

SERVICE BULLETIN

SUBARU CORPORATION
Customer Quality Dept.
Japan.

Issued: Jun 8, 2023

Subject:	Release of Reprogramming Files (Ver. 12.0) for Gen4.0 CP1 (Cockpit Control Unit) 21-22MY OUTBACK
Applicable Section in Service Manual:	Body & Electrical/WIRING SYSTEM > ENTERTAINMENT & MONITORING > Cockpit Display
Applicable Parts name in Parts System:	AUDIO PARTS (Radio) > COCKPIT CONTROL UNIT ASSEMBLY-RADIO
Foreword:	This Service Bulletin announces the release of the latest software update (Version 12.0) as countermeasure against multiple problems mainly on audio sound/display and Navigation function on Gen 4.0 CP1 infotainment system. For details, refer to Details of Symptom and Improvement section.

1. Applicable Vehicle

Applicable Vehicle	Destination, Specification	MY
OUTBACK	Europe, General	21 - 22

This information is applicable to Japan production vehicles.

2. Details of Symptom and Improvement

Symptom	Details of Symptom and Improvement
Customer experiences one or more of the symptoms described in Section 2-1.	Functional improvement and bug fixes. Refer to the list in Section 2-1 for details.

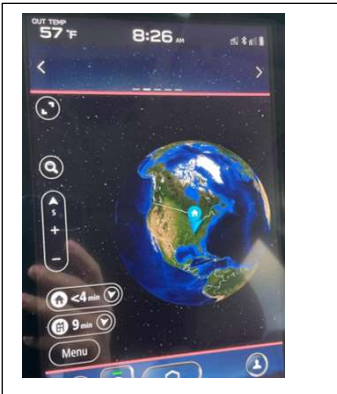
The existing software in the CP1 will be overwritten with Ver.12.0. Please refer to the following chart.

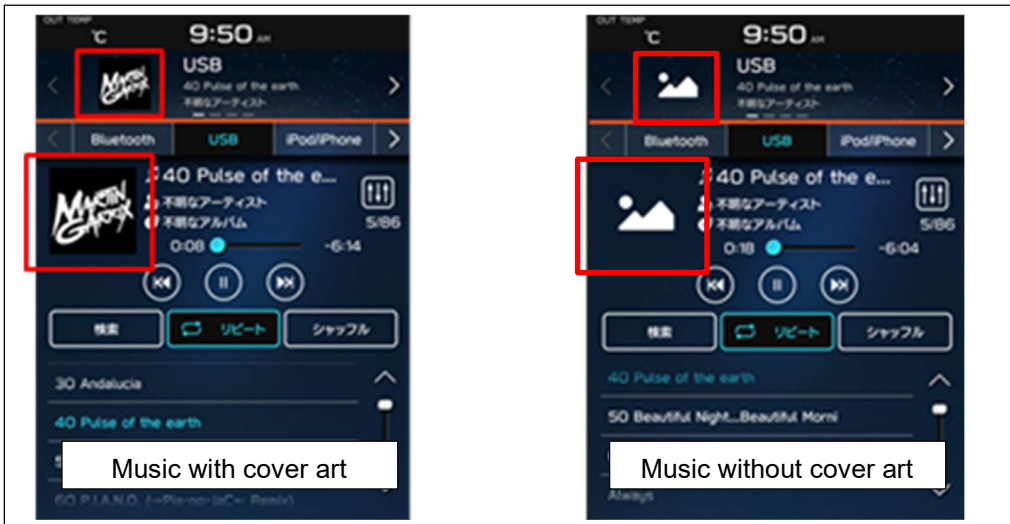
	Model year	Target software to be reprogrammed		After USB reprogramming
		Previous version	FOTA version	
Multimedia Navigation ("High" grade)	2021	F17GHM042-380	F17GHM122-370	F17GHM142-980
		F17GHM062-480	F17GHM122-470	
		F17GHM072-580	F17GHM122-570	
		F17GHM112-680	F17GHM122-670	
		F17GHM122-780	-	
		F17GHM132-880	-	
	2022	FC7BHM101-080	FC7BHM121-070	FC7BHM141-480
		FC7BHM121-280	-	
		FC7BHM131-380	-	
Multimedia Plus ("Mid" grade)	2021	F17GMM042-380	F17GMM122-370	F17GMM142-980
		F11GMM062-480	F17GMM122-470	
		F17GMM072-580	F17GMM122-570	
		F17GMM112-680	F17GMM122-670	
		F17GMM122-780	-	
		F17GMM132-880	-	
	2022	FC7BMM101-080	FC7BMM121-070	FC7BMM141-480
		FC7BMM121-280	-	
		FC7BMM131-380	-	
	2021 China	F12GMM042-380	NA	F12GMM142-980
		F12GMM062-480		
		F12GMM072-580		
		F12GMM112-680		
		F12GMM122-780		
	2022 China	F12GMM132-880	NA	FC2BMM141-480
		FC2BMM101-080		
		FC2BMM121-280		
		FC2BMM131-380		
Dual 7.0-inch Multimedia (Base)	2021	F17GBM042-380	NA	F17GBM142-980
		F17GBM062-480		
		F17GBM072-580		
		F17GBM112-680		
		F17GBM122-780		
		F17GBM132-880		
	2022	FC7BBM101-080	NA	FC7BBM141-480
		FC7BBM121-280		
		FC7BBM131-380		

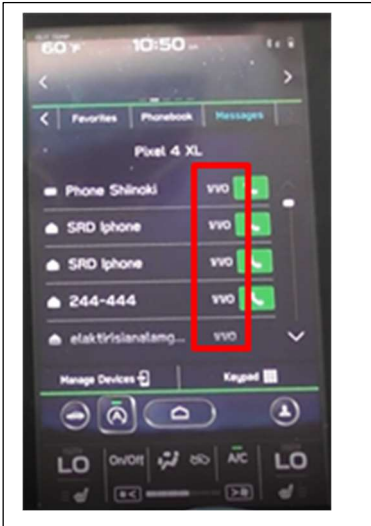
2-1 List of problem symptom and improvement Ver. 12.0

2-1-1 For 20-22MY

No	Symptom to be improved
1	Sound from the radio source (only) is lost suddenly. It is caused by internal process error in the CCM.
2	Preset radio station cannot be selected by satellite switch on the steering wheel. It can occur when the radio station is selected by satellite switch right after the Ignition Switch is turned on before the audio system has been booted up.
3	When Pre-Collision Braking System is activated, a message of "Obstacle Detected" is displayed on the information bar and does not go away.
4	Even after setting the date of next scheduled maintenance in Reminder screen, the date is displayed as "--". It can occur when only the date of schedule maintenance is set without entering distance.

No	Symptom to be improved
5	Right after starting up, the CID displays only background without icons and no further operation can be done. 
6	CCU resets itself suddenly and CID is rebooted. It is caused by internal communication error in conjunction with momentary interruption made inside Bluetooth chip
7	When pop up screen (like suggestion of taking a rest) is displayed on CarPlay screen, the screen does not transit to proper screen (like destination search screen) and goes back to CarPlay screen even after pressing "Yes."
8	CID restarts itself right after engine is started.
9	Sound stops coming from various sources (Audio, Navigation, Telephone, Message Reader and Voice Recognition) is lost. Voice from DCM, meter buzzer or beep sound is not affected.
10	CID resets and rebooted itself repeated. Erratic data generated at the time of an irregular reset remains in the system and causes multiple rebooting.
11	Even when using the same mobile device that was paired previously, a message of "Are you sure you want to activate this profile?" is prompted and confirmation is needed to activate the device.
12	After the engine is started, a message of "Loading Navigation..." continues to be displayed but the map is not displayed.
13	Sound is lost when playing Bluetooth audio even though the screen is displayed without problem. It can occur when the audio source is switched repeatedly between the Bluetooth and others.
14	Vehicle position on navigation map erroneously moves to zero degrees latitude and zero degrees longitude (0°N 0°E or west of Africa in the Atlantic ocean). <<High grade only>> It can occur when detecting erratic GPS signals.
15	Navigation map scale is changed to minimum (globe is displayed) itself. <<High grade only>> 

No	Symptom to be improved
16	The screen does not transit to Media even pressing the “Media” button. It can occur by the operation in the following sequence: 1. Disconnect USB cable while playing CarPlay Audio. 2. Turn Ignition Switch Off then On. 3. Media button is pressed in the state of “No Audio Playing.”
17	Cover art of previous music is displayed when playing music without cover art in USB audio. It can occur when music with and without cover art is mixed and stored together a single USB. <Reference> Proper display of music with and without cover art. 
18	Command “Play Artist <Artist name>” to play all music of particular artist in USB music mode, only the first music of the artist is played.
19	When using FOTA service to update the software by selecting “Setting” > “Software Update,” a message of “A new software update is available. Would you like to download it now?” is displayed but the downloading does not start after pressing “OK.” When this symptom occurs, it comes back to the “Software Update” screen. The downloading can be started by pressing the “Update” on the “Software Update” screen. (Temporary solution.) 

