

# SERVICE MANAGEMENT BULLETIN

CATEGORY: GENERAL  
DATE: 23<sup>RD</sup> MARCH 2010  
REFERENCE: SM0060  
SUBJECT: MY10 LIBERTY & OUTBACK SAT. NAV. BLUETOOTH PHONE ISSUES

Before commencing any investigation into failure of a mobile phone to establish a workable Bluetooth connection with MY10 Liberty and Outback Satellite Navigation systems please ensure the mobile meets the minimum requirement as follows: -

- Bluetooth Specification: - Version 1.2 or above.
- HFP (Hands Free Profile): - Version 1.1 or above. This is used for hands free connection including sending and receiving call function.
- OPP (Object Push Profile): - Version 1.1 or above. This is used for the possible transfer of business cards / phone book download.

Please also refer to 2009 Service information SI0073 that contained a detailed explanation of Bluetooth operation in Subaru vehicles.

It is also important to understand that individual mobile phones have a multitude of features and operating processes that are impossible for us to catalogue. Depending on these features Bluetooth connection procedures vary widely. Therefore it is important to also study the phone instruction manual to understand how to connect and what facilities are available.

The following summary is an update of the current situation with Bluetooth phone connection and voice recognition issues with MY2010 Liberty and Outback: -

1. **Inability to maintain Bluetooth connection with Nokia, Samsung and LG models equipped with Symbian S60 3rd edition FP 1 & 2 operating system, see attached listing for effected models. All other model and brand of phones are not affected by this issue**

Due to an incompatibility with the connection protocol between these model phones and the Kenwood Satellite navigation system, the system will initially pair with the phone but when the ignition is turned off then on again the system will no longer connect.

Both Subaru Japan and Kenwood have advised us that this is not a Kenwood system fault but one of incompatibility due to an incorrect communication coming from the effected phones software program. However Kenwood have developed a work around software solution to make it possible for these model phones to maintain the Bluetooth connection after cycling of the ignition.

This solution has been implemented on new satellite navigation systems from a certain serial numbers onwards and it is possible to upgrade earlier units. Unfortunately this upgrade requires removal of the satellite navigation unit and return to Kenwood for reprogramming.

This will require a request for an exchange unit to be supplied but please be aware that exchange unit availability is limited and heavily relies on speedy return of replaced units! Any delays in returning replaced units' means that that unit is not available for future requests. **PLEASE ensure all new units are fitted to the owner's vehicle ASAP and that the replaced units are returned immediately!**

Kenwood have also advised that because this is not a system fault a charge will be made for the upgrade (\$209) and as such it is not considered to be a warrantable repair. Subaru Australia however will consider each case individually and if you receive a customer request please communicate with your Regional Service Manager for instructions.

For your information this issue only occurred on the first few months of vehicle production. Implementation date of the software update is as per the following table.

Brand	Sup. Model#	SUBARU Pt #	Serial #	Prod date	Start VIN
KENWOOD	FXDA09MREF2	86271AJ200	97800001	6/10/2009	BM*-004001 BR*-006254
McIntosh	QX3503FA	86271AJ250	97900012	23/09/2009	BM*-003840 BR*-005940

**NOTE:** VIN is approximate, the serial # is the most accurate method for determining if a system has the upgrade.

## 2. Voice recognition 'Dial by Name' failure all model phones

The symptom of this issue is that following the adding of a name tag to a phone number in the Satellite navigation system phone book, initially the system will correctly 'dial by name' until the ignition is turned off and then back on again. When turning the ignition on again and operating the dial by name function the system will reply with the phrase "System is checking the disk please wait" but then nothing further happens.

This issue has been reported to FHI for rectification and we currently have a trial software patch that we have been asked to test and report back to FHI.

This testing was successful with several trial installations being completed with no issues. We are currently awaiting confirmation of the final software solution from FHI/Kenwood. Once this confirmation occurs FHI will dispatch sufficient quantities of the patch for distribution.

Fortunately this software solution does not require return of the satellite navigation unit to Kenwood for reprogramming. The solution requires the software to be directly loaded to the unit via a CD disk into the map disk drive and can be easily completed at your workshop.

Unfortunately this software solution is not retained in the unit's hard memory and every time the battery is disconnected the software needs to be reloaded. Therefore every Retailer will be issued with a program disc for loading into your customer's vehicles as required. Ultimately this software will be incorporated into new vehicle production and will be hard coded into the satellite navigation unit's memory.

We anticipate the software disk will become available after Easter and will be issued with full installation instructions as soon as possible.

## NOKIA, SAMSUNG & LG MODELS WITH SYMBIAN S60 3<sup>RD</sup> EDITION FP 1 & 2 OPERATING SYSTEM

• LG KS10	• Nokia 6730 classic
• LGKT610	• Nokia 6760 Slide
• LGKT615	• Nokia 6790 Surge
• Nokia 5700 XpressMusic	• Nokia E52
• Nokia 6110 Navigator	• Nokia E55
• Nokia 6120 Classic	• Nokia E71x
• Nokia 6121 Classic	• Nokia E72
• Nokia 6124 Classic	• Nokia E75
• Nokia 6290	• Nokia E78
• Nokia E51	• Nokia N79
• Nokia E63	• Nokia N85
• Nokia E66	• Nokia N86 8MP
• Nokia E71	• Nokia N96
• Nokia E90 Communicator	• Samsung SGH-G810
• Nokia N76	• Samsung SGH-i400
• Nokia N81	• Samsung SGH-i408
• Nokia N81 8GB	• Samsung SGH-i450
• Nokia N82	• Samsung SGH-i458
• Nokia N95	• Samsung SGH-i520
• Nokia N95 8GB	• Samsung SGH-i550
• Nokia 5730 XpressMusic	• Samsung SGH-i550w
• Nokia 6210 Navigator	• Samsung SGH-i560
• Nokia 6220 Classic	• Samsung SGH-i568
• Nokia 6650 Fold	• Samsung GT-i8510 (INNOV8)
• Nokia 6710 Navigator	• Samsung GT-i7110
• Nokia 6720 Classic	• Samsung SGH-L870

Kind regards,



Derek Ashby

National Manager

Engineering & Technical Service

