2019, 2020 and 2021 **Ascent, Forester, Crosstrek, Impreza, BRZ, WRX/STI**

and 2019 Outback and Legacy (with 7-inch or 8-inch display)

Update Your STARLINK ® Multimedia Software

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

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
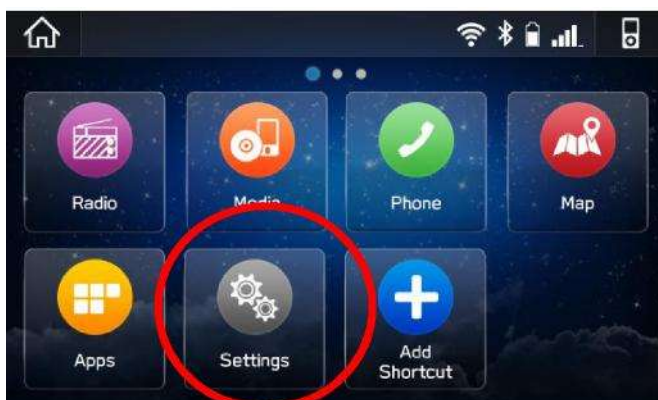
Step 1- Prepare Your STARLINK System

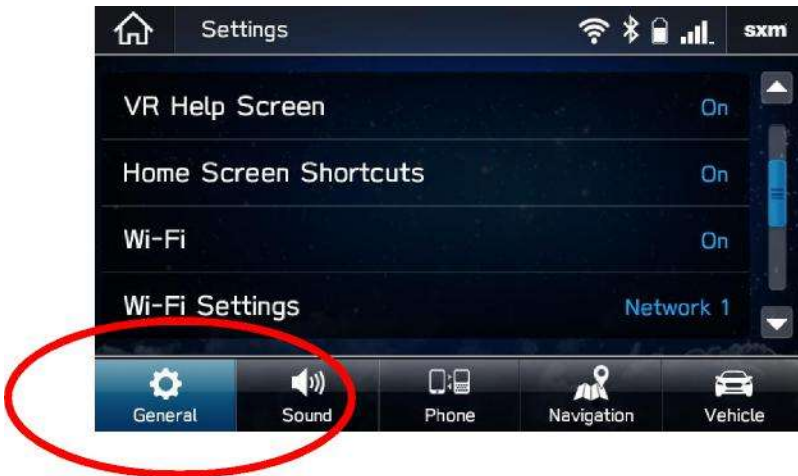parking brake is fully engaged.
- Unplug any devices, cables or other USB drives from the vehicles USB ports.

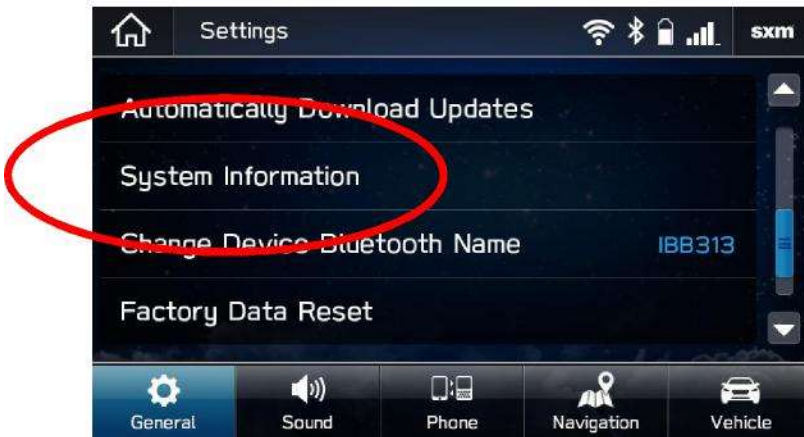1. First, let's make sure your system is ready for an update.

- 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_UG.22.13.70 or Rel_UL.23.13.70** you are already up to date with the latest software.
- If it does not show these versions, continue to the next steps to update your vehicle.