No	Symptom to be improved										
20	When selecting "Phone->"Message," message received time is displayed incorrectly as "1/1/0."										
	 It can occur with an Android phone with a specific Android OS (Pixel 6, Pixel4a, Pixel4XL, Xperia5 II) in which time zone data is attached to the message receiving time.										
21	Chines voice recognition command in screen is not recognized. Displayed Chinese command is not correct. Correct Chines command in screen.  <table border="1"> <thead> <tr> <th>Function</th><th>Incorrect Command in screen</th><th>Corrected Command</th></tr> </thead> <tbody> <tr> <td>Fan speed</td><td>风扇速度</td><td>风速</td></tr> <tr> <td>Dial a number</td><td>拨打号码</td><td>拨打</td></tr> </tbody> </table>		Function	Incorrect Command in screen	Corrected Command	Fan speed	风扇速度	风速	Dial a number	拨打号码	拨打
Function	Incorrect Command in screen	Corrected Command									
Fan speed	风扇速度	风速									
Dial a number	拨打号码	拨打									

No	Symptom to be improved
22	New shortcut button(s) are added in button bar of “Home” screen. <<High and Mid grades only>> 1. AVH (Auto Vehicle Hold) ON/OFF Button. 2. Auto Start Stop ON/OFF Button. (If equipped) For vehicle equipped with AVH and Auto Start stop:  For vehicle equipped with AVH (only): 
23	Air conditioner control interface is changed to that of 23MY. <<High and Mid grades only>> Current (-22MY) screen transition:  23MY screen transition: 

No	Symptom to be improved		
24	Russian words in screen are corrected.		
	Incorrect	Corrected	Reference in English
	Гр-ть рингтона тел.	Громкость	Phone Ringtone Volume
	Сист. SUBARU для обнаруж. а/м сзади	SRVD (обнар. а/м сзади)	SUBARU Rear Vehicle Detection
	Начальное перемещение прибора	Приветственное перемещение стрелок	Gauge Initial Movement
25	No sound when using CarPlay. It can occur when some application using sound system is activated in the background without pronouncing any sound.		
26	Sound volume control does not work while using Android Auto. It is caused by data communication error between Android device and CCM.		
27	While playing music from USB, the music title displayed on the screen differs from what is being played. It can occur by the following sequence of operation: 1. Display a list of music on the USB audio screen. 2. Change the screen to other screen than the music list. 3. The music play is continued and moved on to a music in a different music list. 4. Change the screen back to the music list in the USB audio screen.		
28	When selecting a music by <Artist> or <Album,> using voice recognition system, a wrong music that had been played at the end of previous time is played. It can occur by the following sequence of operation: 1. Play music in USB audio mode. 2. Change the source from USB to another one. 3. Turn Ignition Switch off then on. 4. Start to play music by pronouncing <Artist> or <Album> though voice recognition system.		
29	DAB preset channel is displayed as not registered. Preset personal channel Loading is failed. Fixed loading error.		
30	In USB music mode, some music is skipped and the music in the next folder is started. Under following condition 1. Play USB music in "Folder" mode with repeat mode setting "Repeat All." 2. Turn Ignition Switch off then open/close door and keep it locked for more than 5 minutes. 3. Turn Ignition Switch on and operate "Track Up/Down" on the audio system.		
31	USB memory with only movie file is not started to play. If there even one music file in USB, it can start to play.		

No	Symptom to be improved
32	When "Call" button is pressed in "Confirm Destination" screen of Navigation system (to call the destination site,) the call can be made but the screen does not transit to phone call screen. <<High grade only>>
33	Cyclic short noise like a drilling or vibration is heard from speakers. It is caused by an erratic sound data processing.
34	When select radio button after IG ON, any operation of Radio and Media is unable to function.

Note) Most of the symptoms listed above occur only sometimes and are not reproduced so easily. Judge if the symptom is applicable to this Service Bulletin or not by hearing the explanation of the customer who experience the symptoms.

3. Production Change Information (Starting VIN)

None. All applicable vehicles had already finished the production.

4. Reprogramming Files and New CCM Information

4-1 Software (reprogramming files) information

4-1-1 OUTBACK excluding China

Grade	Product of	Destination (Specification)	CCM part number	Applicable update reprograming file name
Navigation system (High)	JAPAN	EN	86271AN100 86271AN110	Version12(RC2212)_Fx7GxM14x-x8x.zip
		KA	86271AN200 86271AN220	
		EC,EK,ER,EA	86271AN300 86271AN310	
		E7	86271AN400 86271AN410	
		KC,E3,KV,EE,KY,E9	86271AN500 86271AN530	
RADIO ASSY (Mid)		EN	86201AN150 86201AN160	
		KA	86201AN250 86201AN270	
		EC,EK,ER	86201AN350 86201AN360	
		E7,EA	86201AN450 86201AN460	
		EE,E3,KV,KC,KY,E9	86201AN550 86201AN570	
		KS,E2	86201AN560 86201AN580	
RADIO ASSY (Base)		EN	86201AN100 86201AN110	
		EE,E3,KV,KC,KY,E9	86201AN500 86201AN520	
		KS,E2	86201AN510 86201AN530	

IMPORTANT:NOTE* :For Ver12.0 software destination excluding China, all 6 (six) variations (Base Mid High for 21MY & 22MY) are contained in one zip file (Version12(RC2212)_Fx7GxM14x-x8x.zip). All unzipped files must be copied **TOGETHER** to a USB stick when reprogramming. If the reprogramming is executed with the USB that is missing any of the required update files, the software fails to be updated and cannot be reprogrammed anymore. Once it occurs, it cannot be fixed unless the CCM is replaced. Please refer Appendix2.

4-1-2 OUTBACK for China

Grade	Product of	Destination (Specification)	CCM part number	Applicable update reprogramming file name
RADIO ASSY (Mid)	Japan	ES	86201AN850 86201AN870	Version12(RC2212)_Fx2BMM14x-x8x.zip

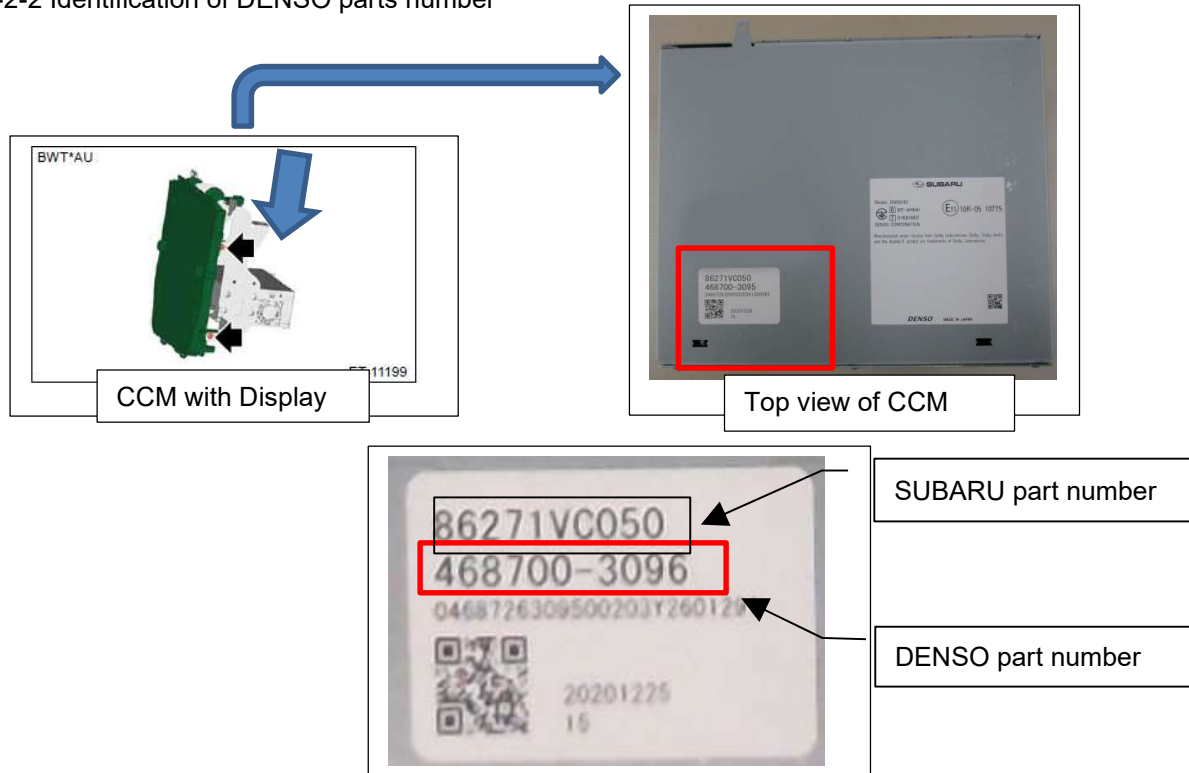
IMPORTANT:NOTE* :For Ver11.0 software destination China, all 2 (two) MY UPDATE FILES are contained in one zip file (Version12(RC2212)_Fx2BMM14x-x8x.zip). All unzipped files must be copied TOGETHER to a USB stick when reprogramming. If the reprogramming is executed with the USB that is missing any of the required update files, the software fails to be updated and cannot be reprogrammed anymore. Once it occurs, it cannot be fixed unless the CCM is replaced. Please refer Appendix2.

