the engine can be safely started and kept idling during the update process.
2. Never idle the vehicle in a closed space such as a garage, even if the garage door is open.
3. Once the vehicle is in a safe location, be sure the vehicle is in Park if CVT or Neutral if MT and the parking brake is fully engaged.
4. Unplug any devices, cables or other USB drives from the vehicles USB ports.

Step 1 – Prepare Your STARLINK System

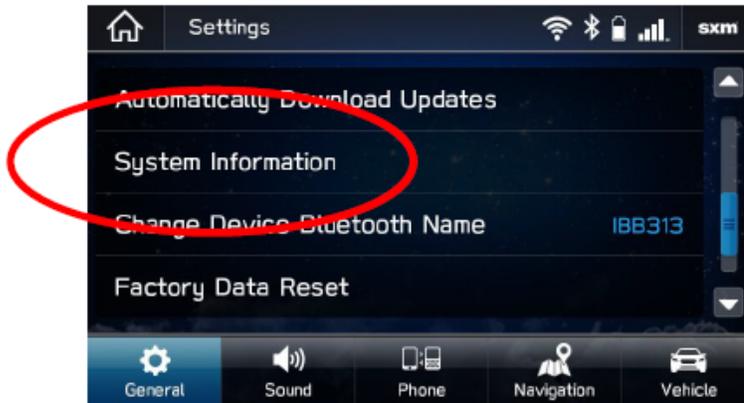
1. First, let's make sure your system is ready for an update.
 - Start the engine. Allow the audio unit to completely start up by selecting the **I Agree** button when it appears.
 - Go to **Settings** on your vehicle multimedia screen.



- Select **General**



- Scroll down and select **System Information**



- If the system shows your version as **REL_UF.20.41.70** you are already up to date with the latest software and map updates.
- If the system shows your version as **REL_UA.19.38.70** you are already up to date with the latest software, but you don't have the latest map update. If you would like to update your maps, please follow Option 2 on the following instructions.
- If your system shows neither of these versions, please follow the instructions on the next page and choose the option that best suits you.

Choose Your Update Method

You have two options to update your Subaru:

1. **Option 1 – Via a Wi-Fi connection:** This will update the multimedia system software but not the on-board TomTom navigation maps.
2. **Option 2 – USB Drive Using Your Computer:** This will update the multimedia system software AND the TomTom navigation maps at the same time.
3. **Updating Navigation Maps Using Wi-Fi or STARLINK app-** If you choose Option 1 but still want to update your navigation maps, you have a few options if Option 2 isn't ideal for you. We will cover step by step instructions.

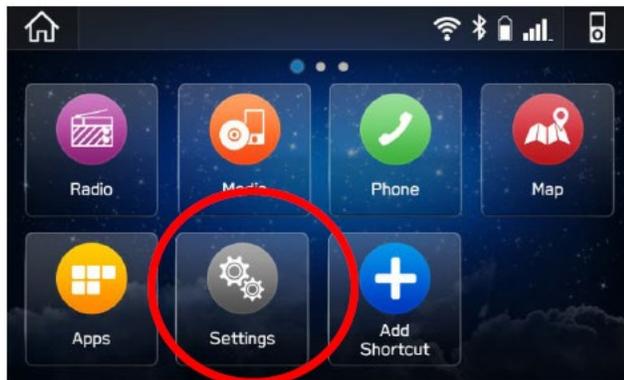
Option 1 - Wi-Fi Connection Method

Step 1 – Connect your Subaru to an active Wi-Fi connection:

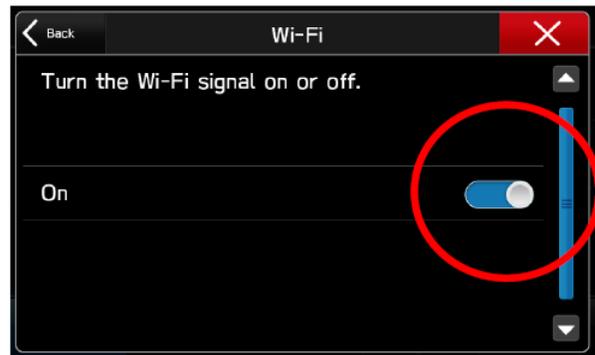
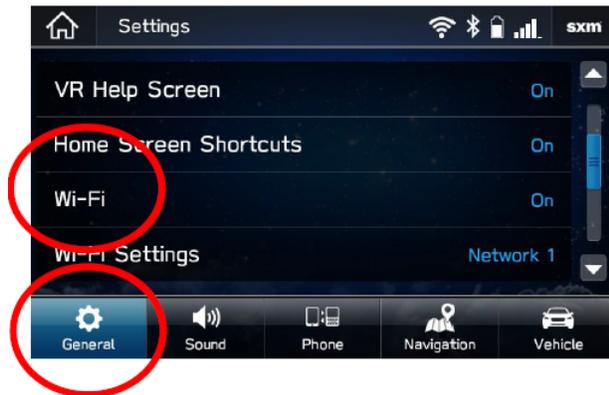
- Connect your Subaru vehicle to an active Wi-Fi connection.
- You can use one of two Wi-Fi sources. NOTE: This update uses at least 100MB of data so, choose a Wi-Fi connection with no data restrictions NOTE: Wi-Fi connections that require acceptance or login to a web page (such as a coffee shop or hotel) cannot be used.

