

Update Your STARLINK® Multimedia Software and Navigation Maps

Applies To:

2019 and 2020 Ascent and Forester (with Navigation)

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

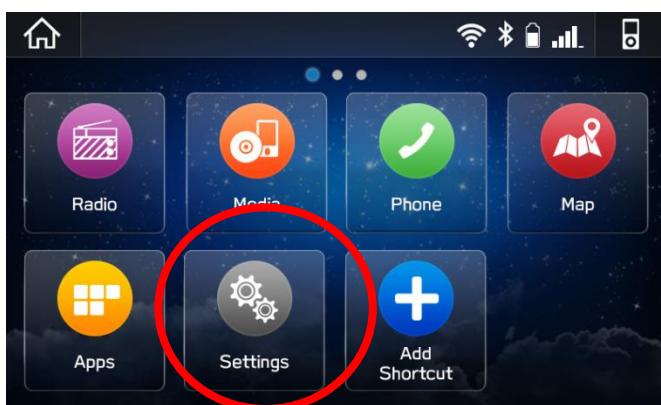
CAUTIONS:

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.

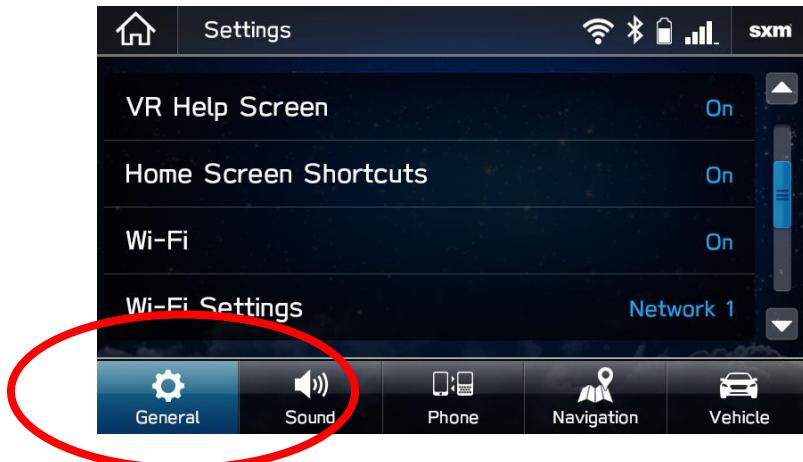
Step 1- Prepare Your STARLINK System

1. First, let's make sure your system is ready for an update.

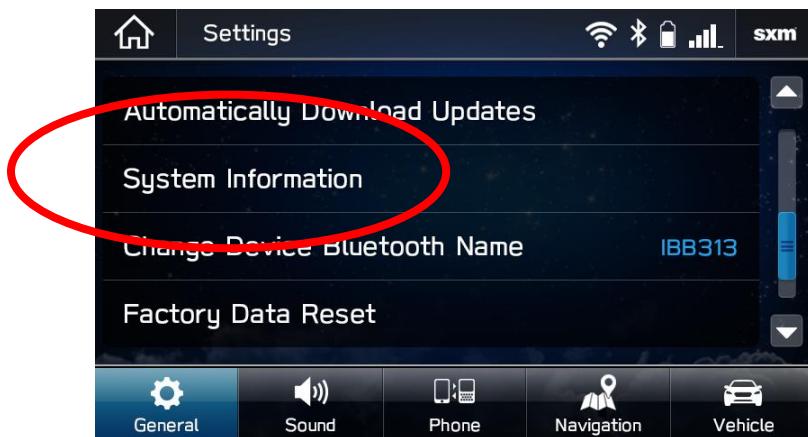
- Start the engine. Allow the audio unit to completely start up by selecting the **I Agree** button when it appears.
- Go to **Settings** on your vehicle multimedia screen.



- Select **General**



- Scroll down and select **System Information**



- If the system shows your version as **Rel_UA 19.42.70** you are already up to date with the latest software and map updates.
- If the system shows your version as **REL_UA.19.36.70** you are already update 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 in 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. **Via a WI-FI connection:** This will update the multimedia system software but not the on-board TomTom navigation maps.
2. **USB Drive Using Your Computer:** This will update the multimedia system software AND the TomTom navigation maps at the same time.