4-2 Hardware information (CCM part numbers)

4-2-1 List of parts

Model Year	Part number	Destination	Grade	New DENSO part number*	Old DENSO part number
21MY	86271AN100	EN	High	-	469800-0930
	86271AN200	KA	High	469800-0901	469800-0900
	86271AN300	EC,EK,ER,EA	High	469800-1011	469800-1010
	86271AN400	E7	High	469800-1030	469800-1030
	86271AN500	KC,E3,KV,EE,KY,E9	High	469800-0981	469800-0980
	86201AN150	EN	Mid	-	468700-3559
	86201AN250	KA	Mid	469800-0890	469800-0890
	86201AN350	EC,EK,ER	Mid	469800-1001	469800-1000
	86201AN450	E7,EA	Mid	469800-1021	469800-1020
	86201AN550	EE,E3,KV,KC,KY,E9	Mid	469800-0961	469800-0960
	86201AN560	KS,E2	Mid	469800-0971	469800-0970
	86201AN500	EE,E3,KV,KC,KY,E9	Base	469800-0941	469800-0940
	86201AN510	KS,E2	Base	-	468700-3589
	86201AN100	EN	Base	-	468700-3549
22MY	86271AN110	EN	High	468700-3996	468700-3995
	86271AN220	KA	High	468700-3966	468700-3965
	86271AN310	EC,EK,ER,EA	High	468700-4076	468700-4075
	86271AN410	E7	High	468700-4096	468700-4095
	86271AN530	KC,E3,KV,EE,KY,E9	High	468700-4046	468700-4045
	86201AN160	EN	Mid	468700-3986	468700-3985
	86201AN270	KA	Mid	468700-3956	468700-3955
	86201AN360	EC,EK,ER	Mid	468700-4066	468700-4065
	86201AN460	E7,EA	Mid	468700-4086	468700-4085
	86201AN570	EE,E3,KV,KC,KY,E9	Mid	468700-4026	468700-4025
	86201AN580	KS,E2	Mid	468700-4036	468700-4035
	86201AN500	EE,E3,KV,KC,KY,E9	Base	469800-0941	469800-0940
	86201AN520	EE,E3,KV,KC,KY,E9	Base	468700-4006	468700-4005
	86201AN530	KS,E2	Base	468700-4016	468700-4015
21MY China	86201AN850	ES	Mid	469800-0990	468700-3649
22MY China	86201AN870	ES	Mid	468700-4056	468700-4055

4-2-2 Identification of DENSO parts number



This shows typical case, please confirm each actual part.

If New CCM for replacement has old DENSO number, please reprogram it with the latest version software.

5. Working Procedure

5-1. Preparation of the USB Flash drive

- Materials Required:

Empty, USB 2.0 or 3.0 storage device (flash drive) will be needed to perform the update procedure. The device should be dedicated to storing and transferring these updating files only. It must be a minimum of 8GB or more in size and contain a NTFS file format before downloading the update files onto it.



VERY IMPORTANT NOTE: Before attempting to download any data files, confirm the PC and flash drive you are using are not infected with any virus. The flash drive **MUST** be formatted for **NTFS**.

- Make sure the USB flash drive contains no other files.
- Right click on the corresponding "Removable Disk".
- Select "Format".
- From the File System drop-down menu, select <NTFS>
- Check the "Quick Format" box (if not already done).
- Click on "Start" to format the USB flash drive.

IMPORTANT NOTES:

- For Ver.12.0 software, each grade (Base, Mid or High) UPDATE FILE contains 4 (four) files and all of them are structured in one zip file. All update files must be downloaded TOGETHER to a USB stick when reprogramming. If the reprogramming is executed with the USB that is missing any of the required update files, the software fails to be updated and cannot be reprogrammed anymore. Once it occurs, it cannot be fixed unless the CCM is replaced.
- NEVER change the update file names after downloading them.
- NEVER save any other files on the same flash drive.

There are various types of USB flash drive available from many suppliers. If the CCM does NOT recognize the USB drive during the reprogramming process, due to Controller IC type of USB drive or

Compatibility with the CCM, please clear the file and format for “**FAT32**” in the above process, instead of “**NTFS**”. If a recognition problem still remains, please use a USB flash drive from another manufacturer. For more details and cautions in the preparation of USB, please refer to **Appendix2_USB_Preparation.**”

5-2 CCI Reprogramming procedure

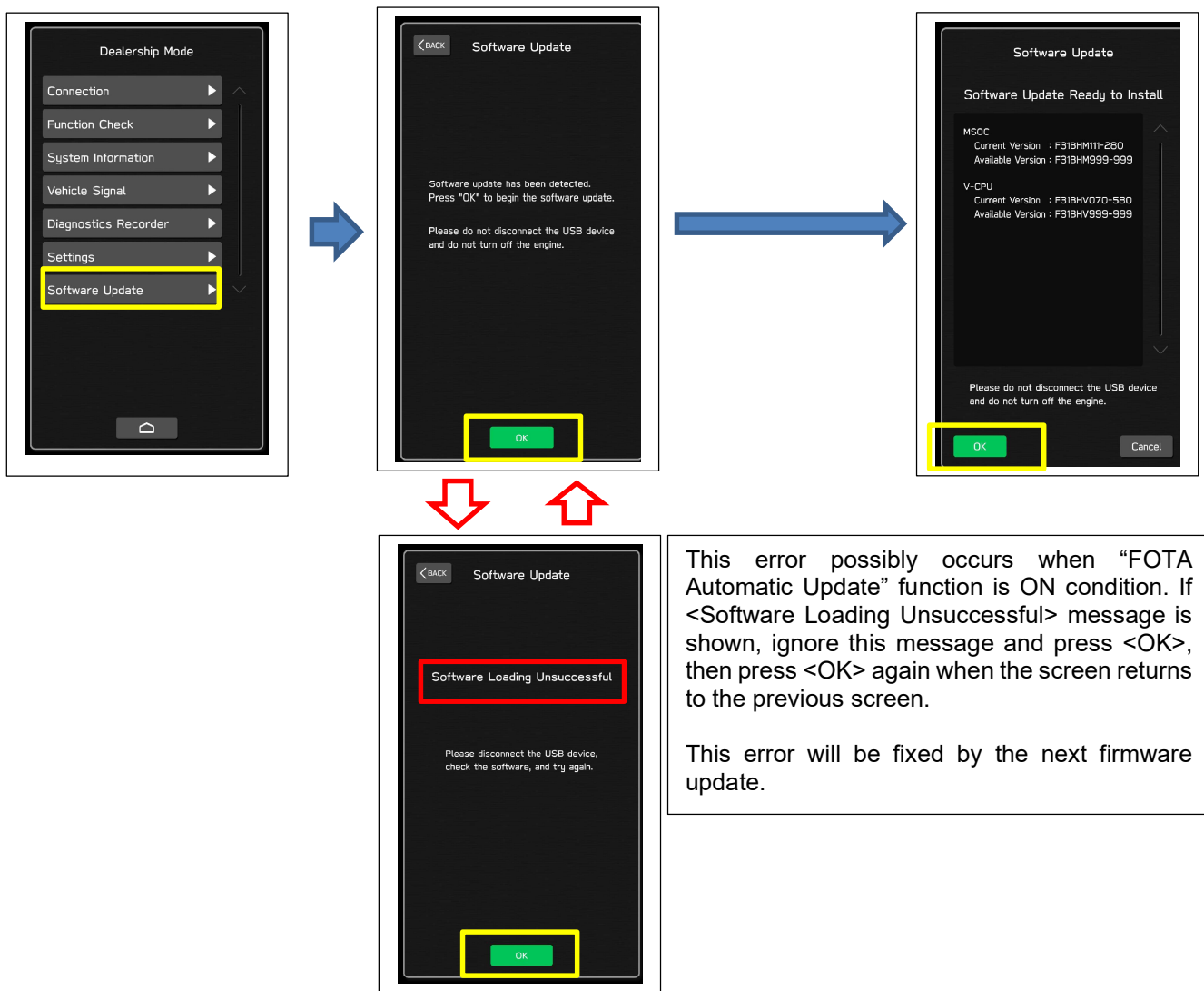
Please refer to “**Appendix1_Reprogramming_Procedure_v2(NA)**” for the details of reprogramming procedure.

5-3 If Updating is failed, Please perform “Troubleshooting1” or “Troubleshooting2” in “Appendix3_Update Error troubleshooting”.

5-4 After ver. 10 updating, the following confirmation message will appear again, and the customer need to select ‘Yes’ or ‘No’.