Choose from:

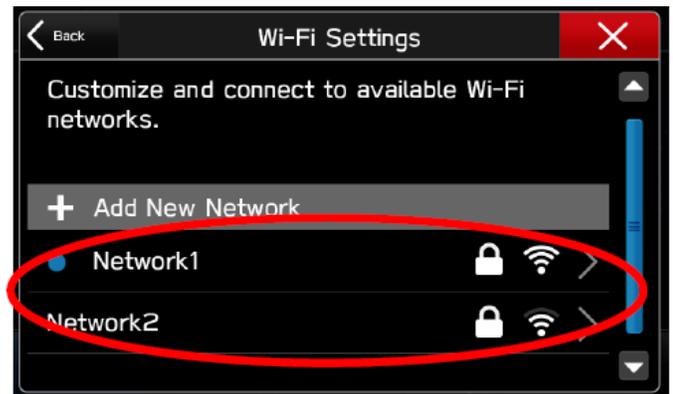
- Your home Wi-Fi (if it reaches your driveway or parking location)
 - Your phone's Wi-Fi hotspot (if your phone and data plan are capable).
- To connect to whichever Wi-Fi source you prefer, follow these steps:
 - Go to **Settings** on your vehicle multimedia screen.



- Select **General**
- Select **Wi-Fi** and ensure it is turned on.



- Select **Back** and choose **Wi-Fi Settings**.



- Select the Wi-Fi network you want to use.
 - If a password is required, the system will ask you to enter it. If successful, you will now be connected to the internet.
- Take note of the Wi-Fi signal strength in the top right corner of the screen.
 - If you only have 1-2 bars with your selected network, download speeds will likely be slow.

Step 2 – Download and Install Updates

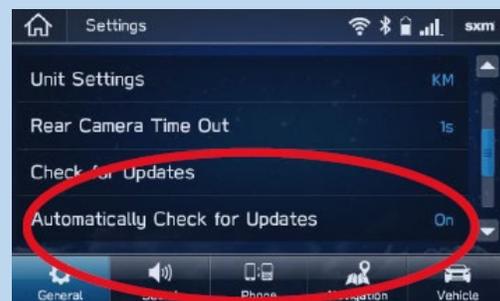
- Ensure your clock is set to the correct time. If not, this might prevent the update process from initiating. For more instructions on how to set your clock, please see your owner's manual.
- Once you have confirmed the time is correct, Go back to the **General** screen.
- Scroll down and select **Check for Updates**

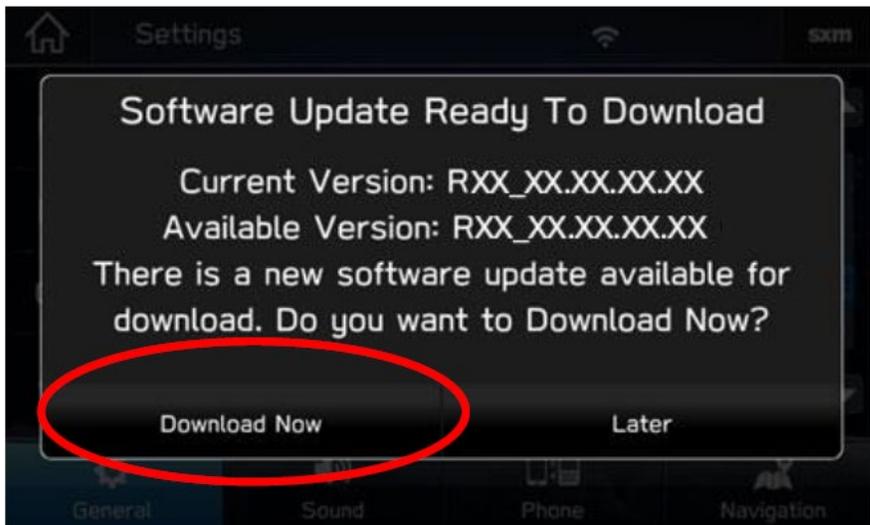


If an update is available, you will receive a pop up saying “Software Update Ready to Download”

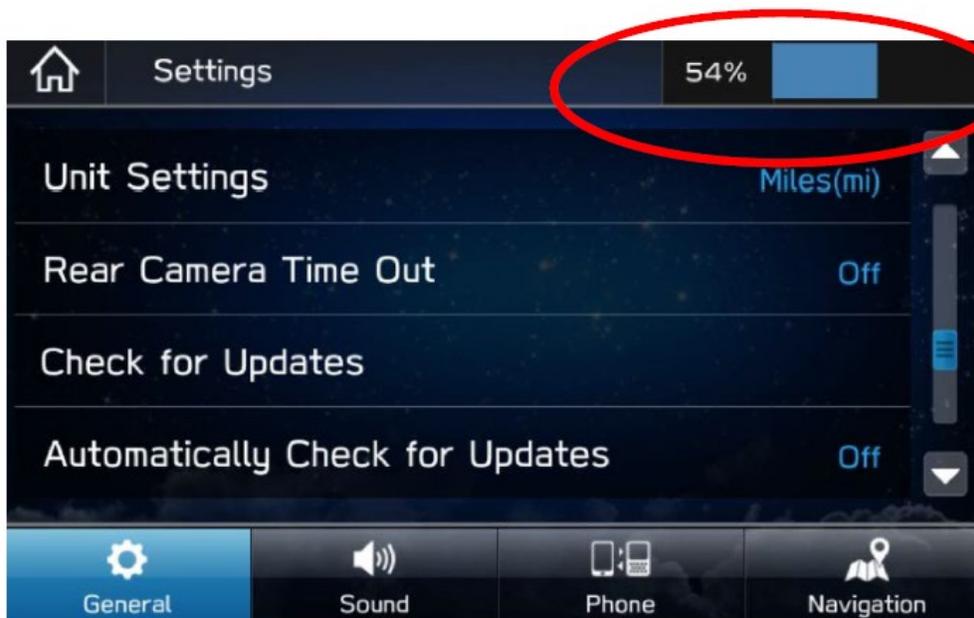
Troubleshooting:

