



To: All Subaru Retailers
From: Subaru of America, Inc. – Service & Quality Department
Date: December 15, 2020
Re: ***Denso Gen 4 CP1 Software Update Warning***

We have learned during software update validation, the number of files required to complete the update for **20MY** and **21MY** is not the same. This detail is outlined in the WRI-20 Service Program bulletin as it applies to both 2020 and 2021 MY Legacy and Outback.

There are **4 (FOUR)** FILES required to complete the Denso CP1 Audio/ Navi software update for **2020MY** Legacy and Outback.

For **2021MY** Legacy and Outback, there are only **3 (THREE)** FILES required.

ALL 4 (or 3) update files MUST BE DOWNLOADED TOGETHER to the USB Flash Drive before starting the update.
CRITICAL: PERFORMING THIS UPDATE USING A USB FLASH DRIVE WITH ANY OF THE REQUIRED UPDATE FILES MISSING WILL LEAD TO A NON-RECOVERABLE FAILURE OF THE COCKPIT CONTROL MODULE (CCM) REQUIRING CCM REPLACEMENT.

[Example for 20MY- Copy these 4 files to the update USB](#)

20MY HIGH (D:)

Name	Date modified	Type	Size
ALLUPD-NAVI.pkg	12/15/2020 11:05 AM	PKG File	6,207,826 KB
HASHLIST.DAT	12/15/2020 11:05 AM	DAT File	1 KB
LOADING_AD.P.KWI	12/15/2020 11:05 AM	KWI File	201 KB
LOADING_VCP.KWI	12/15/2020 11:05 AM	KWI File	442 KB

[Example for 21MY- Copy these 3 files to the update USB](#)

GB8 HIGH (D:)

Name	Date modified	Type	Size
ALLUPD-NAVI.pkg	12/15/2020 9:52 AM	PKG File	6,207,826 KB
HASHLIST.DAT	12/15/2020 9:52 AM	DAT File	1 KB
LOADING_AD.P.KWI	12/15/2020 9:52 AM	KWI File	201 KB

Given the size of the software update files, almost 7GB for High grade (model with Navigation), it is important to confirm the PC has enough memory space (at least **16GB** free space) to support the compressed files size.

Similarly, the USB Flash drive must be a minimum of **16GB** in size.

Always follow WRH-20 "Rear Visibility FMVSS 111 Non-Compliance", WRI-20 "Reprogramming of Denso CP1 Infotainment Units to Optimize System Performance" or TSB 15-261-20R "Reprogramming File Availability for Optimization of Gen 4 Denso CP1 Infotainment Systems" as applicable for minimum memory space requirement, other cautions and helpful tips to assist with the update process.

If any concerns are experienced during the software update process, please submit a detailed QMR with all available facts and contact the SOA Technical Helpline if immediate assistance is required. Be sure to include screenshots of any messages displayed as well as a screenshot of the file tree showing the files installed and system details including available memory etc. If possible, include a video of the concern as duplicated and any steps required to duplicate it.