

Update Your STARLINK[®] Multimedia Software and Navigation Maps

Applies To:

2019-2022 Ascent, Forester, Crosstrek and Impreza

2019-2021 BRZ, WRX/STI

and 2019 Outback and Legacy

Choose Your Update Method

You have a few 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. (Ideal for those that don't a strong Wi-Fi connection where their vehicle is located)
3. **Updating Navigation Maps Using Wi-Fi** - 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.

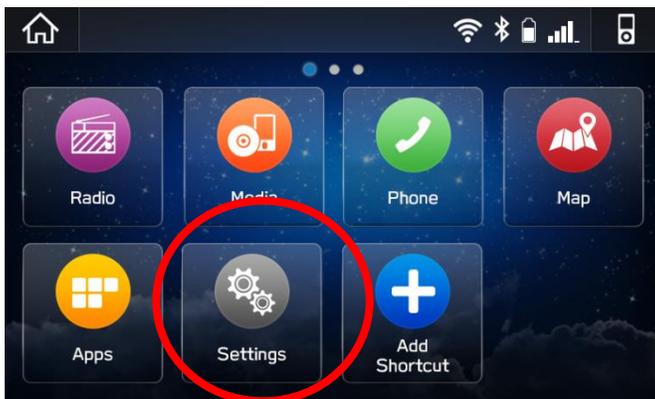
Option 1- Wi-Fi Connection Method

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

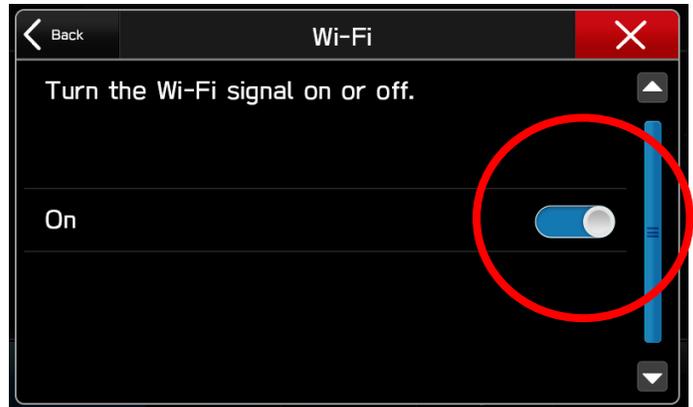
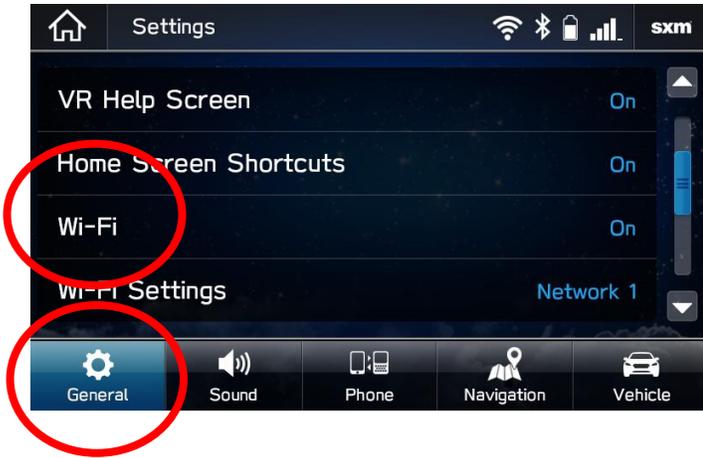
1. Connect your Subaru vehicle to an active Wi-Fi connection.
2. You can use one of two Wi-Fi sources. NOTE: This update uses at least 100MB of data so, choose a Wi-Fi connection with no data restrictions. NOTE: Wi-Fi connections that require acceptance or login to a web page (such as a coffee shop or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

Choose from:

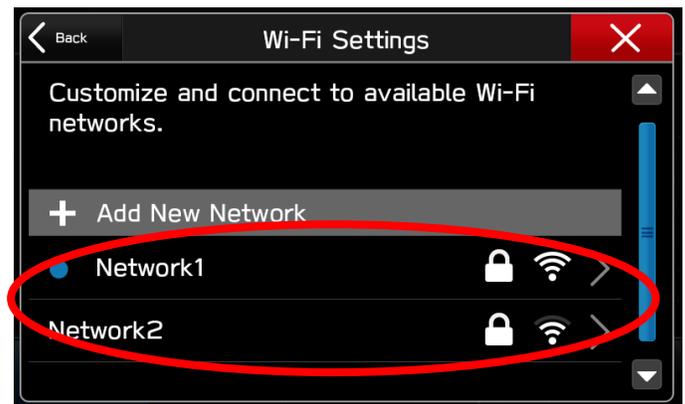
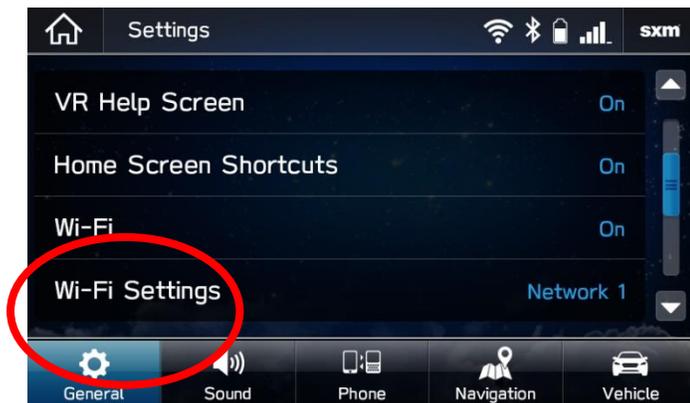
- Your home Wi-Fi (if it reaches your driveway or parking location)
 - Your phone's Wi-Fi hotspot (if your phone and data plan are capable).
3. To connect to whichever Wi-Fi source you prefer, follow these steps:
 - Go to **Settings** on your vehicle multimedia screen.