- If the system asks you to connect to Wi-Fi even though you've already connected...
 1. Wait a few moments and try again.
 2. Disconnect from Wi-Fi, reconnect and try again.
 3. Enable “Automatically Check for Updates”.

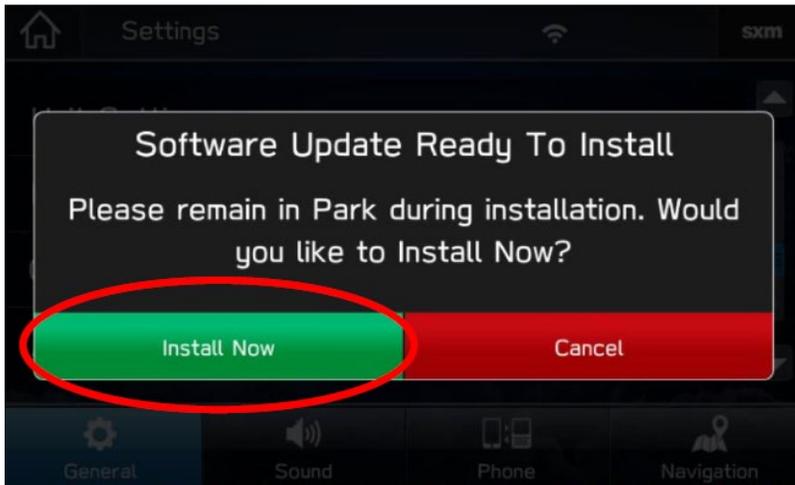




4. Once you successfully receive the above pop-up, Select **Download Now**.
5. A download progress indicator will appear in the top right corner.



- When the download completes, select **Install Now**. Leave your car turned ON.



- The system might reboot a few times.



- Once the system returns to the **I Agree** screen, the update is complete! You can turn your vehicle off or select **I Agree** and begin using your STARLINK multimedia system.



Need Assistance?

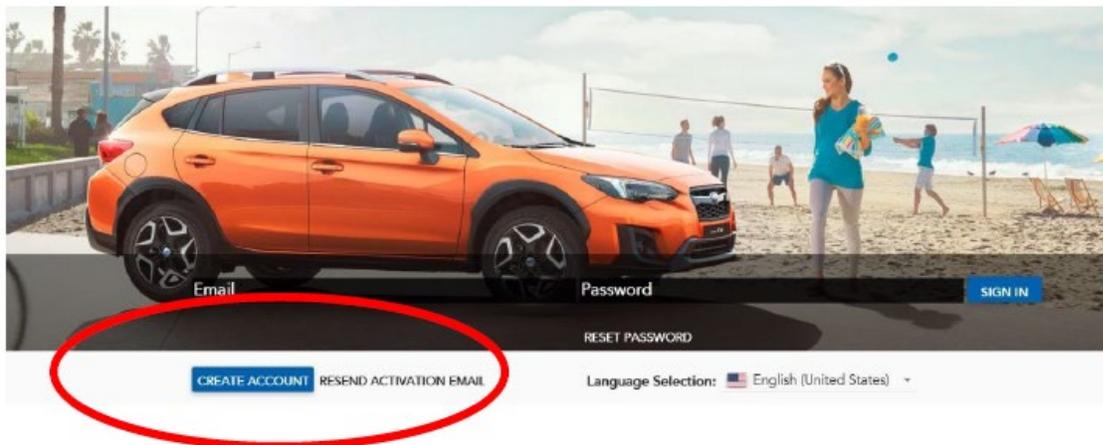
Contact your Subaru Dealer to schedule an appointment for the update to be completed.

Option 2 – Map and Software Update via USB Drive

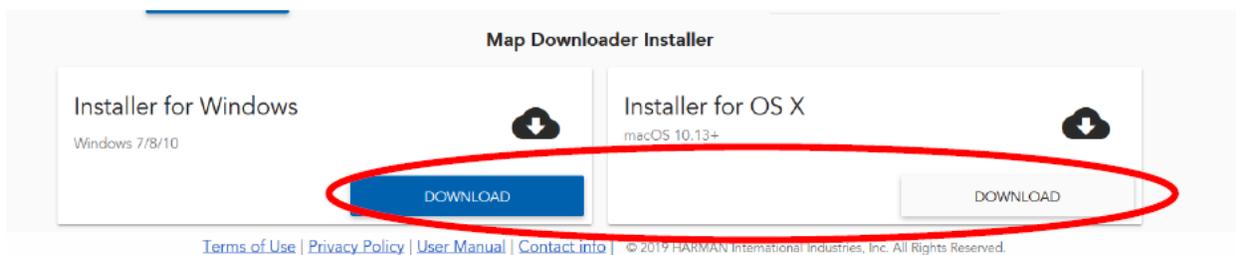
Before starting, you'll need a PC or MAC, your Subaru VIN, an email address and a USB 2.0 or 3.0 drive, at least 16GB in size (we recommend SanDisk®, Kingston®, Transcend® or Verbatim® brands).

