

Subarunet Announcement

To: SDC, SNE, SOA

From: Subaru of America, Inc.

Department: SOA Service & Quality Dept.

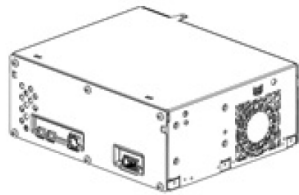
Date: 08-28-2020

Category: All Categories

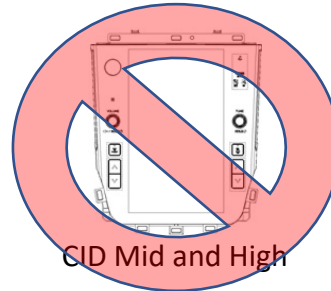
Attention: Subaru Service and Parts Managers

Subject: Update on Exchange Unit Backorders- Concern with latest 2020 MY Legacy/Outback Gen 4 CP1 FOTA Software Update

Due to the FOTA update concerns there has been an increased demand for the CCU (Cockpit Control Unit) and the 11.6" (Mid and High) CID. This increased demand has created a temporary backorder at the exchange unit vendor for both components.



CCU



CID Mid and High

This backorder is being addressed and the supplier expects to begin shipping backordered CCUs starting next Wed 9/2.

Please note the CID is not affected by the FOTA update related condition (Dark Screen, No Audio etc.) and must not be ordered as part of these repairs.

- If a retailer has ordered a CID to address the FOTA related condition, we ask that those unnecessary orders be cancelled to ensure CID supply is available for any CID related concerns.
- If a CID was ordered to repair the FOTA related concern instead of a CCU, please cancel the CID order and place a new order for a CCU which will repair the condition.
- CCU replacement is required to correct these FOTA related condition. The CID is not.

In these cases, even when the operation of the CID touch screen appears affected (darkened screen or appearing as not responding), it is functioning correctly. This appearance is a result of a CCU software failure rather than a CID failure. The CID is still functioning but the CCU is either unable to receive the input properly from the CID and/or the CID is not receiving any output from the CCU to display. This can be easily confirmed by moving the CID temporarily to a correctly operating vehicle as a diagnostic check.

In order to reduce the chances of a future backorder, please follow standard diagnostic practices prior to initiating CID or CCU exchange orders. The results of all diagnostics performed must be documented on the repair order and included with QMR submissions.

Additional updates will be shared as new information becomes available. We apologize for any inconvenience this has created for our retailers and our customers.

Questions may be directed to SOA's Technical Helpline.