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



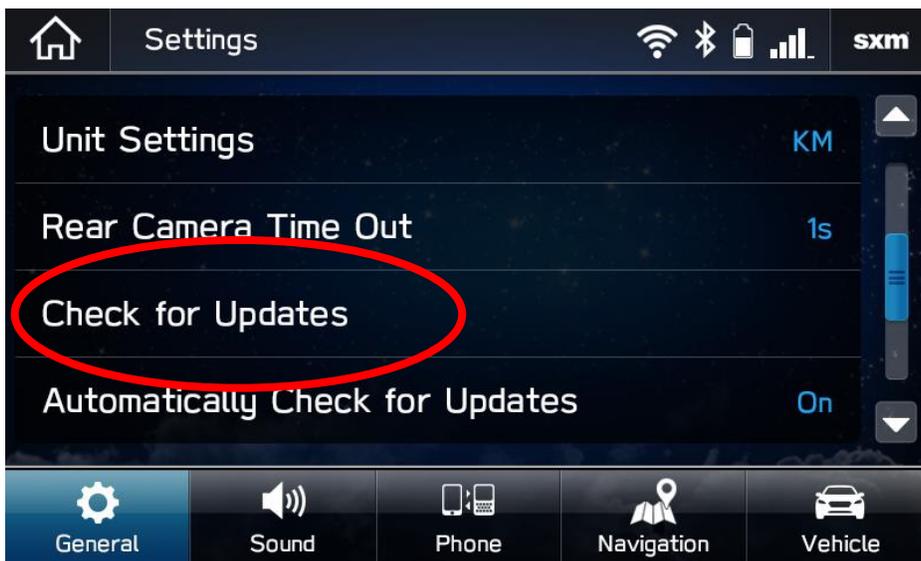
6. Select **Back** and choose **Wi-Fi Settings**.



- 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.

Step 2 – Download and Install Updates

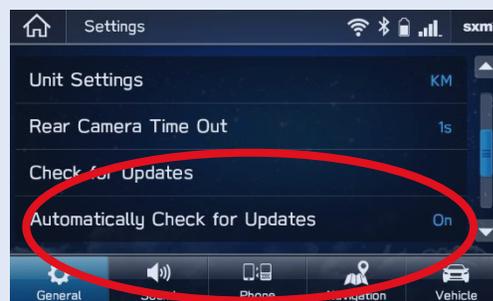
1. Ensure your clock is set to the correct time. If not, this might prevent the update process from initiating. For more instructions on how to set your clock, please see your owner's manual.
2. Once you have confirmed the time is correct, Go back to the **General** screen
3. Scroll down and select **Check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

