

Production Issue – CP1.5 Head Unit Incorrectly Displaying open RC201, RC202, RC203, or RC204 Recall/ Campaign

Wednesday July 26, 2023, 6:34 PM

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

We are continuing to investigate a production issue related to the recent CP1.5 Head Unit FOTA software update that was pushed to customers in 6 phases between the dates of 6/2/23 - 7/7/23.

The issue is that customers in early phases (phases 1-4) 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, RC203, or RC204 which are backend names of this software update. This is incorrect and is causing confusion for both the customers and retailers.

If you receive any contacts, please advise:

1. RC201, RC202, RC203, or RC204 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).
3. We are currently working on correcting this.

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 CP15 5Q00 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](tel:(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.