MySubaru





Update Your MySubaru® In-Vehicle Touchscreen Display Software

Your Subaru is equipped with over-the-air (OTA) software update capability. Follow these steps to update your MySubaru® in-vehicle touchscreen display's software to improve performance and functionality.

WARNINGS:

- 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.
- Remain with the vehicle throughout the entire update process.

NOTES:

- Update duration may vary depending on factors such as Wi-Fi connection and update size. Please allow sufficient time for the process to complete.
- During the update process, you will be able to use all features of your vehicle, except for the in-vehicle touchscreen display.
- We suggest adjusting the climate controls to your desired settings before you begin the update, as they will become unavailable during the update process.
- Unplug any devices, cables or USB drives from the vehicle's USB ports, including Apple CarPlay®.

For MySubaru® subscription related questions, please locate a Subaru dealership near you on www.subaru.ca

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Part 1 of 2
Connect your Subaru to an active Wi-Fi connection

To complete this update, you will need a strong Wi-Fi signal. You can use one of two Wi-Fi sources:

- Your home Wi-Fi (if it reaches your parked location).
- Your phone's Wi-Fi hotspot (if your phone and data plan are capable).

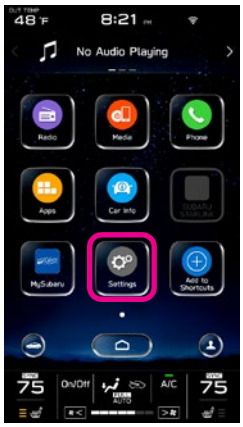
NOTE: This update uses at least 100MB of data. Choose a Wi-Fi connection with no data restrictions. Wi-Fi connections that require acceptance or login to a web page (such as a coffee shop or hotel) cannot be used.

To connect to whichever Wi-Fi source you prefer, follow these 5 steps:

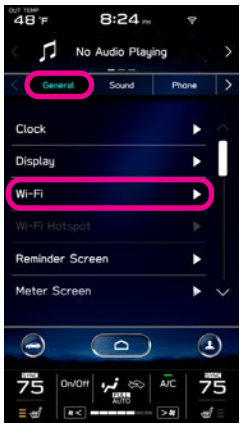
1. Go to **Settings** on your in-vehicle touchscreen display.
2. Select **General**
3. Select **Wi-Fi**
4. Ensure Wi-Fi is turned on and then select **Available Wi-Fi Networks**
5. Select your Wi-Fi network of choice and enter a password if required.

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. Choose a stronger network if possible or move the vehicle closer to the Wi-Fi device.

You're all set!



Step 1: Settings



Steps 2/3: General > Wi-Fi



Step 4: Available Wi-Fi



Step 5: Select Your Wi-Fi Network

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Part 2 of 2
Download and Install Updates

Now, let's update your MySubaru® system using the following 9 steps:

1. Go to **Settings** on your in-vehicle touchscreen display. Or, if you are following a prompt on your in-vehicle touchscreen display, select **OK** and skip to **Step 6**.
2. Select **General**
3. Select **Software Update**
4. Select **Update**
5. Select **Check for Updates**
6. Select **Download Now**
    - Download time may vary depending on the Wi-Fi connection and other conditions.
    - The system can be used while the software update is being downloaded.
7. Once the download is complete, select **Install Now**
    - Installation time may vary. Please allow the process to complete before turning off the vehicle.
    - Do not turn off the engine during installation.

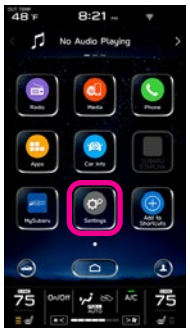
Note: If the display screen goes blank during the installation process, leave the vehicle on and allow the system to restart. After up to two minutes, you will receive the message: "The software update is ready. Would you like to install it now?".

Press **OK** to continue.

8. Select **OK** on the confirmation screen once the install is complete.
9. Turn the vehicle off.
    - The installation will complete after the vehicle has been off for at least 5 minutes.
    - You will see a "The update was successfully installed" message upon restarting the vehicle.

Note: The vehicle can be driven if needed, however, touch-screen functionality will be limited until you see this message.

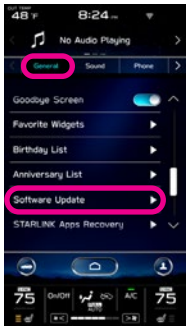
You're all set!



Step 1: Settings > General



Step 1 with Prompt: OK



Steps 2/3: General > Software Update



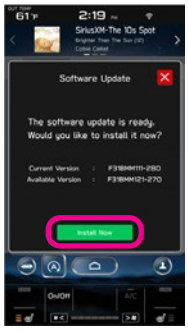
Step 4: Update



Step 5: Check for update



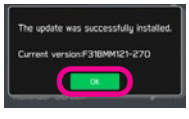
Step 6: Download now



Step 7: Install now



Updating



Step 8: Update install successful

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Troubleshooting

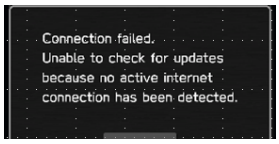
The information below will assist with possible error messages you may see.

If any issue continues to persist, please locate a Subaru dealership near you on www.subaru.ca.

1. If you receive one of the following two messages during the update process:

- Check your internet connection to ensure its active and shows full bars of connectivity.
- Try moving the vehicle closer to the Wi-Fi source. If that's not possible, try a different Wi-Fi connection, such as a phone hotspot.





Troubleshooting 1: Error messages

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2. If the system displays the following message when checking for updates:

- This means you do not need an update and no action is necessary.



Troubleshooting 2: System is up to date

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3. If the "**OK**" button does not respond when you begin the update process:

- If the "**OK**" button at the start of the process is unresponsive, press the **Home Button** on the display, go to **Settings**, **Software Updates**, **Update**, and begin again.



Troubleshooting 3: OK button not responding

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4. If the progress bar does not progress after selecting "**Download**" or, if you receive a "Connect to Wi-Fi" popup while downloading:

- Check your internet connection to ensure it is active and shows full bars of connectivity.
- Try moving the vehicle closer to the Wi-Fi source. If that's not possible, try a different Wi-Fi connection, such as a phone hotspot.



Troubleshooting 4: No progress

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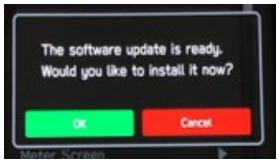




5. If you encounter a blank screen and the update restarts during the installation process:

- If the display screen goes blank during the installation process, leave the vehicle on and allow the system to restart. After up to two minutes, you will receive the message: "The software update is ready. Would you like to install it now?". Press "**OK**" to continue.





Troubleshooting 5: Blank screen

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6. If you receive the following message during the update:

- This message will display if the vehicle is turned off during the software update process. Select "**OK**" to resume the process.



Troubleshooting 6: Message

Please note that some municipalities have idling control by-laws that make extended engine idling illegal in certain instances. Some municipalities may specifically allow engine idling for the purpose of vehicle servicing. Be sure to check your local by-laws before performing any update that requires idling the engine.