

Subarunet Announcement



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

ATTENTION: Subaru Service and Parts Managers

FROM: Subaru of America, Inc.
DATE: August 21, 2020

SUBJECT: Concern with latest 2020 MY Legacy/Outback Gen 4 CP1 FOTA Software Update

On August 17, 2020, SBR released a Firmware Over-The-Air (FOTA) software update for 2020MY Legacy/Outback models equipped with MID (Audio Only) or HIGH (Audio / Navigation) Gen 4.0 CP1 infotainment systems.

Following the update, SOA received isolated reports of a dark screen condition on initial boot up. See example image below showing white outline appearing during boot up prior to going dark. If this white outline is not observed, the condition may be a result of something other than this FOTA.



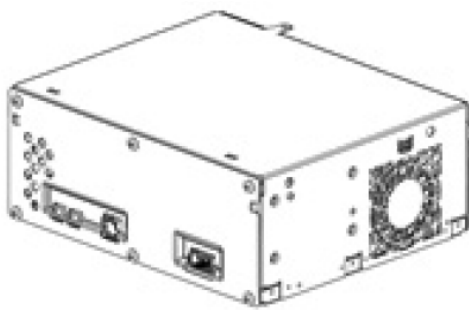
As a result of these reports, the FOTA update has been discontinued as of August 21, 2020. Customers potentially impacted will be notified via email that the FOTA release has been stopped and to contact their Subaru retailer should they be experiencing any concerns after attempting the update.

SOA continues to gather information about this condition. If a customer reports this concern, SOA requests that the technician complete the following steps:

- Basic diagnosis including DTC check. If DTC(s) are set, confirm if SSM will communicate with related modules
- Confirm what functions do work and what does not work on the units presented to them including HVAC controls, Audio, Volume, Tuning, and Rear Camera

- Report those details to the SOA Technical Helpline or submit a Quality Monitoring Report (QMR).
- Please include photos and videos of the current conditions as well as any details the customer shares regarding the conditions when this started including any error messages the system may have displayed, if the update failed, or if the update completed successfully.

Currently the repair, should this specific condition occur, is to replace the CCU with an exchange unit. When the CCU is removed, please note the serial number and include that with your claim submission. Please note the CID is not affected this condition and should not be ordered as part of these repairs.



CCU



CID

Additional updates will be shared as new information becomes available. Although we were able to identify this concern and quickly discontinue the update, we apologize for any inconvenience this has created for our retailers and our customers.

Questions may be directed to SOA's Technical Helpline.