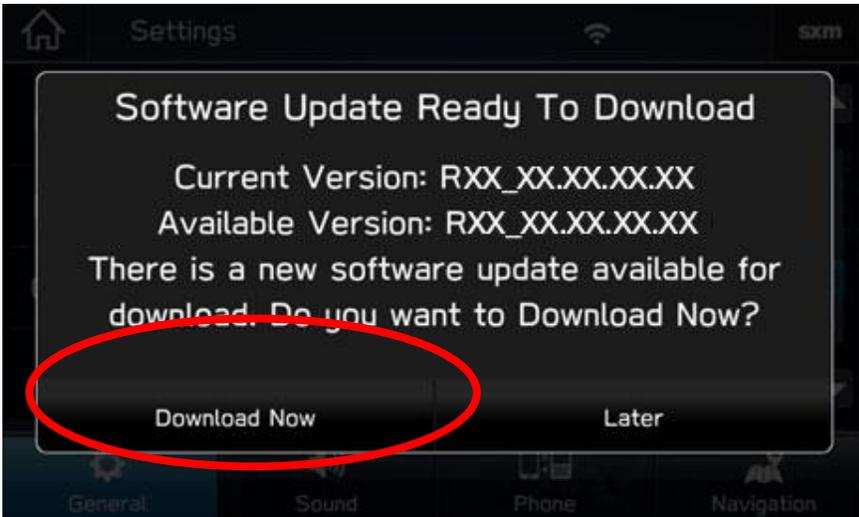


4. If an update is available, you will receive a pop up saying “Software Update Ready to Download”

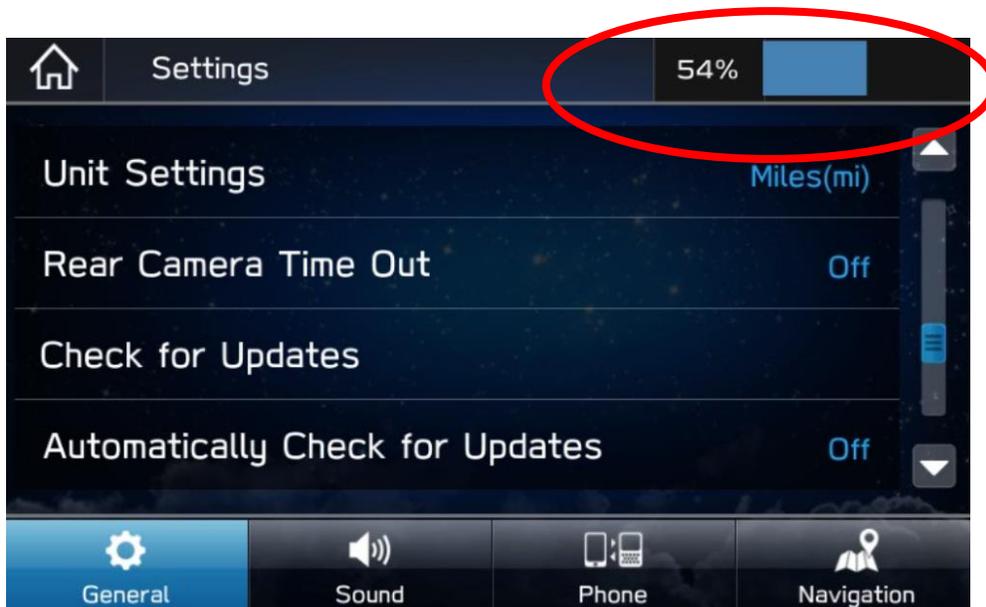
Troubleshooting:

5. If the system asks you to connect to Wi-Fi or the AHA app 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”.

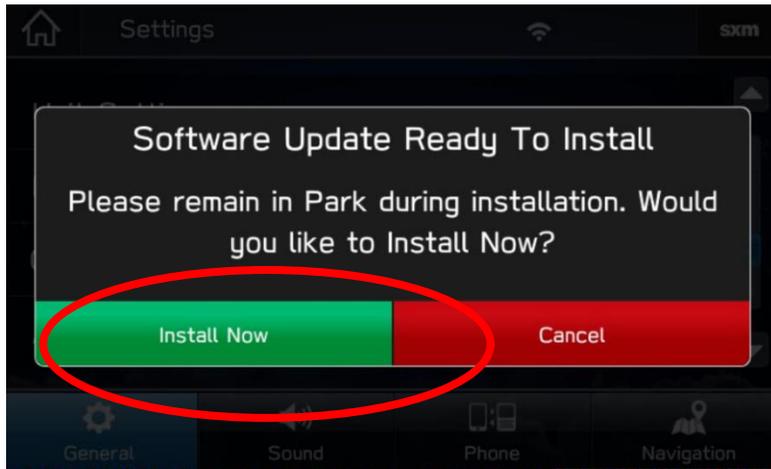




4. Once you successfully receive the above pop up, Select **Download Now**
5. A download progress indicator will appear in the top right corner.



- 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? [Click Here](#)

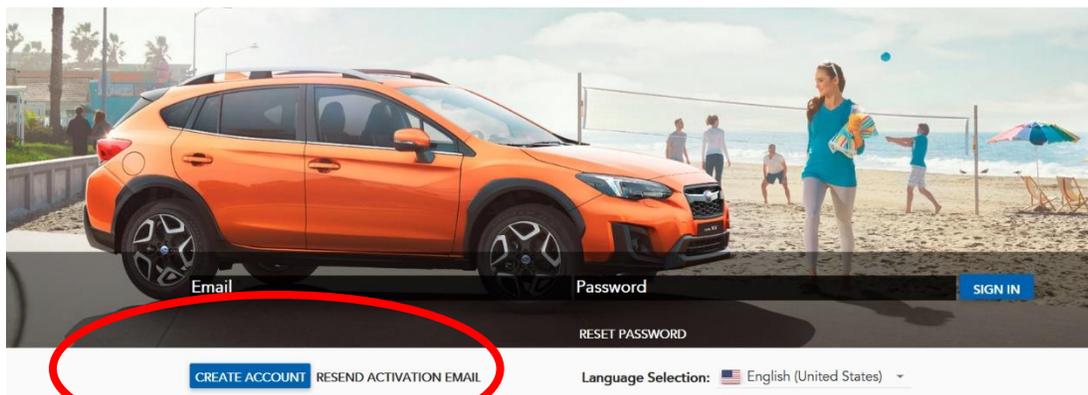
Option 2 – Map and Software Update via USB Drive

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).

