

Production Issue – CP1.5 Head Unit Incorrectly Displaying open RC201, RC202, or RC203 Recall/Campaign

Thursday July 20, 2023, 5:26 PM

TO: Region 050, Region 060, Region 080, Region 020
FROM: Subaru of America, Inc.
DEPT: Connected Business
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 in 6 phases between 6/2/23 – 7/7/23.

The issue is that customers in early phases of this software update may see a pop-up notification on their in-vehicle head unit (**see image below**) that indicates they have an open recall or campaign and references RC201, RC202, or RC203 which are backend names of this software update. This is incorrect and is causing confusion for both customers and retailers.

If you receive any contacts, please advise 1) RC201, RC202, and RC203 are not recalls or campaigns and pose no safety concerns, 2) there is no action the customer needs to take (the update was completed successfully), 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 for details and official communications on recalls and service campaigns.