



Subarunet Announcement

TO: All Subaru Retailer Parts Departments

FROM: SOA Service & Quality Dept.

ATTENTION: Subaru Service and Parts Managers

FROM: Subaru of America, Inc.

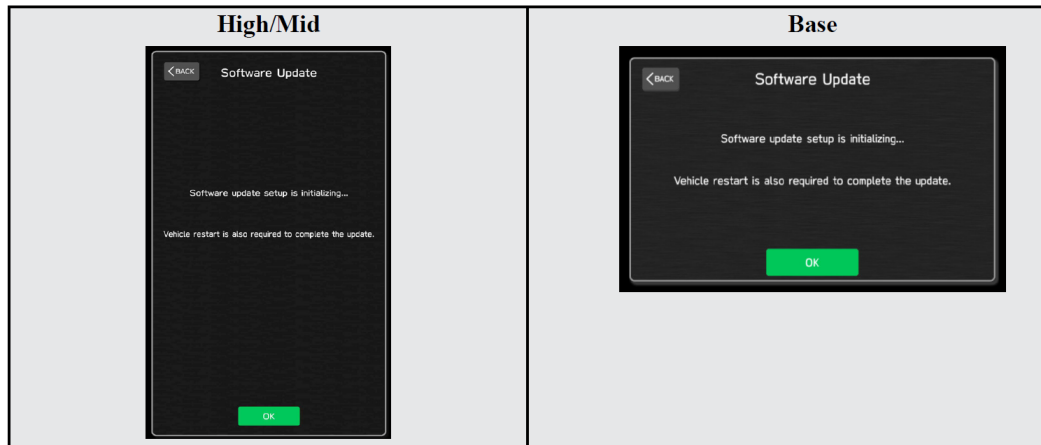
DATE: January 5, 2021

SUBJECT: Recall WRH-20 / WRI-20 Denso Gen 4 CP1 software update. Critical points to avoiding unnecessary hardware replacement

IMMEDIATE ACTION REQUESTED: Retailer Service Managers must promptly review the information below with their Technicians to prevent unnecessary hardware replacement. **The following applies to Recall WRH-20, Service Campaign WRI-20 and TSB 15-261-20R**

1. “Software update setup is initializing...” message

We have seen exchange claims for reported failures where the message “Software update setup is initializing...” appears when performing the software update.



Note: “Software update setup is initializing...” message could be displayed for any one of the reasons listed below:

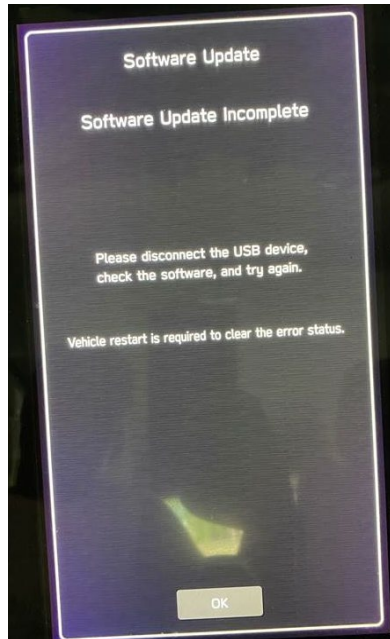
- *When the software update is performed (FOTA or USB) following the installation of new Cockpit Control Unit (CCU) prior to keeping I/G ON for 30 minutes or longer.*
- *When re-attempting the software update, after the initial update failure following CCU rebooting.*
- *When the software update is performed, after the CCU rebooted following “Memory Initialization”.*

This is characteristic as outlined in the Service Bulletin. This does not mean the software update failed. If the screen shown above appears, **WAIT** for approximately **15-30** minutes to allow the

Software update setup initialization process to complete. This information is also provided in WRI-20, WRH-20, TSB 15-261-20R. Questions may be directed to SOA's Technical Helpline, if necessary.

