



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service & Quality Dept.  
**Date:** June 28, 2024  
**Re:** **Gen 4.5 Denso CP1.5 Infotainment Systems- Countermeasure for CarPlay concern with hands-free call operation (TSB 15-305-22)**

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The following information announces reprogramming file availability for Gen 4.5 Denso CP1.5 Audio and Navigation system offering an improvement for CarPlay concern with hands-free call when receiving party is not able to hear the caller as the microphone data is muted. Please see **TSB 15-305-22** for applicability details.

This update is currently available via USB/SSM5 only. Please follow **TSB 15-305-22** for download and installation procedure.

The firmware over the air update (FOTA) available currently does not contain the improvement for CarPlay concern with hands free call where receiving party is not able to hear the caller. Only the recently released USB/SSM5 update covered by **TSB 15-305-22** will address the concern, until FOTA update is prepared later this year.

NOTE: Please keep the SDS notebooks plugged in and connected to Wi-Fi to receive the update over the weekend. Ensure no applications are running. The software will be pushed to the SDS notebooks starting 5:00 PM ET on 6/28/2024.

If any issues are experienced during the software update process, please contact the SOA Technical Helpline for assistance and follow **TSB 15-304-22** to document the details. 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 issue as duplicated and any steps required to duplicate it.