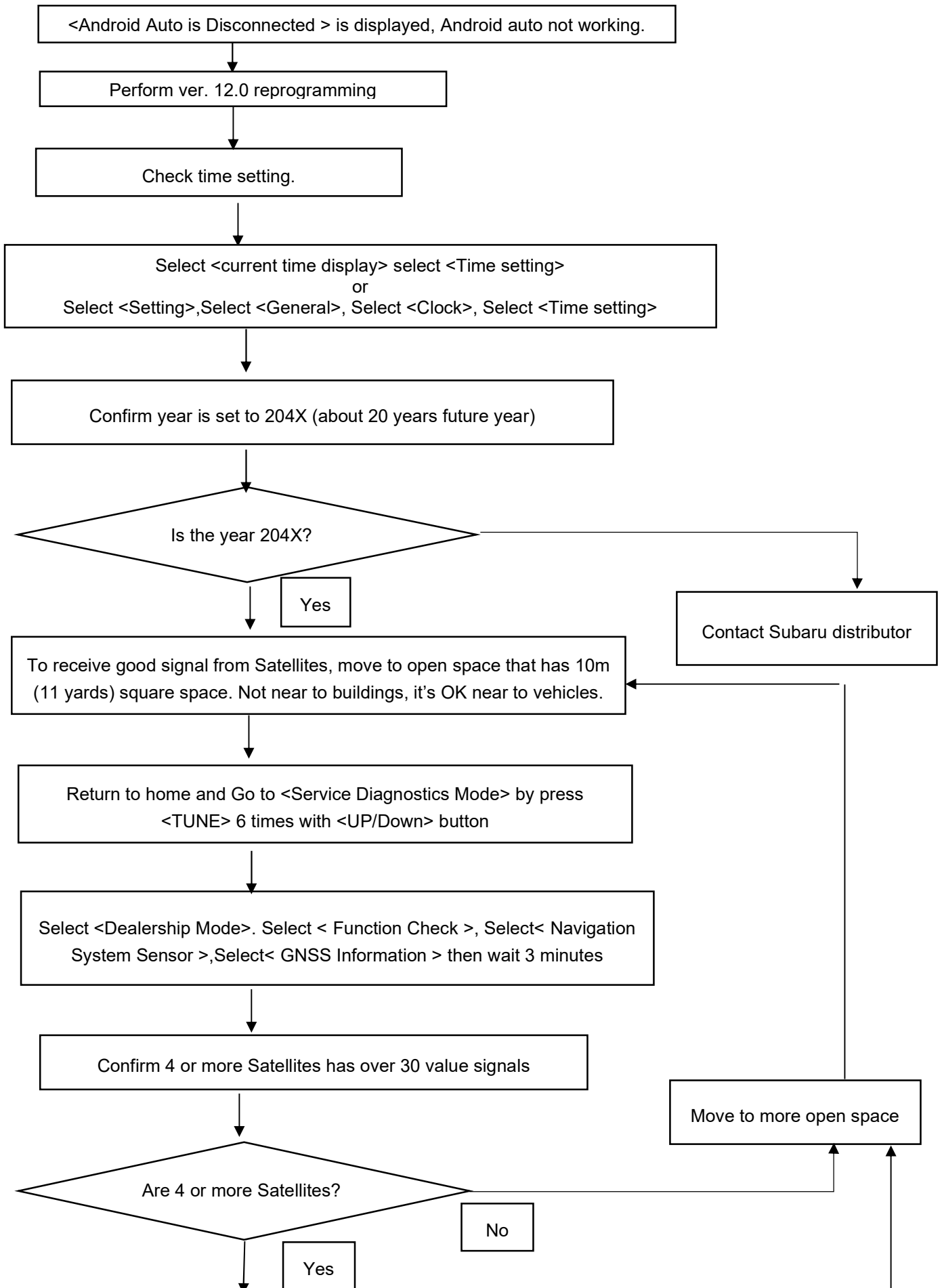
- **CarPlay:** (To enhance its services, iPhone may utilize vehicle and user information. For more details, please see Apple Privacy Policy and iOS Terms of Use. Other Bluetooth devices will be unavailable while Apple CarPlay is active. You may change your selection later under the settings menu.)
- **Android Auto:** (Google and its service providers may receive user information and vehicle information while Android Auto is active. You may change your selection later under the settings menu.)

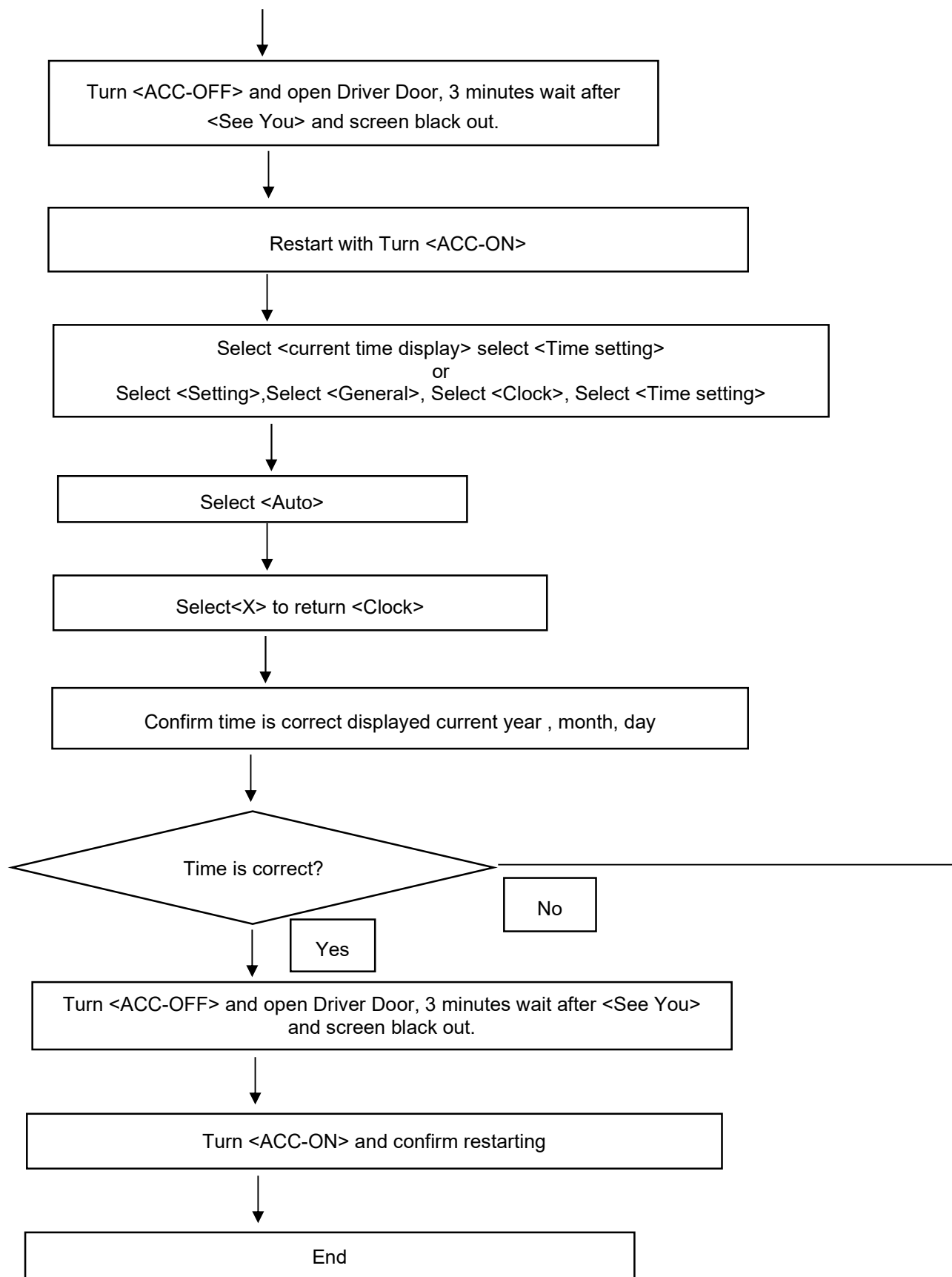
5-5 In case “Software Loading Unsuccessful” is shown, press <OK> and continue reprogramming.



5-6 Additional work procedures

The following additional work procedures are required when the problem of Android Auto not working.(<Android Auto is Disconnected >is displayed).