You can find your Subaru VIN (17-character vehicle identification number) on a label near the base of the center pillar after opening the driver's door.

1. Go to subaru-maps.com.
2. Create an Account. You'll have to verify your email address to complete this process.

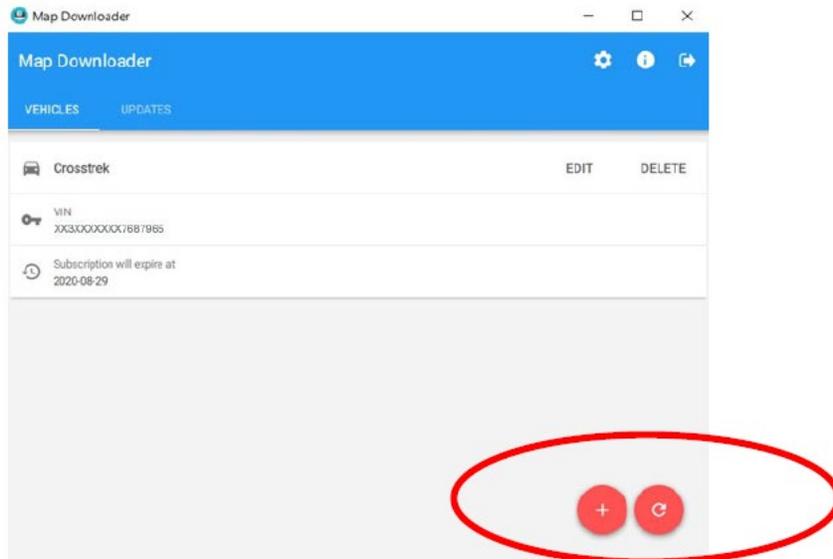


3. Download and install the Map Downloader app for Mac or PC using the link on subaru-maps.com.



4. Open the app and login with your newly created account.

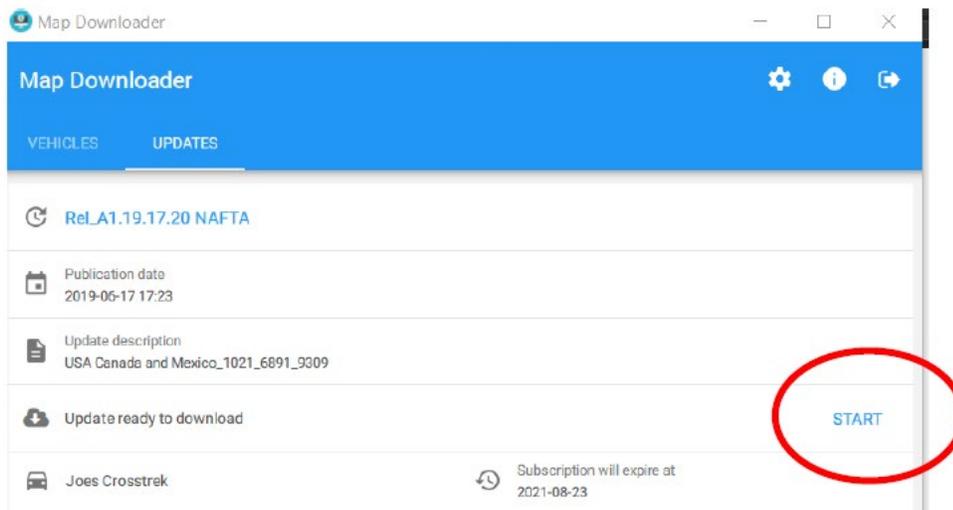
5. Press the “+” button on the bottom right to add a vehicle using your VIN number.



6. Select the **Updates** tab to see available updates for your Subaru.

7. If there is an update available, select **Start** to begin the download.

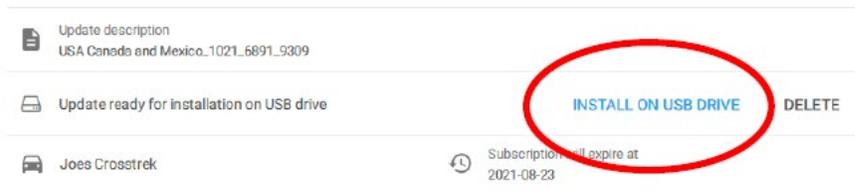
- Please note, this might take a little while to complete as the map files are large.



8. When the download is complete, plug in the USB drive into your computer.

9. Select **Install on USB Drive**.

- Please note, all data on the USB will be deleted.



10. **Once complete**, Remove the USB from your computer and go to your vehicle.