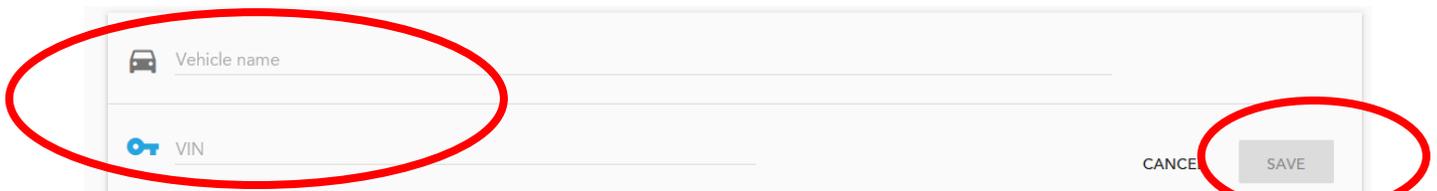
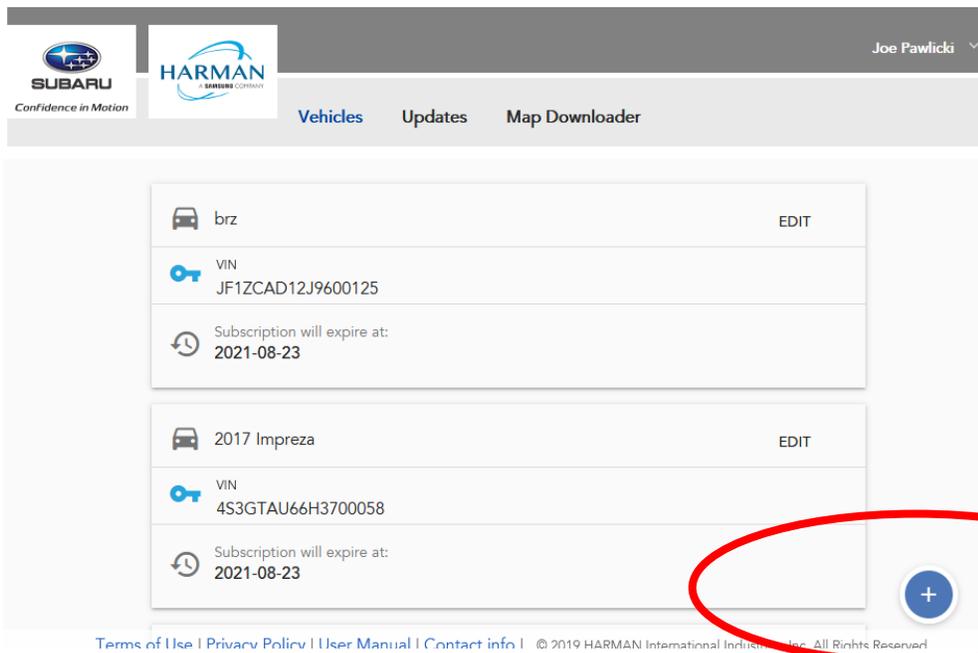
1. First you will need a “request code” from your STARLINK multimedia screen to download the update. Go to Settings, Navigation, Map Update Information and take note of the “request code”.



2. Go to subaru-maps.com on your PC or MAC.
3. Create a Map Update Account. You'll have to verify your email address to complete this process.



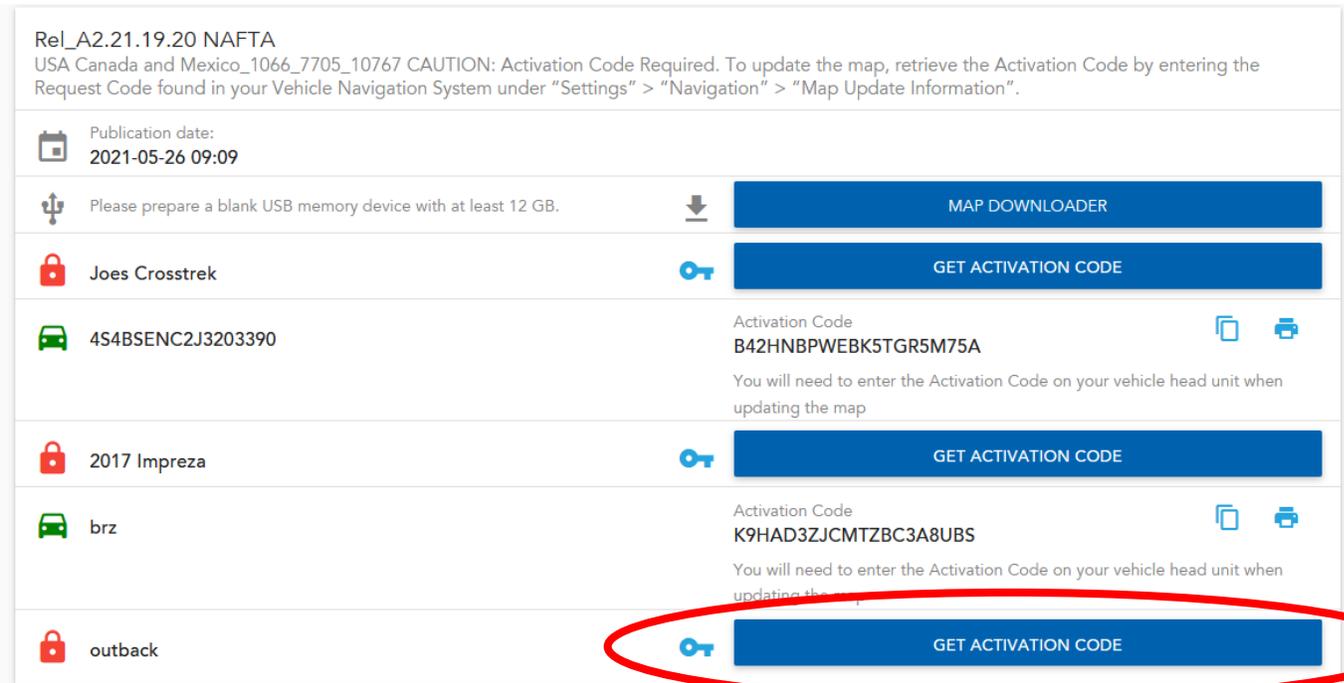
4. Select the “+” button to add a vehicle using your VIN number. Select Save.



5. Select “Updates” Tab



6. Scroll down until you see your vehicle listed. Then select “Get Activation Code”



Rel_A2.21.19.20 NAFTA
USA Canada and Mexico_1066_7705_10767 CAUTION: Activation Code Required. To update the map, retrieve the Activation Code by entering the Request Code found in your Vehicle Navigation System under “Settings” > “Navigation” > “Map Update Information”.