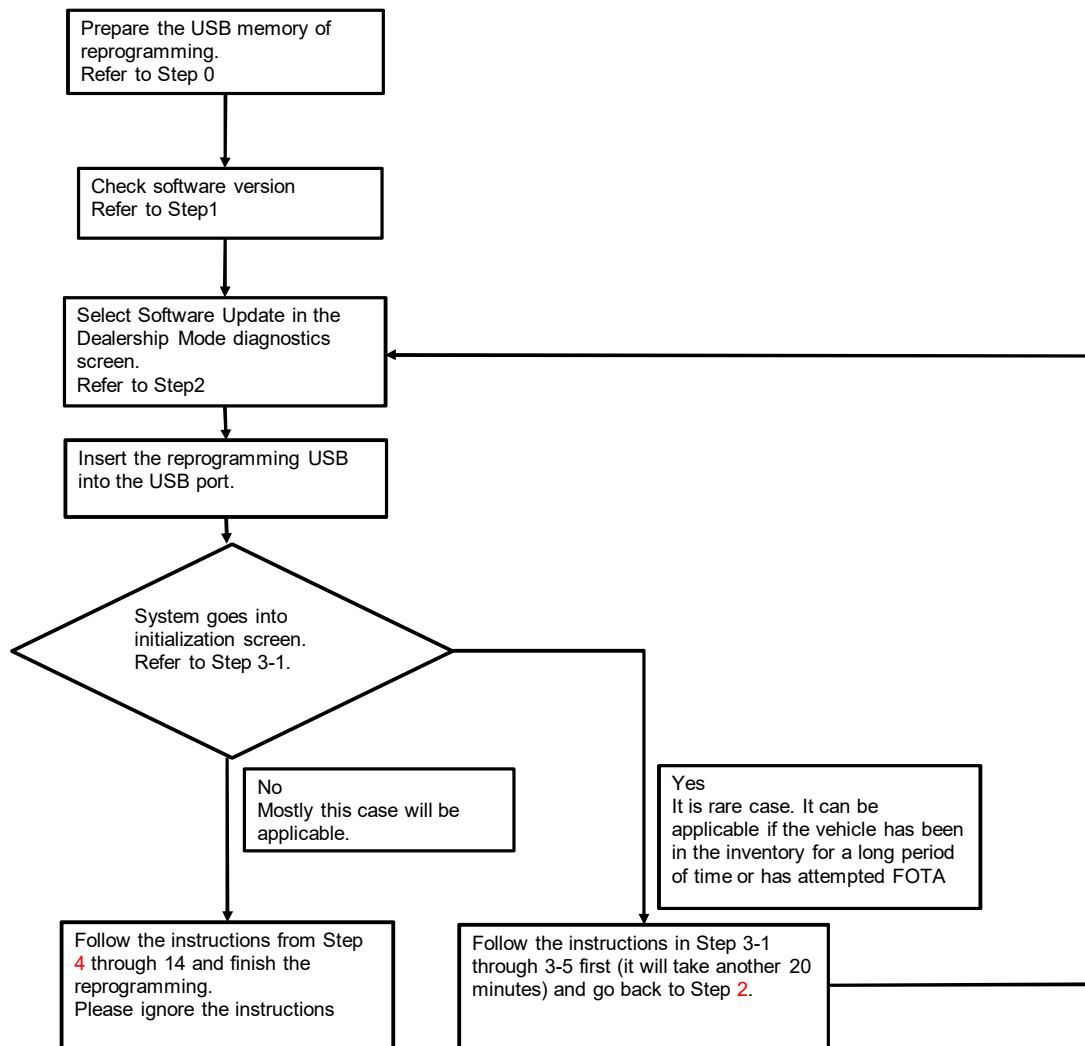




Note: The time should be set with GPS. Time set by manual setting cannot solve this problem.

Time confirmation screen

FLOWCHART



Reprogramming procedure

How to repro CCM software

0. Prepare the USB memory of reprogramming.

Prepare the USB according to Section 5-1-1 in the Service Bulletin and Appendix 2.

1. Check Software Version Before Update

-> Check the MSOC version. The red text indicates the model information.

21MY Model	F17GHMxxx-xxx(High model software)
	F17GMMxxx-xxx(Mid model software)
	F17GBMxxx-xxx(Base model software)
21MY Model China	F12GMMxxx-xxx(Mid model software)
22MY Model	FC7BHMxxx-xxx(High model software)
	FC7BMxxx-xxx(Mid model software)
	FC7BMxxx-xxx(Base model software)
22MY Model China	FC2BMMxxx-xxx(Mid model software)

Note*) Work environment

It is recommended to perform the reprogramming work with the Ignition ON and Engine OFF. Preferably, it is also recommended to hook up a battery charger to the battery to maintain consistent voltage in the electric circuits of the vehicle.

If the vehicle is Automatic (CVT) model, shift the select lever to N range and apply parking brakes (EPB). <With the gear in P range, the ignition switch is automatically turned off after about 1 hour.>

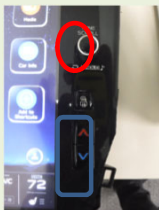
In case you perform the reprogramming work with Engine ON, make sure that the area is well ventilated.

How to check the software version

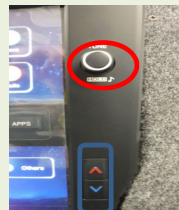
1-1. Turn the Ignition ON (Engine OFF)*.

1-2. Push the TUNE knob six times while simultaneously pressing down on both sides of the passenger side A/C up/down switch.

High/Mid

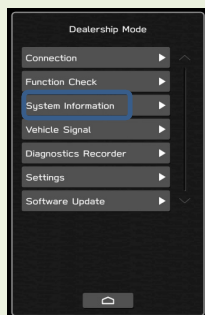


Base

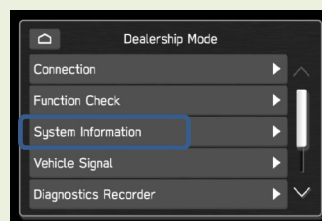


1-3. Select System Information

High/Mid

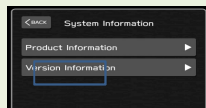


Base

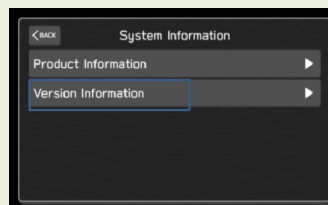


1-4. Select Version Information

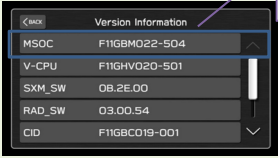
High/Mid



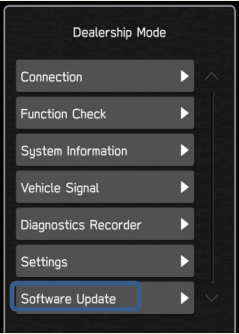
Base



1-5. You will see this screen (the version name maybe different)
Please confirm that it is a right version of correct model in the following Table.

High/Mid		Base	
			
Version Table		Version Table	
	Model	MSOC Version	
21MY	High	F17GHM042-380 or F17GHM062-480 or F17GHM072-580 or F17GHM072-581 or F17GHM112-680 or F17GHM122-780 or F17GHM132-880	
	Mid	F17GMM042-380 or F17GMM062-480 or F17GMM072-580 or F17GMM072-581 or F17GMM112-680 or F17GMM122-780 or F17GMM132-880	
22MY	High	FC7BHM101-080 or FC7BHM121-280 or FC7BHM131-380	
	Mid	FC7BMM101-080 or FC7BMM121-280 or FC7BMM131-380	
21MY China	Mid	F12GMM042-380 or F12GMM062-480 or F12GMM072-580 or F12GMM112-680 or F12GMM122-780 or F12GMM132-880	
22MY China	Mid	FC2BMM101-080 or FC2BMM121-280 or FC2BMM131-380	

2. Select Software Update in the Dealership Mode diagnostics screen.

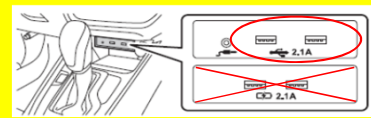
High/Mid	Base
	

3. Insert the USB stick with reprogramming software

When you see the below screen, insert the USB that was prepared in Step 0 into the USB port** under the center console.

High/Mid	Base
	

Note** Make sure you use the USB port that is linked to the CCU.
 (Some of the other USB ports are only for charging devices.)
 If you have two or more USB ports under the center console, either of them will work.



In most cases, the screen changes to the one shown in Step 4 automatically.
 But in case you see the below message, follow Steps from 3-1 through 3-5 then start the process again from Step 2.

3-1 When you see the screen below, wait for 15 minutes until the initialization is complete.
 There is no need to press "OK" in this process.

High/Mid	Base

3-2. You will see the screen below when the initialization is complete.

High/Mid	Base

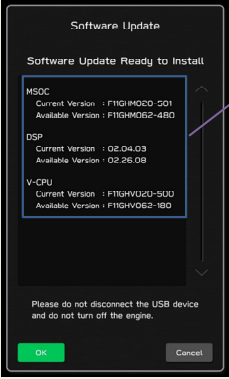
- 3-3.** Turn **Ignition Off**, open the driver side door and close the door then wait for 3 minutes
To put the system in sleep mode, keep the key FOB at least 2 meters (7 feet) away from the vehicle while waiting.
3-4. Open the driver side door then turn the **Ignition ON**.
3-5. Go back to Step 2 and restart the reprogramming process.

4. Insert a CCM repro USB into the USB port of the vehicle

High/Mid	Base

5. You will see the following screen
(the actual software version to be displayed will be different from the picture below)

High/Mid



Please refer to the following table.

Base



Please refer to the following table.