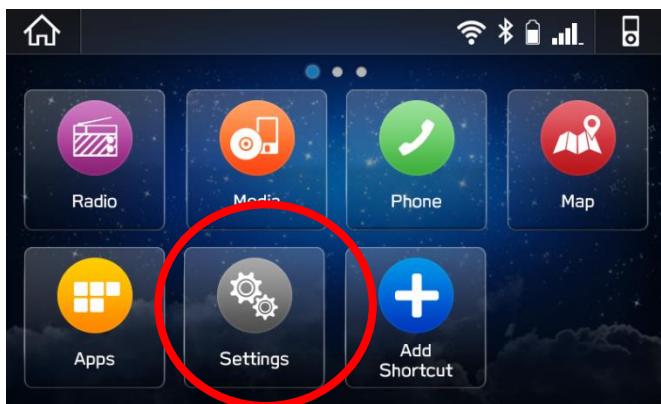
Option 1

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

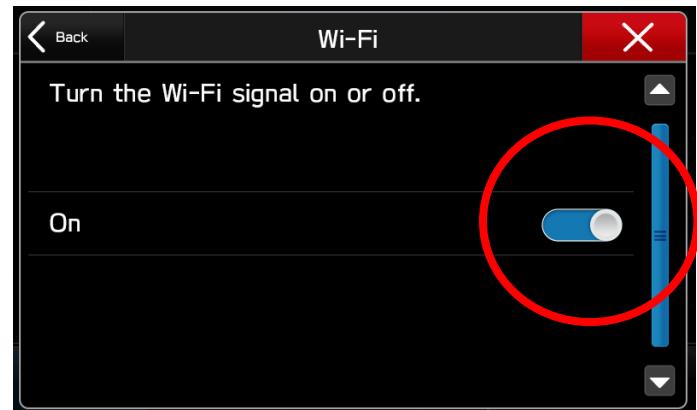
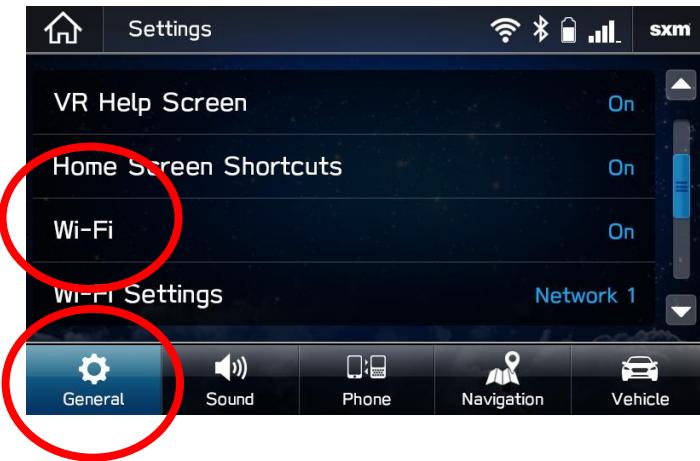
- Connect your Subaru vehicle to an active Wi-Fi connection.
- You can use one of two Wi-Fi sources. NOTE: This update uses at least 100MB of data so, choose a WI-FI connection with no data restrictions. NOTE: Wi-Fi connections that require acceptance or login to a web page (such as a coffee shop or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

Choose from:

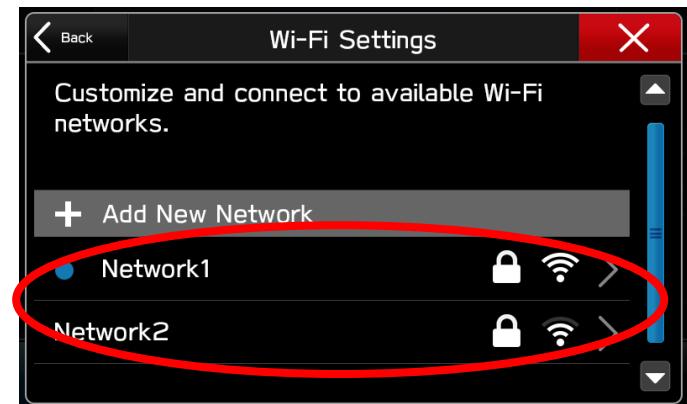
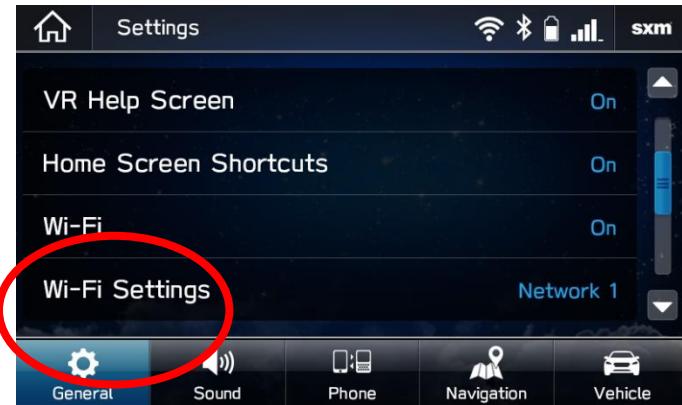
- Your home Wi-Fi (if it reaches your driveway or parking location)
- Your phone's Wi-Fi hotspot (if your phone and data plan are capable).
- To connect to whichever Wi-Fi source you prefer, follow these steps:
 - Go to **Settings** on your vehicle multimedia screen.



- 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**

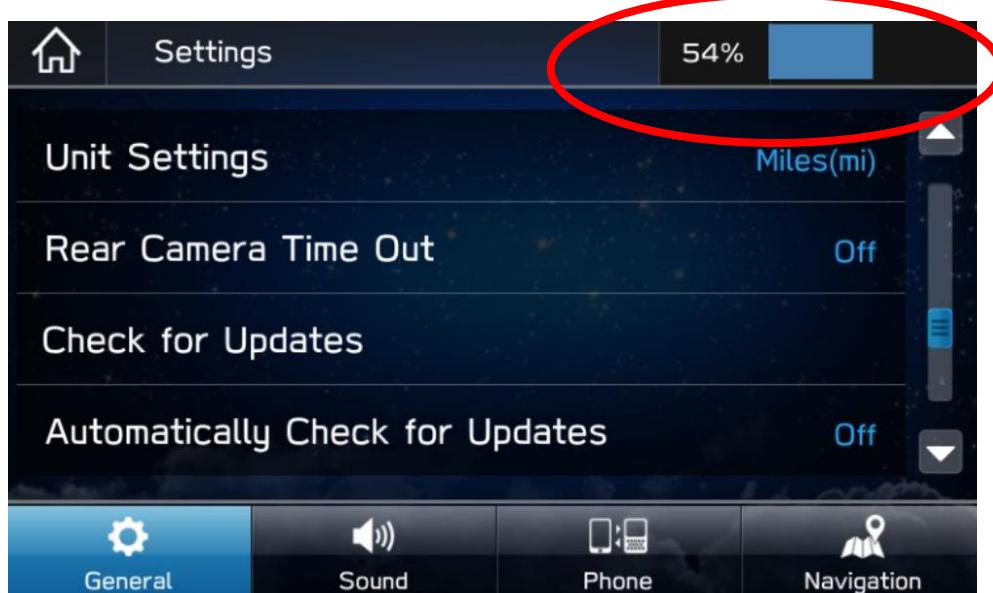


- If an update is available, you will receive a pop up that looks like the below.
- **If the system asks you to connect to Wi-Fi even though you've already connected, wait a few moments and try again.**