2. "Software Update Incomplete" message

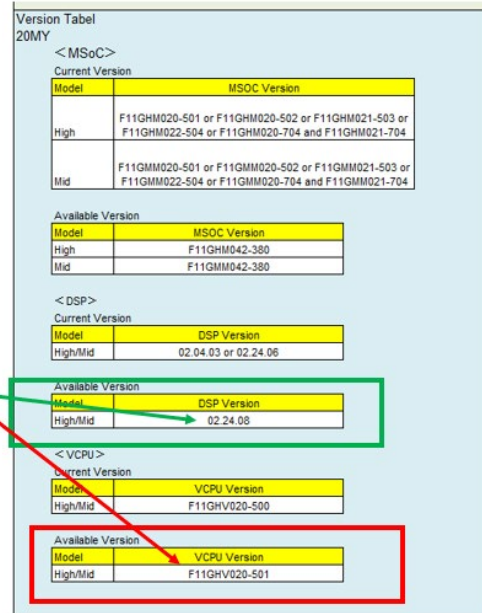
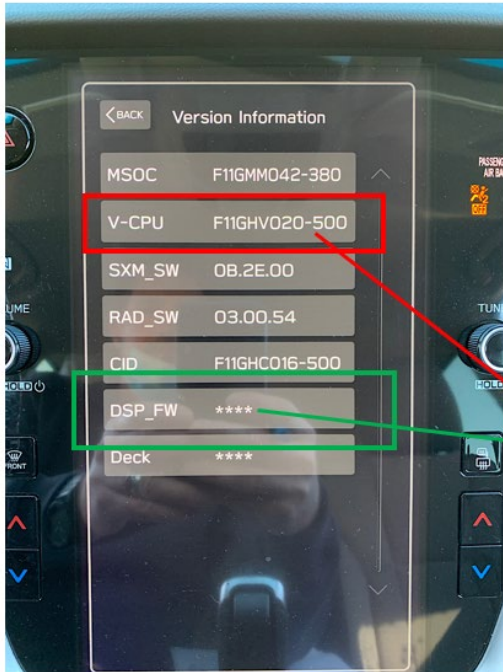
We have seen exchange claims for the message "Software update Incomplete" appearing when performing the software update.



Please check the software version next, if you see this message. As long as the software version was updated to match the version found in the related WRH-20, WRI-20, TSB 15-261-20R you can continue following the software update procedure restarting the vehicle. In most cases this does not indicate an actual concern and will clear after the restart. If in some rare case, the software version didn't update, proceed with troubleshooting to identify the root cause. Questions may be directed to SOA's Technical Helpline, if necessary.

3. Software corrupted following the update

In some rare cases, there may be a loss of the audio output or CID malfunction following the software update. This condition may or may not be accompanied with an error message(s) other than the "Software update setup is initializing..." or "Software update Incomplete". Should this occur, go to the "Version Information" screen following **WRH-20, WRI-20** and **TSB 15-261-20R** and confirm "MSOC" version, "V-CPU" version, "RAD_SW" version and "DSP_FW" version. See below for an example of failed software update showing incorrect data for "V-CPU" version and "DSP_FW" version.



If the version displayed for MSoC is incorrect or there is no "RAD_SW" version and "DSP_FW" version displayed or asterisk symbols (****) are shown, the software was corrupted during the software update. Should this occur, **NEVER use the same USB drive for another update without reformatting it and loading a new set of the update files as outlined in the related service bulletin.**

Please note it is still possible to recover CCU state by performing another software update, if "V-CPU" version is wrong and "DSP_FW" version doesn't show as "****". CCU recovery is successful, as long as you get "Software update setup is initializing..." message during next attempt to update the software. Otherwise the condition is not recoverable and will require Cockpit Control Unit (CCU) replacement.

Questions may be directed to SOA's Technical Helpline, if necessary.

Should you ever encounter an unexpected outcome during a software update, please remember to submit a detailed QMR and/ or contact the SOA Techline with all details. Be sure to take and share screenshots of any error messages displayed. Also include images of the files found on the USB drive that was used to install the update showing the files applied and system details including memory allocation etc. If possible, include a video of the concern as duplicated and any steps required to duplicate it.