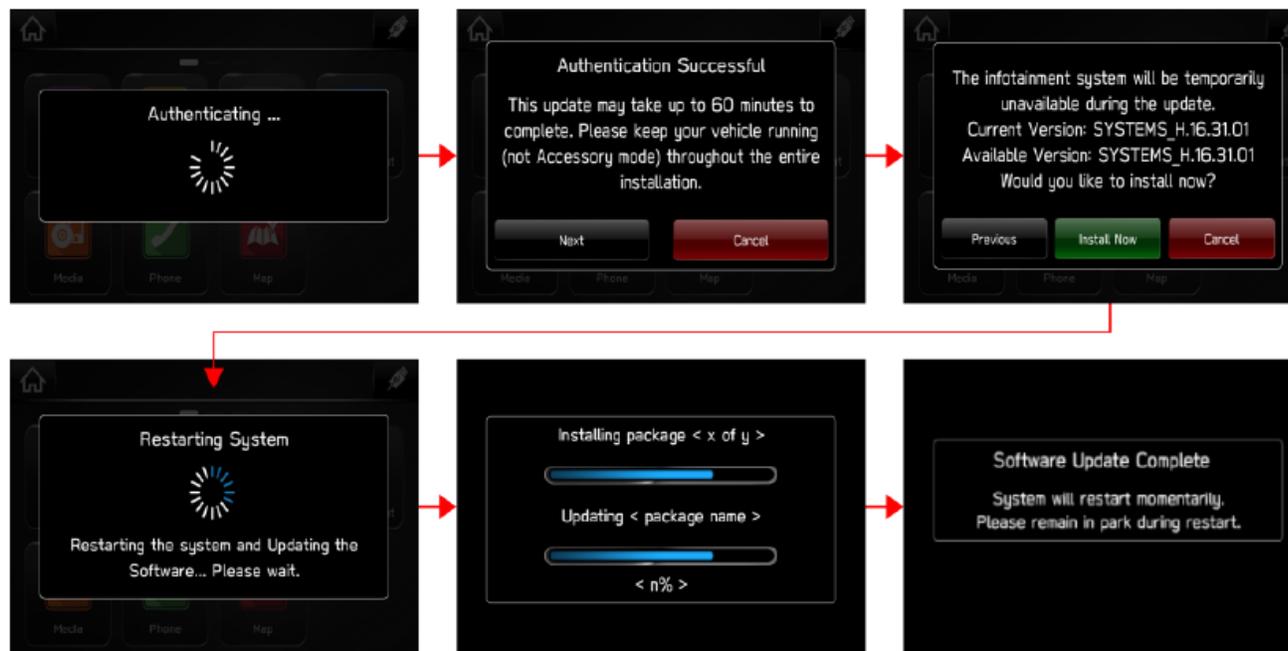
CAUTIONS:

- Move the vehicle to an outside location where the engine can be safely started and kept idling during the update process.
- Never idle the vehicle in a closed space such as a garage even if the garage door is open.
- Once the vehicle is in a safe location, be sure the vehicle is in Park if CVT or Neutral if MT and the parking brake is fully engaged.
- Unplug any devices, cables or other USBs from the vehicles USB ports.

11. **Start the engine**. Allow the audio unit to completely start up by pressing the “**I Agree**” button when it appears and waiting at least 30 more seconds before proceeding.

12. Plug the map update USB into your vehicle's front USB port. It might take a few seconds for something to appear.

13. Follow the on-screen prompts as shown below to complete the process. If nothing appears, try a different USB port. If the USB is not recognized, repeat step 7 using a different model / make USB.



14. Once the system returns to the **I Agree screen**, the update is complete! You can turn your vehicle off or select **I Agree** and begin using your STARLINK multimedia system.



Need Assistance?

Contact your Subaru Dealer to schedule an appointment for the update to be completed.

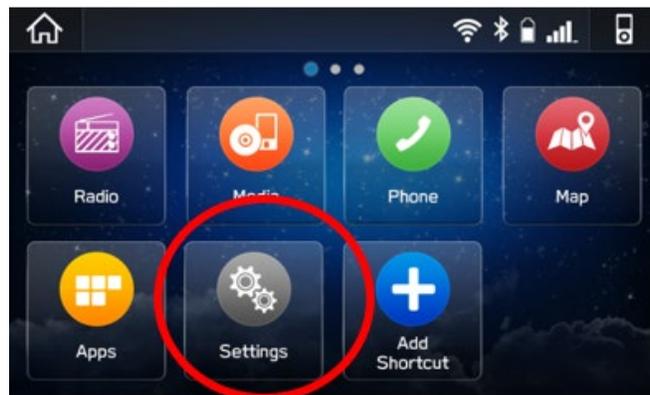
Updating Navigation Maps Over Wi-Fi

Choose this method to update your Maps if Option 2 isn't ideal for you.