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2021-05-26 09:09

Please prepare a blank USB memory device with at least 12 GB.  **MAP DOWNLOADER**

 Joes Crosstrek  **GET ACTIVATION CODE**

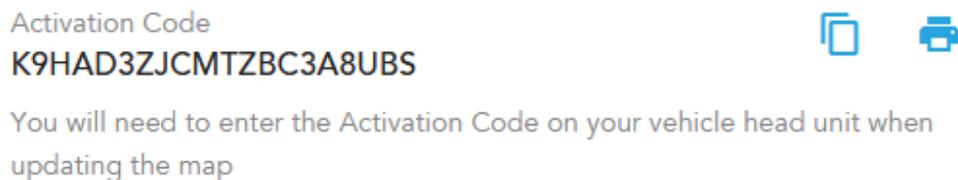
 4S4BSENC2J3203390
Activation Code
B42HNBPWEBK5TGR5M75A  
You will need to enter the Activation Code on your vehicle head unit when updating the map

 2017 Impreza  **GET ACTIVATION CODE**

 brz
Activation Code
K9HAD3ZJCMTZBC3A8UBS  
You will need to enter the Activation Code on your vehicle head unit when updating the map

 outback  **GET ACTIVATION CODE**

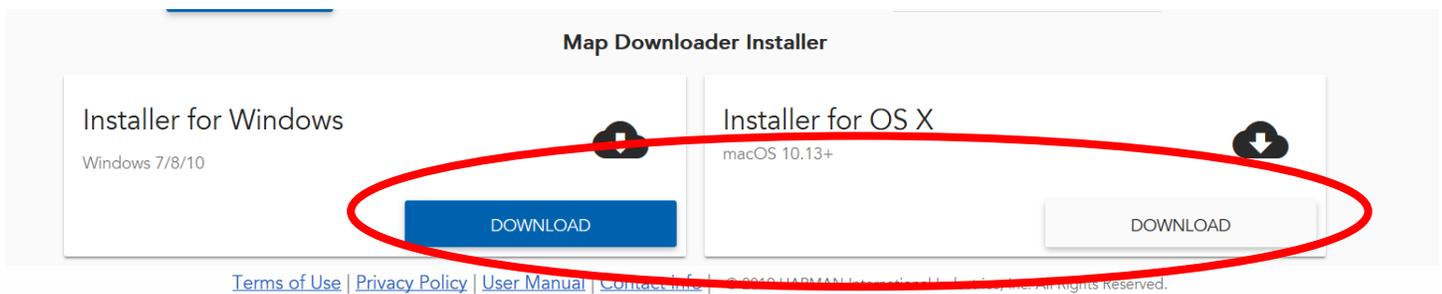
7. Enter the “request code” you captured from step 1. You will be given an “activation code” that looks like this. You’ll need this when you go to your vehicle.



Activation Code
K9HAD3ZJCMTZBC3A8UBS  

You will need to enter the Activation Code on your vehicle head unit when updating the map