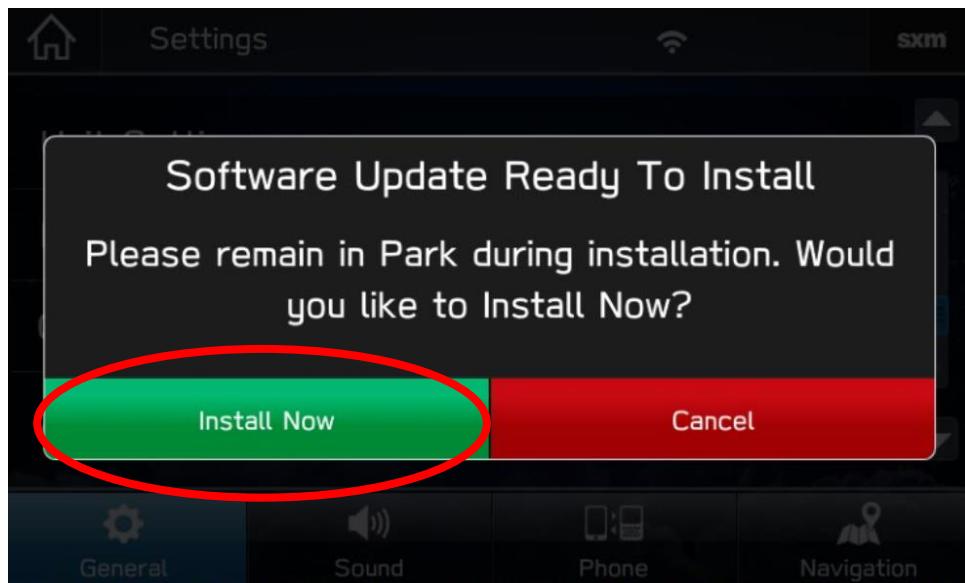


- Select **Download Now**

- 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.



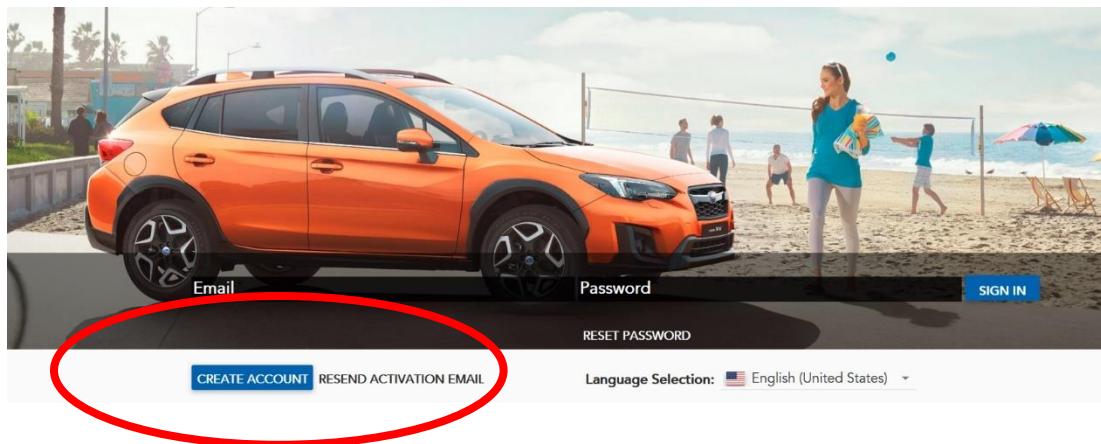
Need Assistance? [Click Here](#)

Option 2 – Map and Software Update via USB Drive

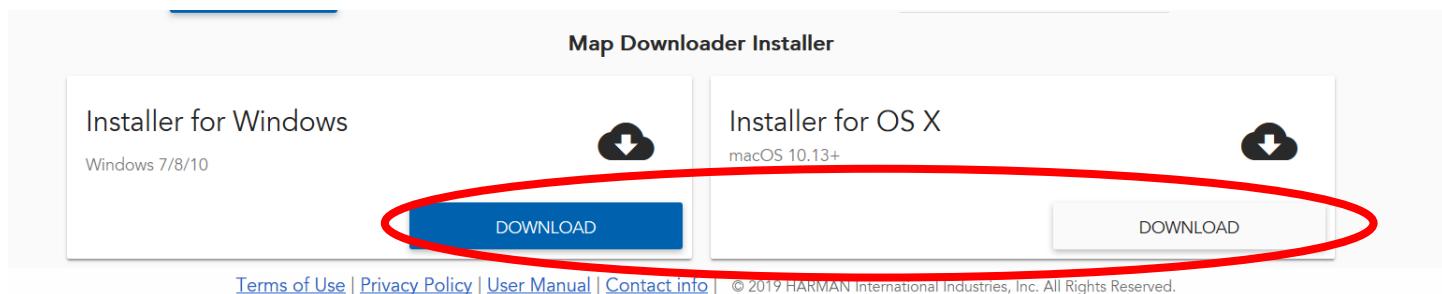
Before starting, you'll need a PC or MAC, your Subaru VIN, an email address and a USB 2.0 or 3.0 drive, at least 16GB in size (we recommend SanDisk®, Kingston®, Transcend® or Verbatim® brands).

