



## **Subarunet Announcement**

**TO: All Subaru Retailer Parts Departments**

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

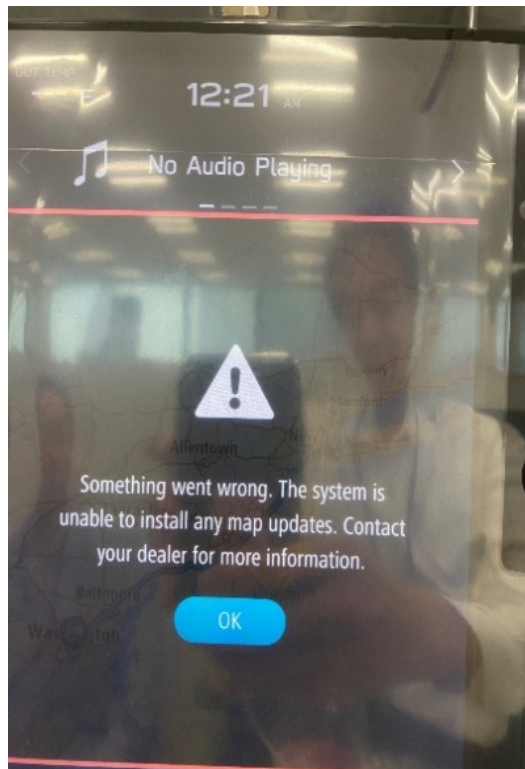
**ATTENTION: Subaru Service and Parts Personnel**

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

**DATE: February 8, 2021**

**SUBJECT: Denso Gen 4 CP1 MOTA Update notification**

We have been informed Denso Gen 4 CP1 MOTA (map over the air) update portal became operational starting February 5, 2021. Customers with navigation equipped vehicles will be receiving an e-mail about this map release along with the link to the update procedure. The process to perform an update is very straight forward and can easily be completed if one of the latest software versions is installed. CP1 units with older software versions prior to the update RC2003, released in summer 2020, will receive an installation error shown below.



Older software versions do not support MOTA updates. The work around in these cases will be to update the CP1 system to the latest software version RC2011 released in December 2020. See applicable recall WRH-20R or campaign WRI-20R bulletins for details. Once the software is updated, MOTA may be completed.

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.