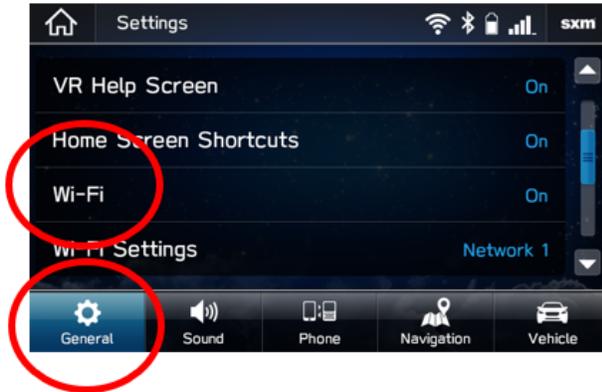
1. Connect your Subaru vehicle to an active Wi-Fi connection if you haven't already done.
2. You can use one of two Wi-Fi sources. NOTE: This update uses at least 100MB of data so, choose a Wi-Fi connection with no data restrictions. NOTE: Wi-Fi connections that require acceptance or login to a web page (such as coffee shop or hotel) cannot be used.

Choose from:

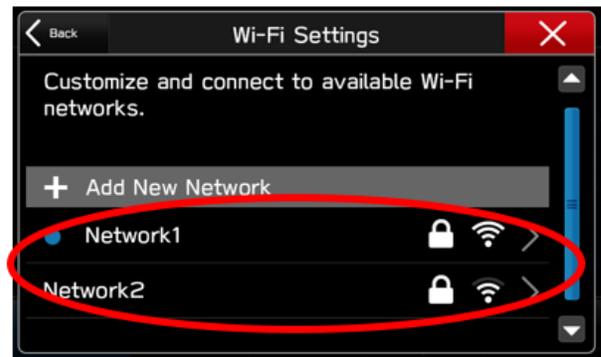
- Your home Wi-Fi (if it reaches your driveway or parking location)
 - Your phone's Wi-Fi hotspot (if your phone and data plan are capable)
3. To connect to whichever Wi-Fi source you prefer, follow these steps:
 - Go to **Settings** on your vehicle multimedia screen.



4. Select **General**
5. Select **Wi-Fi** and ensure it is turned on.



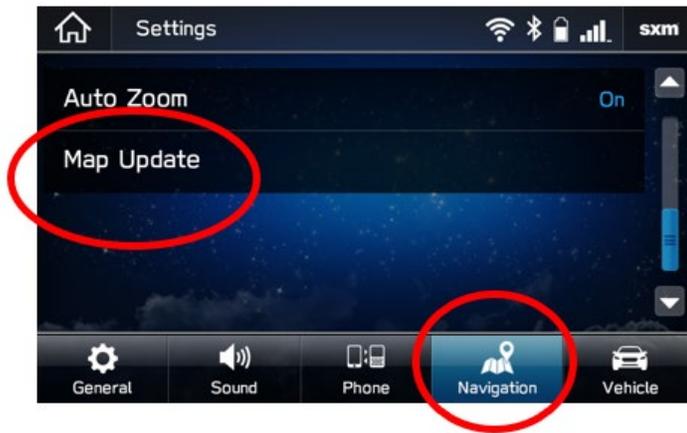
6. Select **Back** and choose **Wi-Fi Settings**.



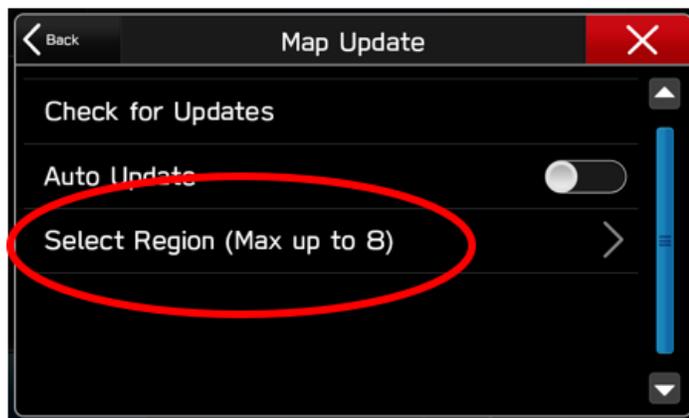
- Select the Wi-Fi network you want to use.
 - If a password is required, the system will ask you to enter it. If successful, you will now be connected to the internet.
- Take note of the Wi-Fi signal strength in the top right corner of the screen.
 - If you only have 1-2 bars with your selected network, download speeds will likely be slow.

Update Maps

7. If you are still in the settings menu, select NAVIGATION at the bottom of the screen.
 - Select MAP UPDATE



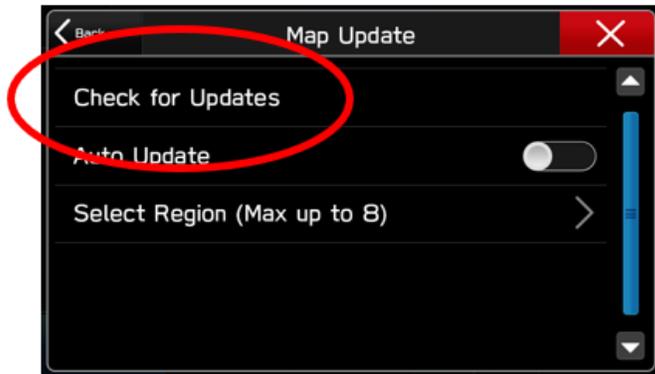
8. You can update 8 regions at a time. To update your regions, tap "SELECT REGION". If you wish to update Canada entirely at once, this can be done via a USB drive. Follow the steps in Option 2 of this guide.