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



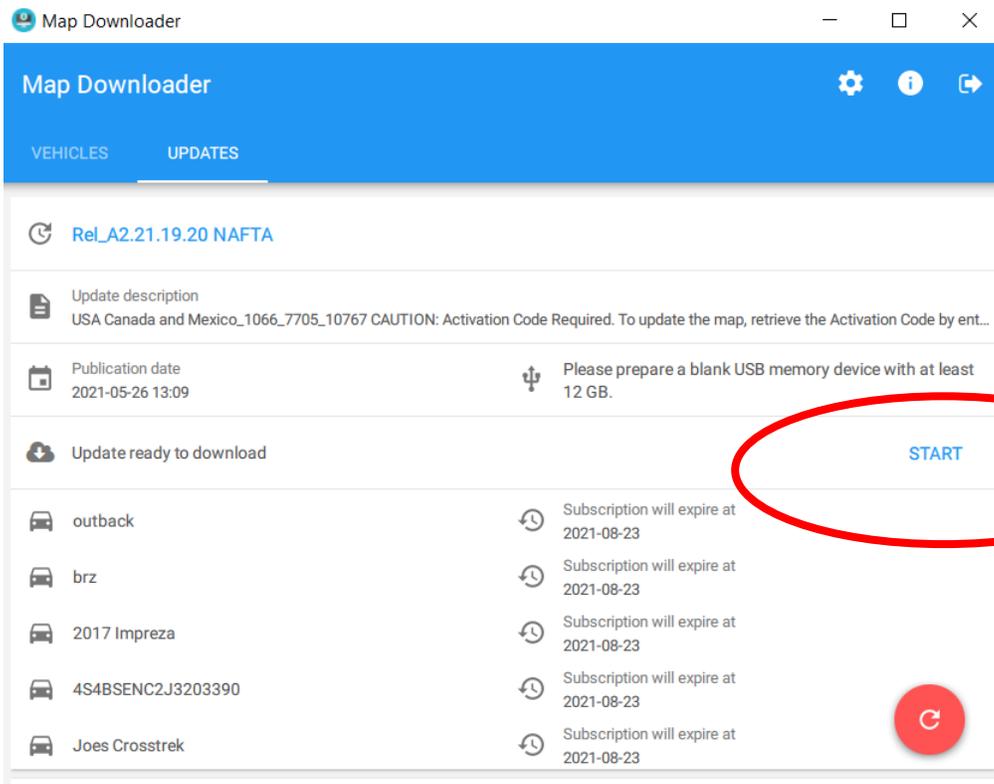
Map Downloader Installer

Installer for Windows
Windows 7/8/10  **DOWNLOAD**

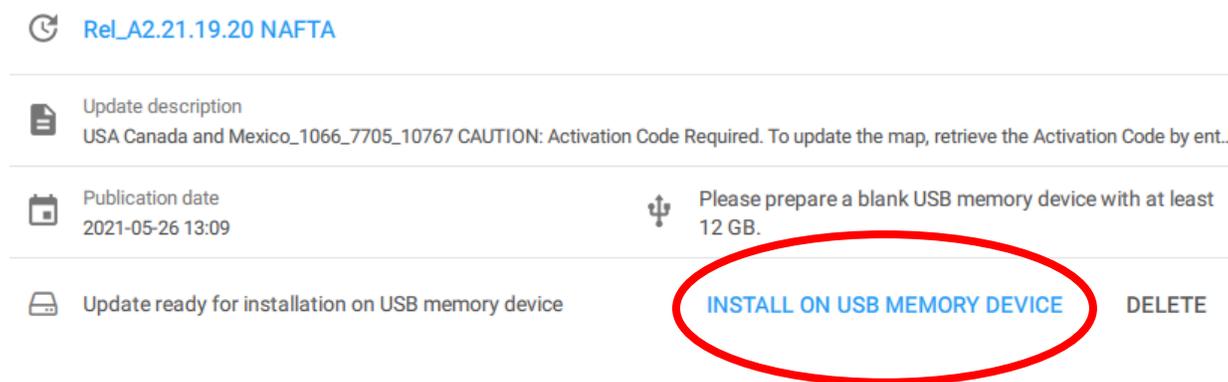
Installer for OS X
macOS 10.13+  **DOWNLOAD**

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9. Open the app and login with your account.
10. Select the **Updates** tab to see available updates for your Subaru.
11. 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.



12. When the download is complete, plug in the USB drive into your computer. Select **Install On USB Device**.



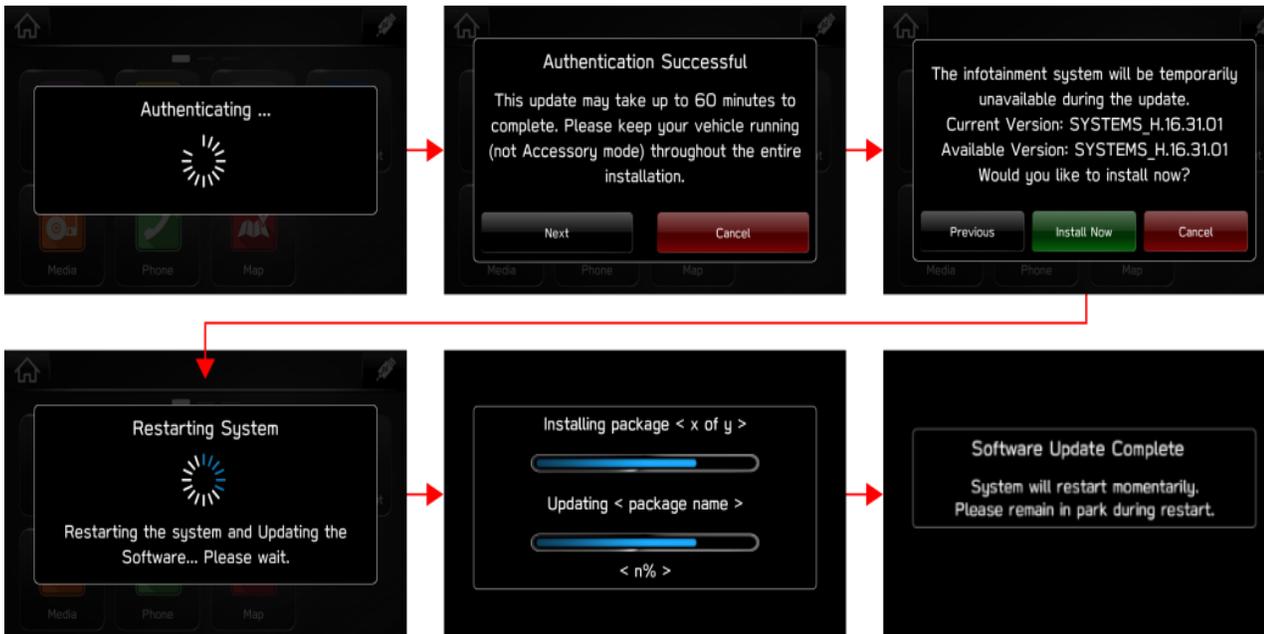
13. **Once complete**, Remove the USB from your computer and go to your vehicle.

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.
14. 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.
15. Plug the map update USB into your vehicle’s front USB port. Follow the on-screen prompts as shown below to complete the process. Enter the Activation code you received from Step 6. Once the update is complete, the system will restart to the “I Agree” page. Your update is now complete.



Note: If nothing appears, try a different USB port. If the USB is not recognized, repeat step 12 using a different model / make USB.



16. 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](#)

