

# Urgent Denso Gen 4 CP1 Audio Exchange Unit Process Announcement

**To:** SDC, SNE, SOA

**From:** Subaru of America, Inc.

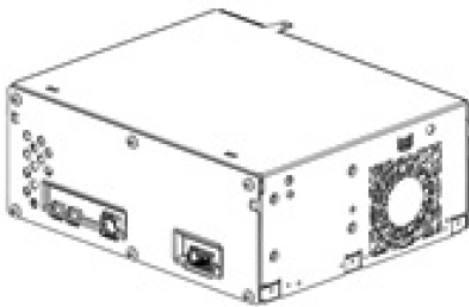
**Department:** SOA Service & Quality Dept.

**Date:** 04-15-2020

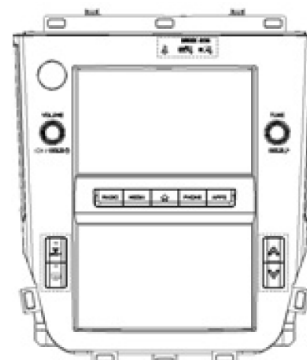
**Category:** All Categories

**Attention:** Subaru Service and Parts Managers

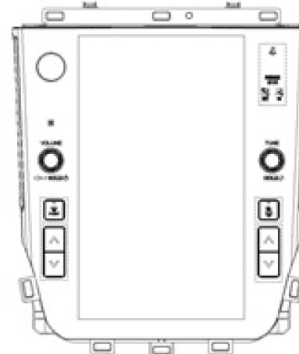
There is currently a high volume of exchange orders for Denso CP1 CID components.



CCU



CID Base



CID Mid and High

We have learned recently the vendor facility in Mexico which manufactures the CID (Cockpit Information Display) is shutting down due to government order for COVID-19. According to the vendor this plant will resume their operation on May 4, 2020. This will reduce the number of CIDs available through their exchange depot to process new CID exchange orders.

Here is a list of parts possibly impacted by this plant closure.

86213AN60A - CID BASE

86213AN61A - CID BASE

86213AN65A - CID MID HIGH

Please note the “CCU, Cockpit Control Unit” is manufactured by the facility in Tennessee, which so far remains open.

In order to mitigate the risk of backorder please assure proper diagnosis is completed each and every time prior to proceeding with CID or CCU exchanges. The results of diagnostic performed must be documented on the repair order and in the rare case of an actual CID failure using the supplied questionnaires and reported via QMRs.

In the vast majority of cases, even when the operation of the CID touch screen appears impacted (stuck, frozen or not responding), this is actually a result of a CCU software or hardware failure rather than actual CID failure as the touch screen is still functioning but the CCU is either unable to receive the input properly or unable to provide the needed output to display. Moving the affected CID to a correctly operating vehicle is a quick way to confirm the CID is or is not related to the condition.

Your quick action in support of this urgent request is greatly appreciated and will reduce any delays for customers with confirmed need for this equipment.