SUBARU

TO: All Subaru Retailer Parts Departments
FROM: SOA Service & Quality Dept.

ATTENTION: Subaru Service and Parts Managers

FROM: Subaru of America, Inc.
DATE: March 25, 2019

SUBJECT: Immediately Discontinue use of latest 2019 MY Gen 3.1 Harman Software Update

IMMEDIATE ACTION REQUESTED: Retailers must immediately discontinue the installation of software Rel_UA.19.01.70 for 2019 MY Gen 3.1 Harman audio and audio/ navigation head units.

- **Retailers must delete any locally stored copies of this Gen 3.1 software on their PCs or USB jump drives to prevent installation of it.**
- A concern has been identified with the most recent Gen 3.1 Harman software update Rel_UA.19.01.70 for 2019 MY vehicles as detailed in bulletin 15-236-18R revised 3/21/2019.
- In some cases, the steering wheel satellite controls for the audio/ navigation system (other than volume control) and the audio/ navigation head unit hard buttons (other than volume control) may become inoperative intermittently.
- The root cause of this condition is currently under investigation by SOA, SBR, and Harman.
- **If a retailer installed software version Rel_UA.19.01.70 in a 2019 MY vehicle and the customer is experiencing a concern** with the satellite steering wheel controls (other than volume) not working and/or the hard buttons (other than volume) on the head unit itself not working intermittently, retailers will need to order an exchange head unit through the normal United Radio exchange process. The replacement audio or audio/navigation head unit received through the exchange program will have the prior software version Rel_U1.18.38.50 installed.
- Prior Software release version Rel_U1.18.38.50 is not affected by this condition.
- **No action is needed if a head unit has Rel_U1.18.38.50 installed.**
- Prior exchange units released by United Radio to retailers did not contain the affected software version Rel_UA.19.01.70.
- SOA is currently working to replace the Harman Gen 3.1 software update files Rel_UA.19.01.70 found on retailer SDS Notebooks with the prior version software Rel_U1.18.38.50._Nuspire will be remoting into and replacing the Gen 3.1 software update files on retailer SDS notebooks with the prior version files (timing for this to occur is TBD). **Retailers must not use the software updates for Gen 3.1 on the SDS Notebooks until further notice.**
- **There is no impact on the rear camera function.**

Actions Taken by SOA

- SOA has temporarily removed the last version of bulletin 15-238-18R dated 3/21/209 and replaced it with the prior version dated 1/7/2019. **Retailers must delete and/or destroy any versions of 15-238-18R they have saved locally which have revision dates <u>newer than 1/7/2019</u> as they are no longer applicable.**
- The Subarunet download files have be replaced with the prior versions and they are OK to use. Refer to Service Bulletin 15-238-18R Revision Date 1/7/2019 for details.

Updates will be shared as new information becomes available. We sincerely apologize for the inconvenience this has created for our retailers and our customers.

Questions may be directed to SOA's Technical Helpline