Version Table
21MY

<MSoC>
Current Version

Model	MSOC Version
High	F17GHM042-380 or F17GHM062-480 or F17GHM072-580 or F17GHM072-581 or F17GHM112-680 or F17GHM122-780 or F17GHM132-880
Mid	F17GMM042-380 or F17GMM062-480 or F17GMM072-580 or F17GMM072-581 or F17GMM112-680 or F17GMM122-780 or F17GMM132-880

Available Version

Model	MSOC Version
High	F17GHM142-980
Mid	F17GMM142-980

<VCPu>
Current Version

Model	VCPu Version
High/Mid	F17GHV051-080 or F17GHV071-180 or F17GHV091-280

Available Version

Model	VCPu Version
High/Mid	F17GHV091-280

Version Table
21MY

<MSoC>
Current Version

Model	MSOC Version
Base	F17GBM042-380 or F17GBM062-480 or F17GBM072-580 or F17GBM072-581 or F17GBM112-680 or F17GBM122-780 or F17GBM132-880

Available Version

Model	MSOC Version
Base	F17GBM142-980

<VCPu>
Current Version

Model	VCPu Version
Base	F17GHV051-080 or F17GHV071-180 or F17GHV091-280

Available Version

Model	VCPu Version
Base	F17GHV091-280

Version Table
22MY

<MSoC>
Current Version

Model	MSOC Version
High	FC7BHM101-080 or FC7BHM121-280 or FC7BHM131-380
Mid	FC7BMM101-080 or FC7BMM121-280 or FC7BMM131-380

Available Version

Model	MSOC Version
High	FC7BHM141-480
Mid	FC7BMM141-480

<VCPu>
Current Version

Model	VCPu Version
High/Mid	F17GHV091-280

Available Version

Model	VCPu Version
High/Mid	F17GHV071-180

Version Table
22MY

<MSoC>
Current Version

Model	MSOC Version
Base	FC7BBM101-080 or FC7BBM121-280 or FC7BBM131-380

Available Version

Model	MSOC Version
Base	FC7BBM141-480

<VCPu>
Current Version

Model	VCPu Version
Base	F17GHV091-280

Available Version

Model	VCPu Version
Base	F17GHV091-280

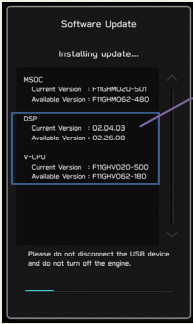
21MY CHINA	
<MSoC>	
Current Version	
Model	MSOC Version
Mid	F12GMM042-380 or F12GMM062-480 or F12GMM072-580 or F12GMM112-680 or F12GMM122-780 or F12GMM132-880
Available Version	
Model	MSOC Version
High	F12GMM142-980
<VCPU>	
Current Version	
Model	VCPU Version
High/Mid	F17GHV051-080 or F17GHV071-180 or F17GHV091-280
Available Version	
Model	VCPU Version
High/Mid	F17GHV091-280

22MY CHINA	
<MSoC>	
Current Version	
Model	MSOC Version
Mid	FC2BMM101-080 or FC2BMM121-280 or FC2BMM131-380
Available Version	
Model	MSOC Version
High	FC2BMM141-480
<VCPU>	
Current Version	
Model	VCPU Version
High/Mid	F17GHV091-280
Available Version	
Model	VCPU Version
High/Mid	F17GHV091-280

6. Select OK in the screen above to start the software update

7. You will see the following screen with the progress bar, it takes about 15 minutes to 20 minutes for the update to complete
(Do not turn off ENG during the software update)

High/Mid



The other software version is displayed in some cases, too.

Base



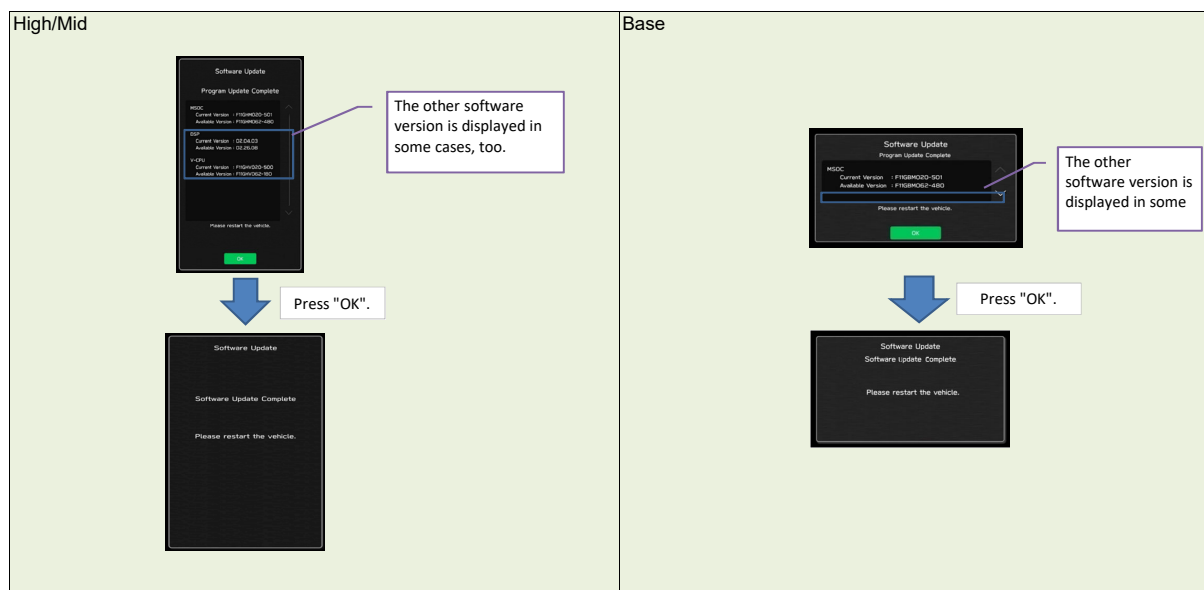
The other software version is displayed in some cases, too.

8. When the software update is complete, you will see the following screen (the actual software version will be different)

NOTE :

If you see the <incomplete> error message in this step. There is rarely displayed due to a software defect.

Since the software update itself has been completed normally, check that the software version is the latest after step 9.



9. Select OK in the screen above, then unplug the CCM repro USB from the USB port.

10. Turn the ENG off then open the driver side door then close the door.

11. Wait for 3 minutes, then open the driver side door then turn ENG on.

To put the system in sleep mode, keep the key FOB at least 2 meters (7 feet) away from the vehicle while waiting.

12. Go to the Dealership Mode diagnostics and check the software version

13. Check if the MSOC version is which you expected.

(Please refer to the following table.)

Version Table 21MY <table> <tr> <th>Model</th><th>MSOC Version</th></tr> <tr> <td>High</td><td>F17GHM122-780</td></tr> <tr> <td>Mid</td><td>F17GMM122-780</td></tr> <tr> <th>Model</th><th>VCPU Version</th></tr> <tr> <td>High/Mid</td><td>F17GHV091-280</td></tr> </table>	Model	MSOC Version	High	F17GHM122-780	Mid	F17GMM122-780	Model	VCPU Version	High/Mid	F17GHV091-280	Version Table 21MY <table> <tr> <th>Model</th><th>MSOC Version</th></tr> <tr> <td>Base</td><td>F17GBM122-780</td></tr> <tr> <th>Model</th><th>VCPU Version</th></tr> <tr> <td>Base</td><td>F17GHV091-280</td></tr> </table>	Model	MSOC Version	Base	F17GBM122-780	Model	VCPU Version	Base	F17GHV091-280
Model	MSOC Version																		
High	F17GHM122-780																		
Mid	F17GMM122-780																		
Model	VCPU Version																		
High/Mid	F17GHV091-280																		
Model	MSOC Version																		
Base	F17GBM122-780																		
Model	VCPU Version																		
Base	F17GHV091-280																		
22MY <table> <tr> <th>Model</th><th>MSOC Version</th></tr> <tr> <td>High</td><td>FC7BHM121-280</td></tr> <tr> <td>Mid</td><td>FC7BMM121-280</td></tr> <tr> <th>Model</th><th>VCPU Version</th></tr> <tr> <td>High/Mid</td><td>F17GHV091-280</td></tr> </table>	Model	MSOC Version	High	FC7BHM121-280	Mid	FC7BMM121-280	Model	VCPU Version	High/Mid	F17GHV091-280	22MY <table> <tr> <th>Model</th><th>MSOC Version</th></tr> <tr> <td>Base</td><td>FC7BBM121-280</td></tr> <tr> <th>Model</th><th>VCPU Version</th></tr> <tr> <td>Base</td><td>F17GHV091-280</td></tr> </table>	Model	MSOC Version	Base	FC7BBM121-280	Model	VCPU Version	Base	F17GHV091-280
Model	MSOC Version																		
High	FC7BHM121-280																		
Mid	FC7BMM121-280																		
Model	VCPU Version																		
High/Mid	F17GHV091-280																		
Model	MSOC Version																		
Base	FC7BBM121-280																		
Model	VCPU Version																		
Base	F17GHV091-280																		
21MY CHAINA <table> <tr> <th>Model</th><th>MSOC Version</th></tr> <tr> <td>Mid</td><td>FC2BMM121-280</td></tr> <tr> <th>Model</th><th>VCPU Version</th></tr> <tr> <td>Mid</td><td>F17GHV091-280</td></tr> </table>	Model	MSOC Version	Mid	FC2BMM121-280	Model	VCPU Version	Mid	F17GHV091-280											
Model	MSOC Version																		
Mid	FC2BMM121-280																		
Model	VCPU Version																		
Mid	F17GHV091-280																		
22MY CHAINA <table> <tr> <th>Model</th><th>MSOC Version</th></tr> <tr> <td>Mid</td><td>F12GMM112-680</td></tr> <tr> <th>Model</th><th>VCPU Version</th></tr> <tr> <td>Mid</td><td>F17GHV071-180</td></tr> </table>	Model	MSOC Version	Mid	F12GMM112-680	Model	VCPU Version	Mid	F17GHV071-180											
Model	MSOC Version																		
Mid	F12GMM112-680																		
Model	VCPU Version																		
Mid	F17GHV071-180																		

14. Turn the Ignition OFF then open the driver side door then close the door.

To put the system in sleep mode, place the key FOB at least 2 meters (7 feet) away from the vehicle.