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.

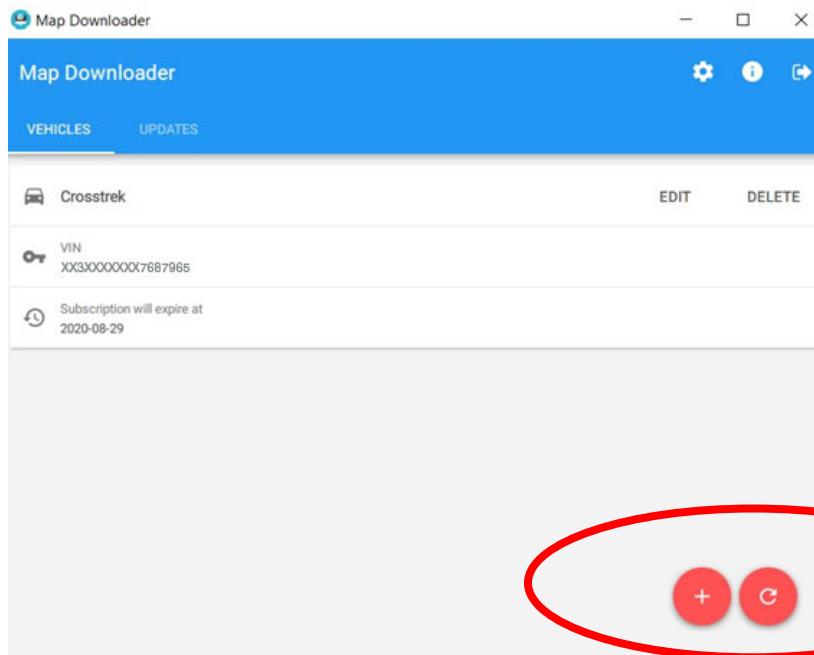
1. Go to subaru-maps.com.
2. If you don't already have one, create an account. You'll have to verify your email address to complete this process.



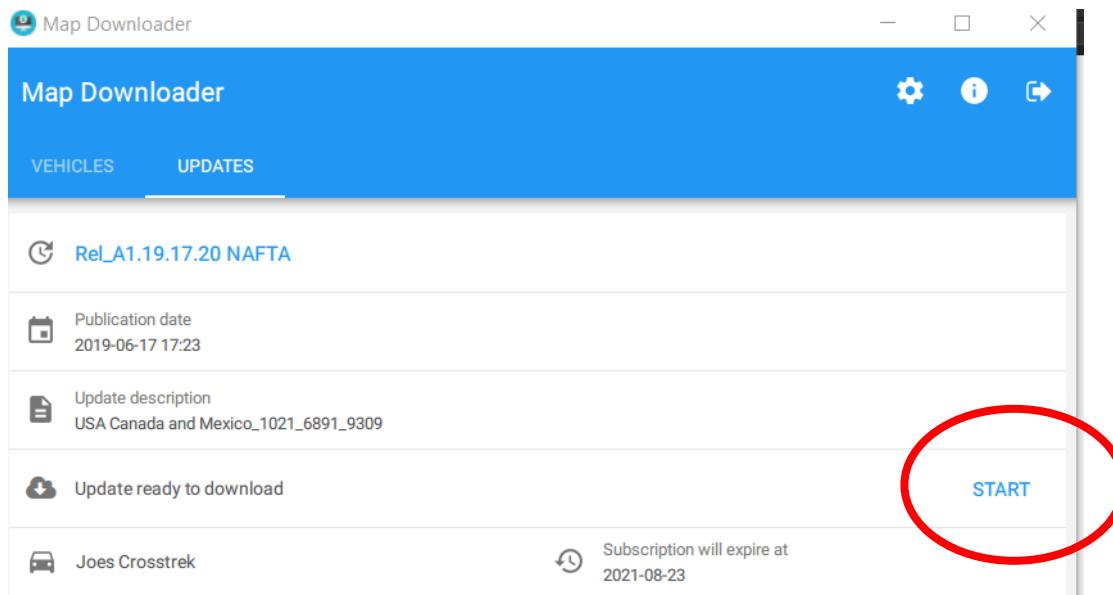
3. Download and install the Map Downloader app for Mac or PC using the link on subaru-maps.com.



