



To: All Subaru Retailers

From: Subaru of America, Inc. – Connected Business

Date: October 12, 2022

Re: *Firmware Over the Air (FOTA) for Gen 4 Head Unit Software*

A Firmware Over the Air (FOTA) software update is available for our customers with a Gen 4 head unit. We will be releasing this update in phases. The information below pertains to the fourth phase which will occur on 10/12/22 for all remaining US states.

Phase 1 has been completed as of 8/4/22 and included residents in NJ and PA.

Phase 2 has been completed as of 8/31/22 and included residents in IN and MI.

Phase 3 has been completed as of 9/21/22 and included residents in OH, CA, CO, TX, NY, FL, WA.

What: Once connected to Wi-Fi a head unit prompt will generate for customers to perform the update. The update will require a strong Wi-Fi signal. This update will improve:

- Improved performance of the in-vehicle touchscreen display
- Improvements to Bluetooth connectivity
- Improvements to Apple CarPlay and Android Auto functionality

Who: Remaining owners who own a Subaru with a Gen 4 head unit. This head unit is in the following vehicles:

- 2020-2022 Outback and Legacy
- 2022 WRX, BRZ

When: FOTA will release on 10/12/22. Customers included in the first phase will receive an email with information and instructions on either 10/11 or 10/12.

Additional Information:

For your reference, the [How to Guide](#) and [How to Video](#) we are providing to customers is included.