Preparation USB flash drive.

Summary

- 1 Prepare an NTFS formatted USB flash drive.
- 2 Download file(s) from the server.
- 3 Copy the file to the USB flash drive.

Detail

1 Prepare an NTFS formatted USB flash drive.

Minimum 8GB size is required.

recommended flash drives are refer to Recommend USB

Format should be NTFS.

2 Download files from the server and unzip.

Download files to PC drive and marge files to one ZIP file. Download and marge will be took a long time. If could not do, Please contact to SBR Customer quality div.

2-1. Download data files from the Subaru After-sale information service website (SAIS). Please refer to the following chart to select files for your country or region.

For Europe and General

No.	Europe and General
1	Version12(RC2212)_Fx7GxM14x-x8x.001
2	Version12(RC2212)_Fx7GxM14x-x8x.002
3	Version12(RC2212)_Fx7GxM14x-x8x.003
4	Version12(RC2212)_Fx7GxM14x-x8x.004
5	Version12(RC2212)_Fx7GxM14x-x8x.005
6	Version12(RC2212)_Fx7GxM14x-x8x.006
7	Version12(RC2212)_Fx7GxM14x-x8x.007
8	Version12(RC2212)_Fx7GxM14x-x8x.008
9	Version12(RC2212)_Fx7GxM14x-x8x.009
10	Version12(RC2212)_Fx7GxM14x-x8x.010
11	Version12(RC2212)_Fx7GxM14x-x8x.011
12	MERGE.BAT

For China

No.	Europe and General
1	Version12(RC2212)_Fx2BMM14x-x8x.001
2	Version12(RC2212)_Fx2BMM14x-x8x.002
3	MERGE.BAT

2-2. Download all files that you need for your country or region on your PC. For Europe and General, all 11files should be downloaded to you PC in same folder.

Download all files that you need for your country or region on your PC. For China, all 3files should be downloaded to you PC in same folder.

2-3. Execute <MERGE_*.BAT> in the folder. A command prompt (black back) window will appear, and PC will merge those separated files to one file.

The command prompt may have garbled characters, but marge will be done.

2-4. Confirm that the Zip file listed below is created in the folder.

For Europe and General

Europe and General
Version10(RC2202)_BT_21~22MY(Euro&Others).zip

For China

Europe and General
Version10(RC2202)_BT_21~22MY(China).zip

2-5. Unzip to PC.

3 Copy unzipped file to USB flash drive.

Copy all files to root of USB flash drive.**

3.1 Contents of Unzip files. Please copy USB root to all folders and file following.

3.1a Contents of UnZip (Excult China)

 AUDIO	2022/11/04 9:38	ファイル フォルダー	
 MSOC	2022/11/04 9:45	ファイル フォルダー	
 RADIO	2022/11/04 9:47	ファイル フォルダー	
 VCPU	2022/11/04 9:47	ファイル フォルダー	
 REPRO_MNG.csv	2022/10/27 12:39	Microsoft Excel CS...	5 KB

3.1b Contents of UnZip for China

 AUDIO	2022/11/03 11:54	ファイル フォルダー	
 MSOC	2022/11/03 11:55	ファイル フォルダー	
 VCPU	2022/11/03 11:55	ファイル フォルダー	
 REPRO_MNG.csv	2022/10/27 12:39	Microsoft Excel CS...	

3.1.1.Contents of MSOC folder (Excult China)

 F17GBM	2022/11/04 9:38	ファイル フォルダー	
 F17GHM	2022/11/04 9:39	ファイル フォルダー	
 F17GMM	2022/11/04 9:40	ファイル フォルダー	
 FC7BBM	2022/11/04 9:40	ファイル フォルダー	
 FC7BHM	2022/11/04 9:41	ファイル フォルダー	
 FC7BMM	2022/11/04 9:45	ファイル フォルダー	

For China

 F12GMM	2022/06/20 13:26	ファイル フォルダー	
 FC2BMM	2022/06/20 14:04	ファイル フォルダー	

Each folder has 1 <pkg> file. Example: F17GBHM has <ALLUPD-NAVI.pkg>. Each file has same name, but data is different from other .

3.1.2.Contents of VCPU folder.

 F17GHV	2022/06/17 16:55	ファイル フォルダー	
--	------------------	------------	--

F17GHV has 2 files <HASHLIST.DAT> and <LOASING_VCP.KWI>.

3.1.3.And <REPEP_MNG.CSV>

Note**) The reprogramming file should be put on the root of the USB drive. (Do not create any sub-folders.)

Recommended USB flash

① Kingston

Kingston DataTraveler G3 Series DataTraveler 100 G3 DT100G3/64GB

Kingston DataTraveler SE9 Series DataTraveler SE9 G2 3.0 DTSE9G2/64GB

Kingston Digital 64GB Data Traveler 3.0 USB Flash Drive - Violet (DTIG4/64GB)



② SanDisk

SanDisk Ultra Series SDCZ48-064G-J57

SanDisk Cruzer Blade Series 64GB

SanDisk Cruzer Glide Series CZ60 SDCZ60-064G-B35 64GB



③ Transcend

Transcend JetFlash 790 Series TS64GJF790KBE



④ PNY

PNY Retractable USB 3.0 Flash Drive, 64GB, black (P-FD64GTRTC-GE)



⑤ Silicon Power

Silicon Power 2 Pack 64GB USB 3.0/3.1 Gen1 USB Flash Drive Blaze B02



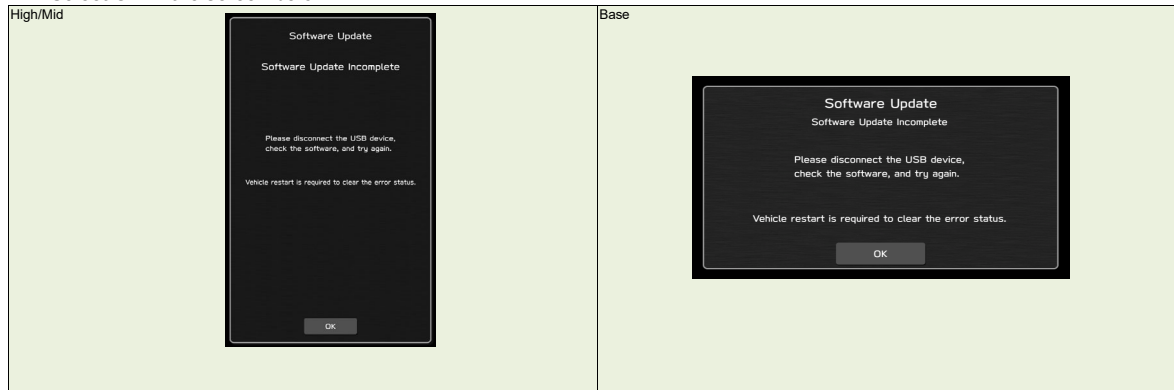
Appendix 3 Update Error Recovery Procedures

Case 1

In case of retrying the software update after the first attempt of update fails.

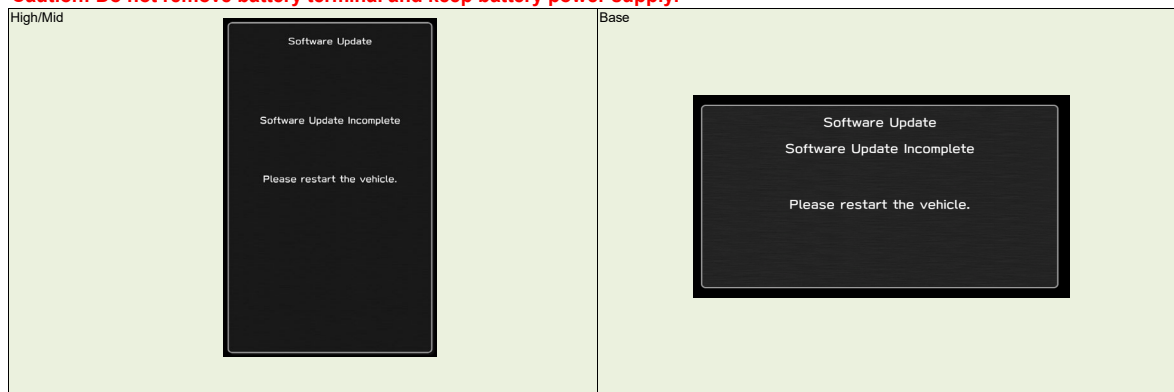
If the first attempt of update fails with the message below, please perform procedures 1-2 to 1-8 before retrying the software update.