9. Select up to 8 regions by checking the associated boxes.

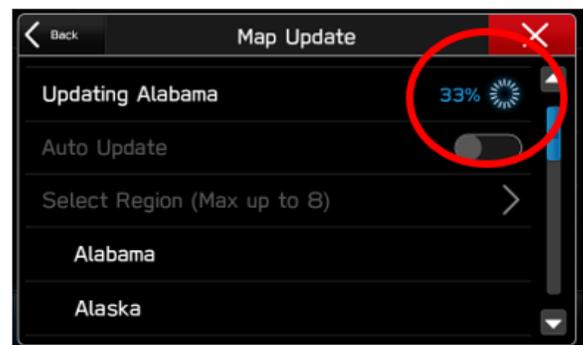
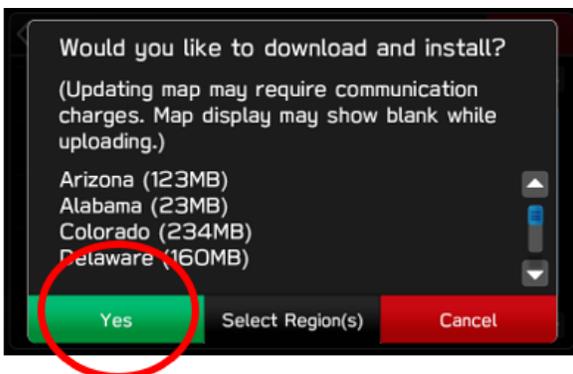


10. Select BACK and click CHECK FOR UPDATES



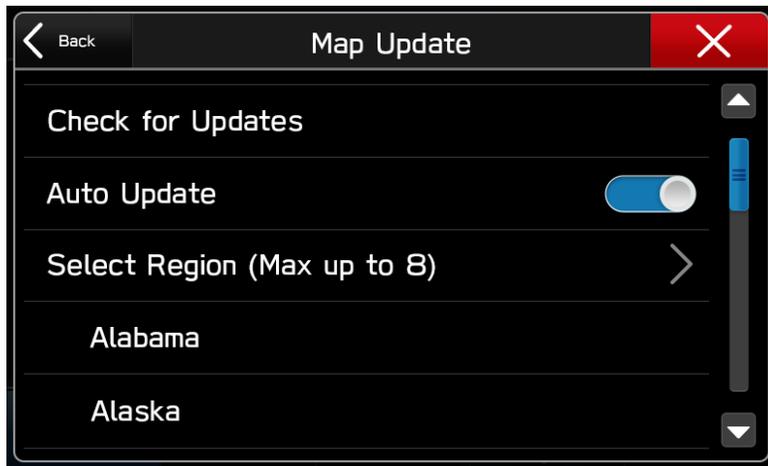
11. If there are any updates available, you will get the below pop up. Choose YES to begin downloading and installing the update. Click cancel to try it later.

CAUTION- Once the map data begins downloading and installing, your navigation will be unavailable for the selected regions until the process is complete. If you shut your vehicle off or cancel the process midway, the region will remain blank until the process completes.



12. The process will be complete once “Check for Update” once again appears at the top of the Map Update Screen.

13. To automate this process down the road, Select “Auto Update”



14. To update another 8 regions, un-select the 8 you chose before and select 8 new ones.

Need Assistance?

Contact your Subaru Dealer to schedule an appointment for the update to be completed.

Updating Navigation Maps Using the STARLINK App

Choose this option if you don't have a strong Wi-Fi connection where your vehicle is located and can't use Option 2 via a USB drive.

Note: (For 2019 MY customers, Option 1 should be completed before this update method)

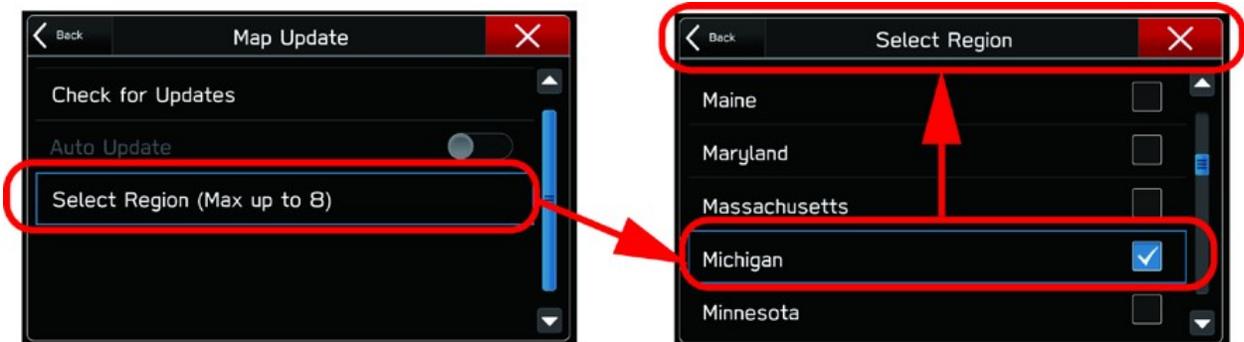
Setup

You need to select your desired regions (provinces or territory) on your In-Vehicle-Navigation and send them to smartphone before you can download updates outside the vehicle.