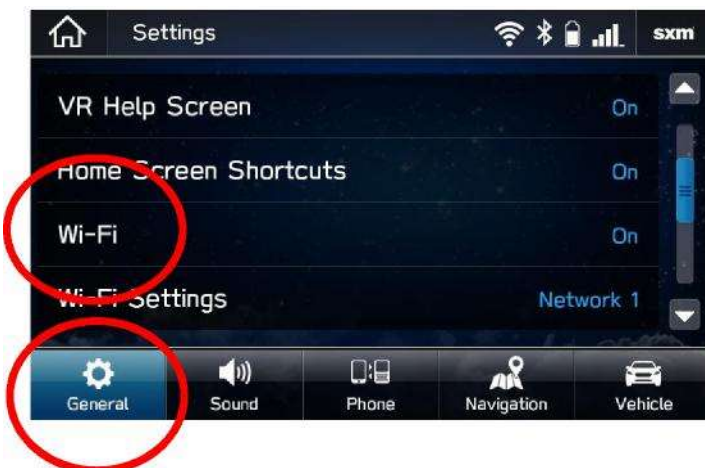## Step 2- Connect your Subaru to an active Wi-Fi connection:

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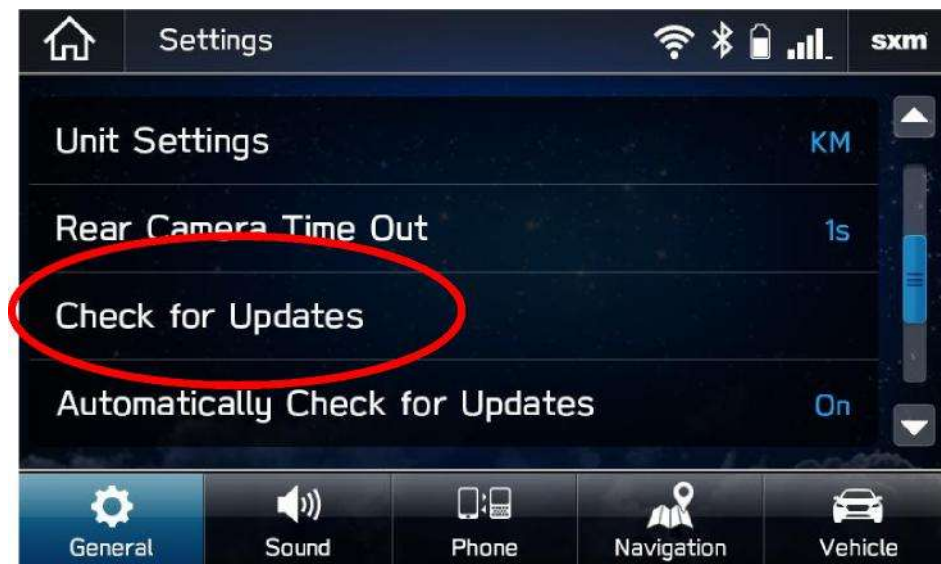
- Select **Back** and choose **Wi-Fi Settings.**

- Select the Wi-Fi network you want to use.

  - o 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.

  - o If you only have 1-2 bars with your selected network, download speeds will likely be slow.

SUBARU
STARLINK™
YOUR SUBARU CONNECTED

Step 3 – 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 saying "Software Update Ready to Download"
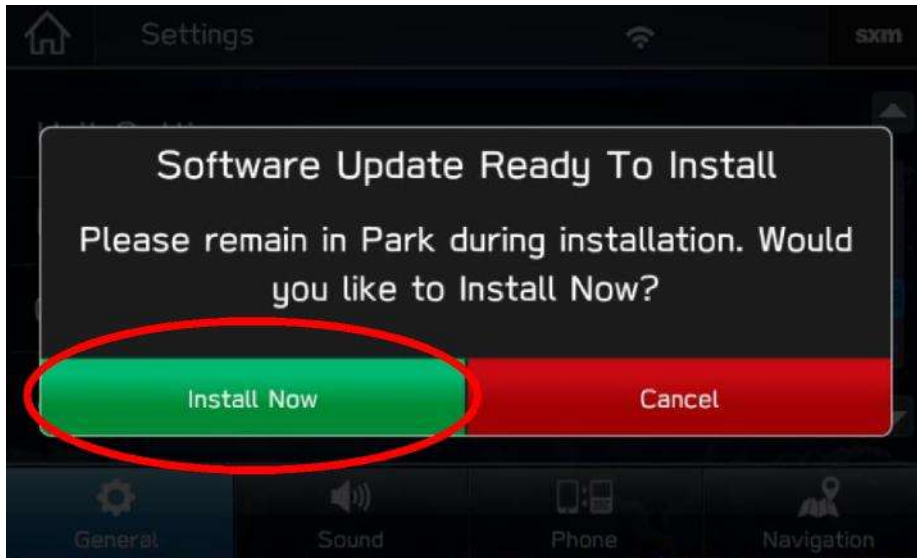

Troubleshooting:

- **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".**

- Once you successfully receive the above pop-up, 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](#)