

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 INFORMATION BULLETIN

APPLICABILITY: 2015-19MY Legacy and Outback
2015-20MY Impreza
2015-20MY Crosstrek
2017-20MY Forester
2017-20MY WRX and WRX STI
2019-20MY Ascent
2017-20MY BRZ

NUMBER: 15-253-19

DATE: 10/18/19

SUBJECT: Music Playback Using STARLINK Music Application Inoperative

This Service Information Bulletin provides the answer to potential inquiries regarding the STARLINK app being unable to play music files stored on a customer's Android® phone / device through the head units (H/U) used in the applicable models listed above. This information is applicable **ONLY** to Android devices operating with Operating System (OS) version 10. IOS (Apple™) devices are not affected.

A new Android OS Version 10 was released on September 4th, 2019. Due to the incompatibility between the new (OS 10) and prior Android OS versions, the music playback function of the STARLINK MUSIC app is unavailable when using a H/U connected to an Android device operating with the new OS 10. Replacing the H/U will **NOT** address this condition.

At this time, SOA has no information on any wireless carrier's schedule for when OS 10 will be available for their customers to download and install. SOA has confirmed, when using Android OS 10, the STARLINK Music app screen will hang up and display a rotating "loading" arrow as shown in the screenshot image below but, the H/U does start playback. This is NOT a H/U failure. Replacement of the H/U will **NOT** resolve this condition.



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

Subaru Service 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.

Subaru of America, Inc. is ISO 14001 Compliant

ISO 14001 is 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.

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An update will be made available soon to the STARLINK App (NOT the H/U) to allow compatibility with OS 10. The software will be included as part of a new STARLINK app scheduled to be launched on “Google Play” and tentatively available for download by mid-November 2019. Customers will need to check Google Play periodically for availability of the new STARLINK app.

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.