

# Production Issue – CP1.5 Head Unit Incorrectly Displaying Open RC202 Recall/Campaign

Wednesday July 19, 2023, 4:45 PM

**TO:** Region 050, Region 060, Region 080, Region 020  
**FROM:** Subaru of America, Inc.  
**DEPT:** Parts and Service  
**TOPICS:** Parts Service

We have discovered a production issue related to the recent CP1.5 Head Unit FOTA software update that was pushed to customers between 6/2/23 – 7/7/23. The issue is that all customers – including those that successfully received the update which is nearly 100% - are seeing a notification on their in-vehicle head unit (**see image below**) that is saying they have an open recall or campaign and references “RC202” which is the backend name of this software update. This is incorrect and is causing confusion for both customers and retailers.

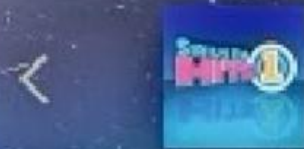
If you receive any contacts, please advise 1) RC202 is not a recall or campaign and poses no safety concerns, 2) there is no action the customer needs to take (the update was completed), and 3) we are working on correcting this.

If you have any questions, please contact Techline.

OUT TEMP

82 °F

6:39 PM



SXM-SiriusXM Hits 1

5 Seconds of Summer  
She Looks So Perfect

Recall RC2-02

Running Change Version 2 of CPL5 5000 High Head Units

RC202

Safety Risk

RC202

Call My Preferred Retailer - Johnson Subaru of Cary at (919) 447-4435 to schedule an appointment.

 (919) 447-4435

Your vehicle may be affected by other safety recalls or service campaigns. Visit [MySubaru.com](http://MySubaru.com) for details and official communications on recalls and service campaigns.