1-1. Select OK in the screen below

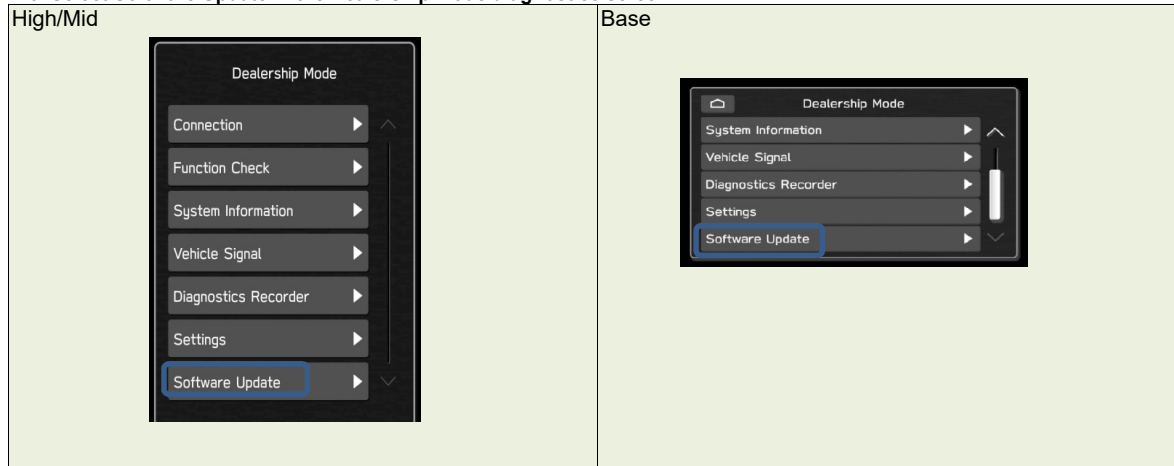


1-2 Turn the ignition switch or the engine OFF, and turn it ON again.

Caution: Do not remove battery terminal and keep battery power supply.

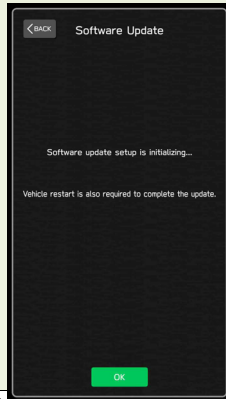


1-3. Select Software Update in the Dealership Mode diagnostics screen.



1-4 When you see the screen below, wait for approx. 15 minutes until the initialization is complete

High/Mid



Base



1-5 You will see the screen below when the initialization is complete.

High/Mid



Base



1-6. Turn the ignition switch or the engine OFF, open the driver side door and close the door then wait for 3 minutes.

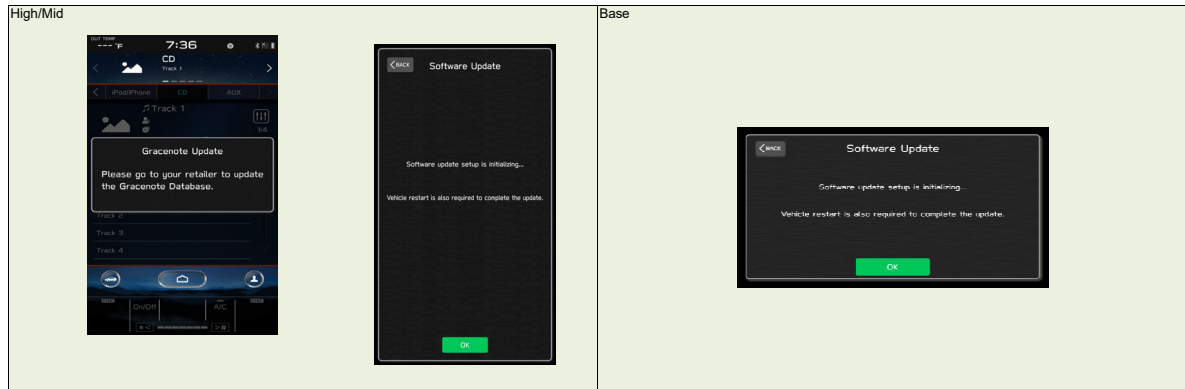
1-7. Open the driver side door then turn the ignition switch or the engine ON.

1-8. Go to Dealership Mode diagnostics then select Software Update.

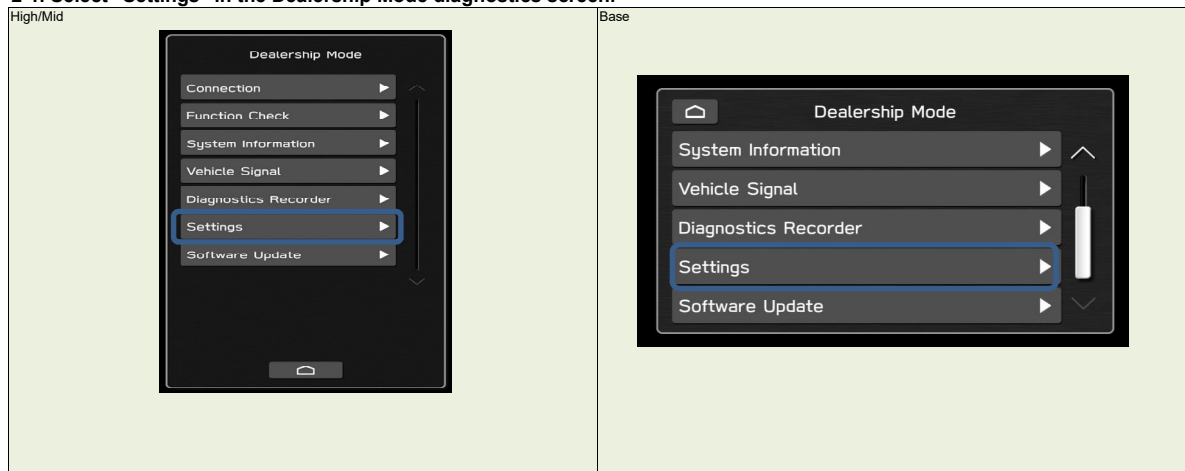
Appendix 3 Update Error Recovery Procedures

Case 2

In case the Gracenote update popup screen appears or software initializing screen does not go away for more than 20 minutes, please perform procedures 2-1 to 2-11.



2-1. Select "Settings" in the Dealership Mode diagnostics screen.

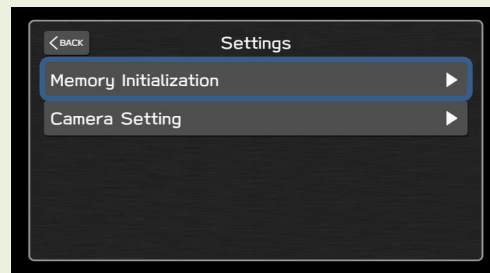


2-2. Select "Memory Initialization"

High/Mid



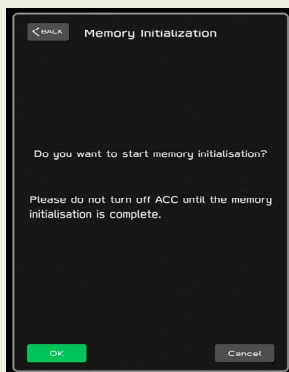
Base



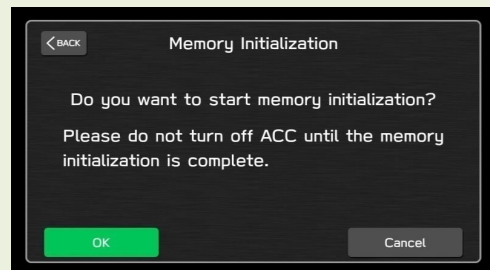
2-3. Select "OK"

After Memory Initialization, all settings are reset to factory default.

High/Mid

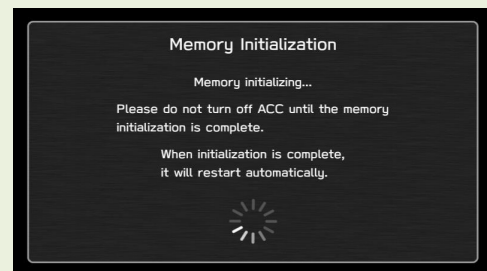
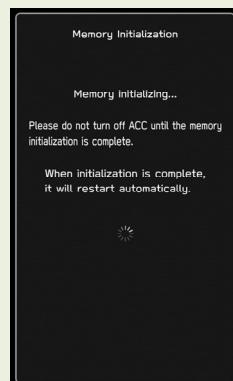


Base



2-4. You will see the following screen

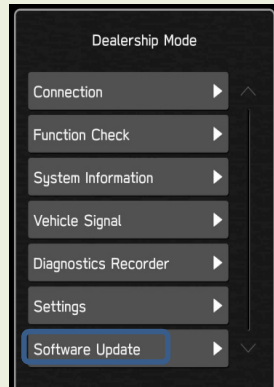
High/Mid



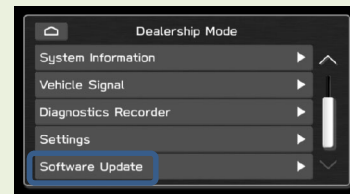
2-5. After a few seconds, system restarts itself.

2-6. Select "Software Update" in the Dealership Mode diagnostics screen.

High/Mid



Base



2-7 When you see the screen below, wait for about 15 minutes until the initialization is complete

High/Mid



Base



2-8. You will see the screen below when the initialization is complete.

High/Mid



Base



2-9. Turn the ignition switch or engine OFF, open the driver side door and close the door then wait for 3 minutes

2-10. Open the driver side door then turn the ignition switch or engine ON.

2-11. Go to Dealership Mode diagnostics then select Software Update