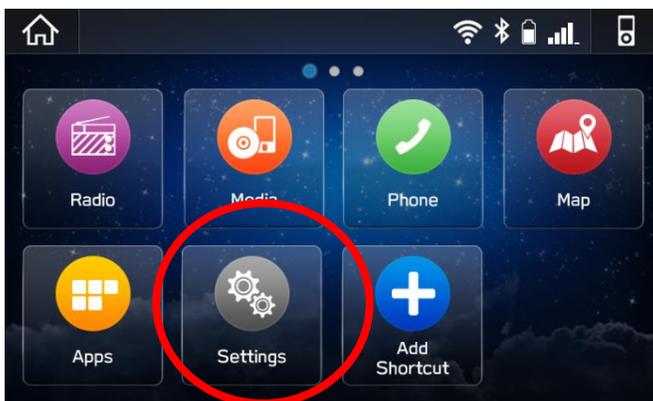
Updating Navigation Maps Over Wi-Fi

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

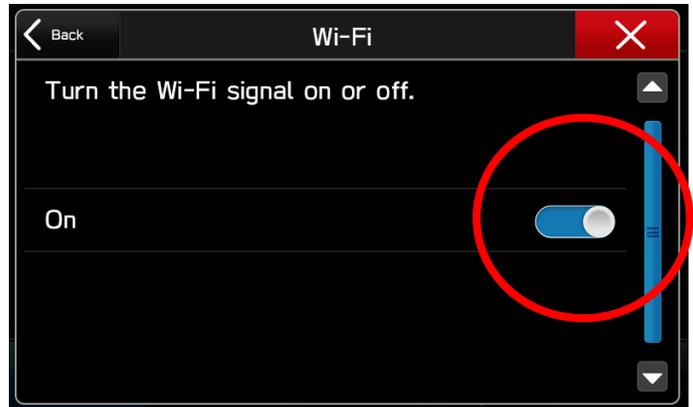
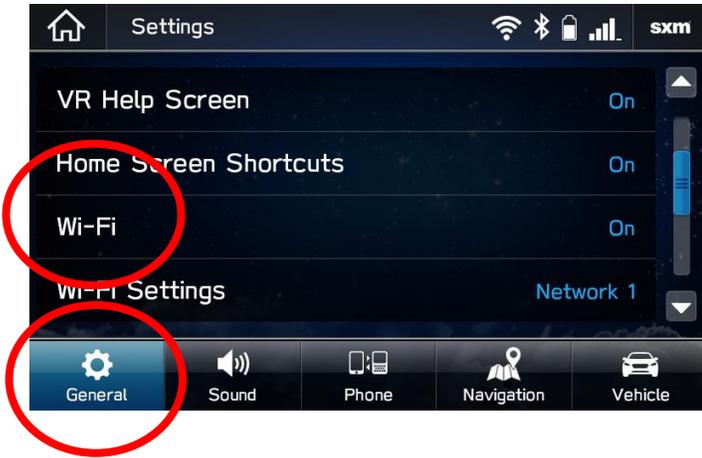
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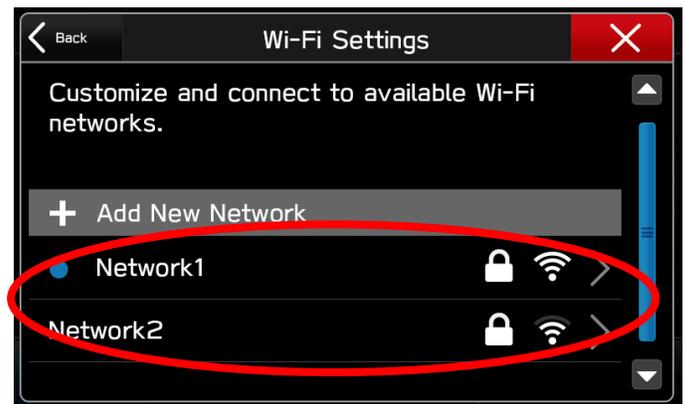
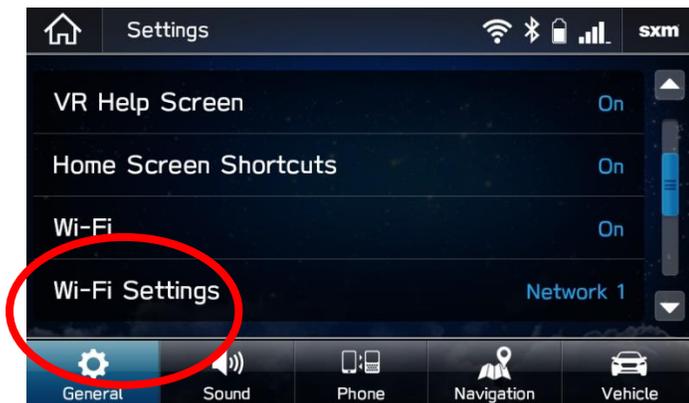
- Your home Wi-Fi (if it reaches your driveway or parking location)
 - Your phone's Wi-Fi hotspot (if your phone and data plan are capable).
3. To connect to whichever Wi-Fi source you prefer, follow these steps:
 - Go to **Settings** on your vehicle multimedia screen.



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



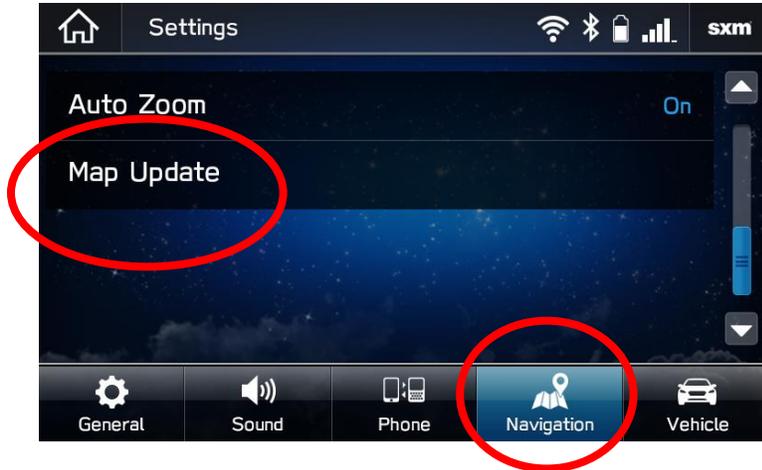
6. Select **Back** and choose **Wi-Fi Settings**.



