



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: July 18, 2024

As part of Subaru's continuing dedication to customer satisfaction, Subaru of America, Inc. (SOA) is providing retailers with the opportunity to install the latest infotainment system software update for the Denso CP 1.5 via USB proactively on new vehicles just prior to retail delivery.

CPO and used vehicles are not eligible for this special pre-delivery update process.

This update includes a software enhancement improving the functionality of voice calls made through Apple CarPlay. Retailers are asked to limit the focus of the pre-delivery installation of this update to new vehicles where the purchasers are iPhone users.

This process will remain in place until the release of this software via Over the Air (OTA) update later this year at which time retailers will be notified to discontinue these USB updates.

This infotainment software update may only be applied to new vehicles (not CPO or used) just prior to retail delivery with a particular focus on customers who are iPhone users using the following special claims information. Reference Service Bulletin 15-305-22R for software update details and procedures.

Labor Operation	Description	Failure Code	Labor Time
B831098	Denso CP 1.5 Software Update	ZWA-48	0.8

REMINDER: The new Software Version number must be entered when prompted at claim entry.

All claims must be dated between the date of this announcement and notification of the OTA availability.

Coverage Questions

Any questions regarding warranty coverage should be directed to the Subaru Claims Helpline by calling 1-866-SUBARU2 (1-866-782-2782).