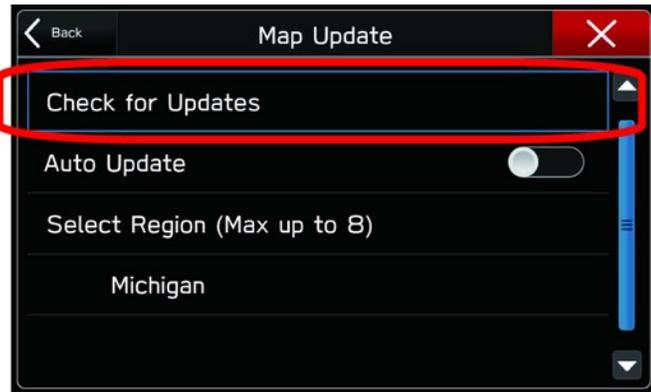
1. If not already done, download and open the **SUBARU STARLINK app** on your smartphone and connect your smartphone to In-Vehicle Navigation.
2. Select "Settings" > "Navigation" > "Map Update".



3. Select "Select Region (Max up to 8)", and then select your desired regions (provinces or countries). After you select, touch "< Back" or "X".



4. After you select the regions (provinces or countries), touch “Check for Update”.



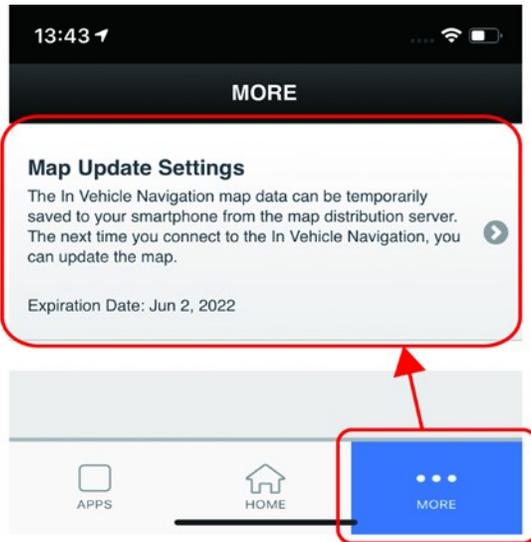
5. If the updated map is available, the following screen will pop-up.
6. Now, your desired region(s) information will have been transferred to your smartphone.
7. **Select “Cancel”**. You can now take your smartphone out of the vehicle and can check for and download map updates using your home or Wi-Fi internet connection.



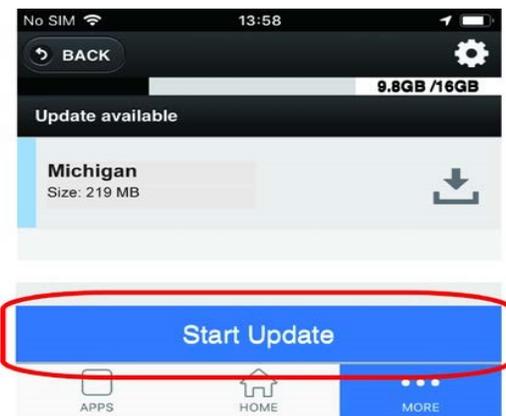
Note: If you select “Yes”, the map download will start immediately; even if your smartphone is not connected to Wi-Fi.

Downloading Maps – Outside Vehicle

1. From your home, office or wherever you'd like to download updated maps, open the SUBARU STARLINK app on your smartphone.
2. Select "MORE" > "Map Update Settings".



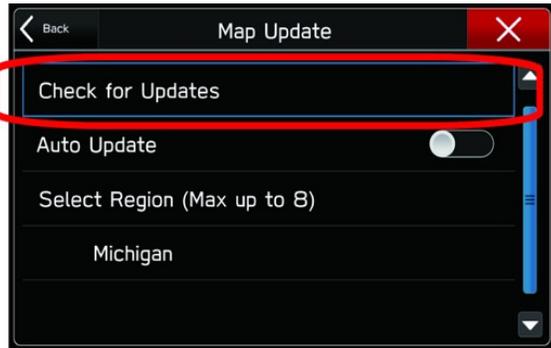
3. Select "Start Update".
4. Map downloading will start.



5. After completing the map download, the updated map data will be stored in your smartphone. Next time you connected your smartphone to the In-Vehicle Navigation, updated map data will be transferred to the vehicle. Follow the steps in the next section for more details.

Update Maps In Vehicle

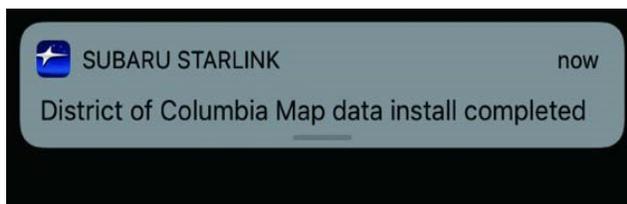
1. Open the SUBARU STARLINK app on your smartphone.
2. Then, connect your smartphone to In-Vehicle Navigation.
3. Select “Settings” > “Navigation” > “Map Update” > “Check for Updates”.



4. Once the below screen pops up, select “Yes”.
5. Your downloaded map data will start transferring from your smartphone to your In-Vehicle-Navigation.



6. When the updated map data transfer and installation is complete, the following type of message will be appear on the top of your smartphone screen.



Need Assistance?

Contact your Subaru Dealer to schedule an appointment for the update to be completed.