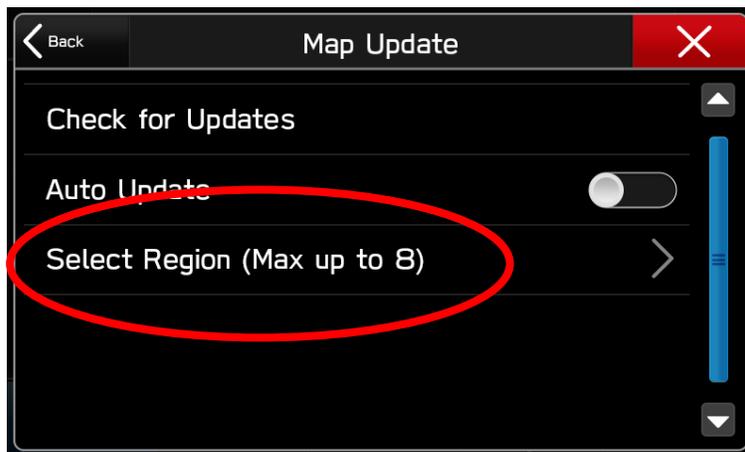
- Select the Wi-Fi network you want to use.
 - If a password is required, the system will ask you to enter it. If successful, you will now be connected to the internet.
- Take note of the Wi-Fi signal strength in the top right corner of the screen.
 - If you only have 1-2 bars with your selected network,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



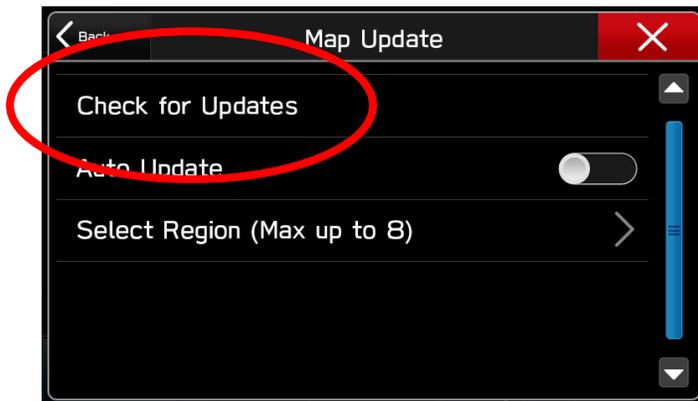
8. You can update 8 states/regions at a time. To update your states, tap “SELECT REGION”. If you wish to update the entire USA at once, this can be done via a USB drive. Follow the steps in Option 2 of this guide.



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

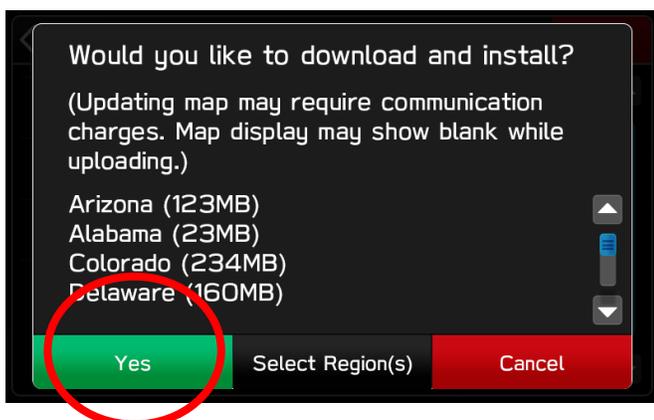


10. Select BACK and click CHECK FOR UPDATES



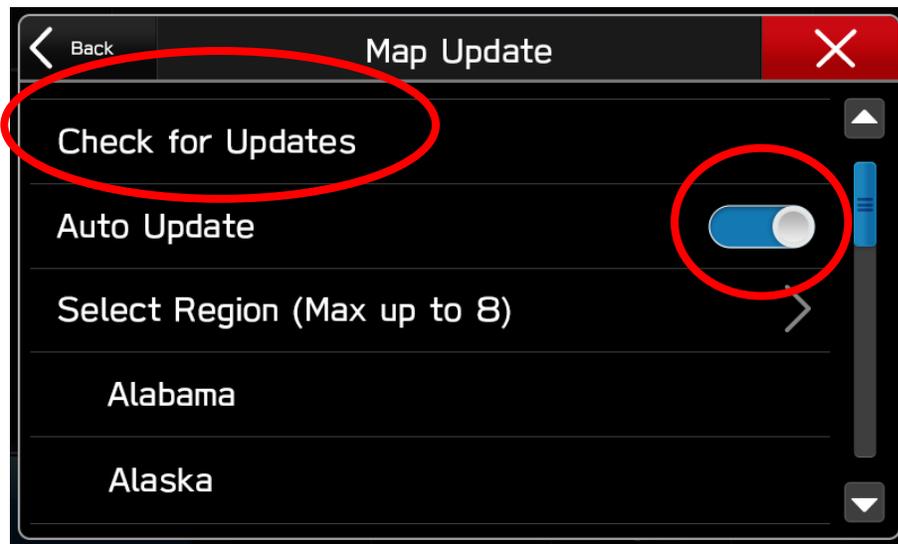
11. If there are updates available, you will get the below pop up. Choose YES to begin downloading and installing the update. Click cancel to try it later.

CAUTION- Once the map data begins downloading and installing, your navigation will be unavailable for the selected regions and states until the process is complete. If you shut your vehicle off or cancel the process midway, the state/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/states, un-select the 8 you chose before and select 8 new ones.

Need Assistance? [Click Here](#)