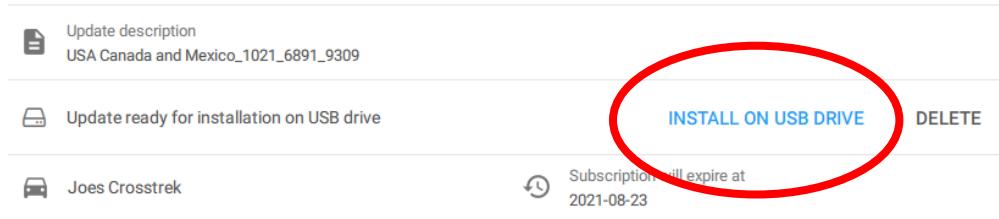
4. Open the app and login with your newly created account.
5. Press the “+” button on the bottom right to add a vehicle using your VIN number.



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



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

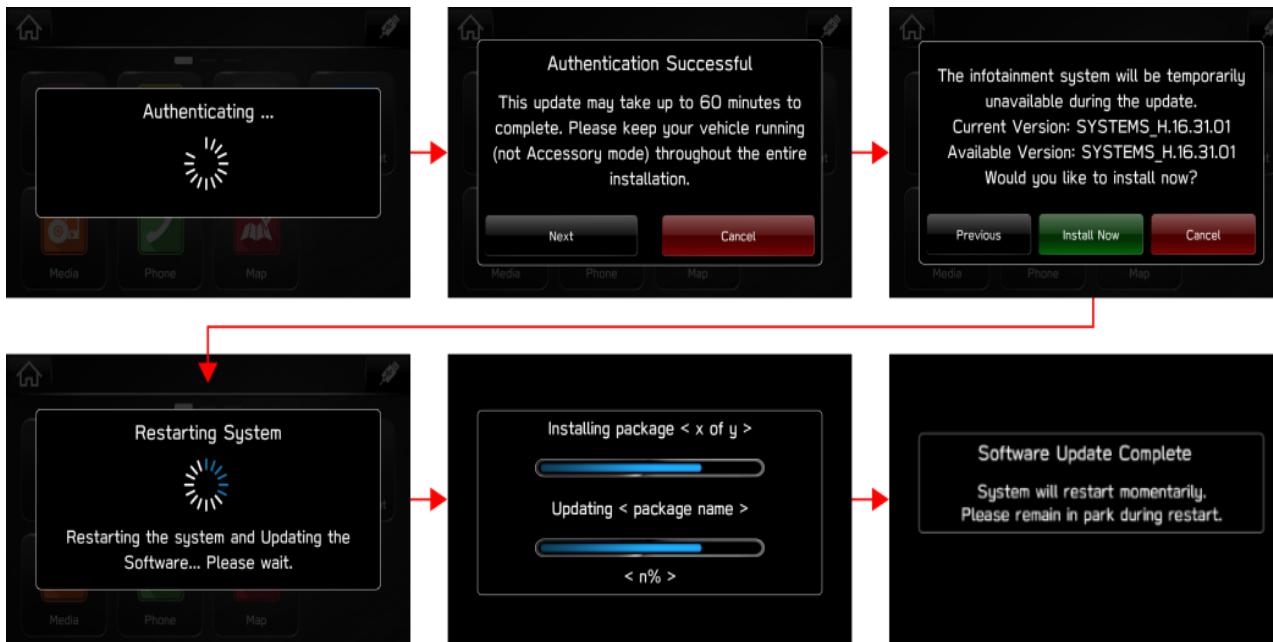
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- Never idle the vehicle in a closed space such as a garage even if the garage door is open.
- Once the vehicle is in a safe location, be sure the vehicle is in Park if CVT or Neutral if MT and the parking brake is fully engaged.
- Unplug any devices, 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? [Click Here](#)