

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: July 29, 2024

RE: 2025 Outback and Legacy head unit notice

Subaru of America is aware of certain concerns involving the head unit in some 2025 Legacy and Outback vehicles. We are actively working to resolve these concerns, but in the interim, we are sharing the following alternative methods for customers wishing to complete certain tasks.

Concern:

- The MySubaru button in the head unit is failing to launch. Customers therefore cannot access Roadside Assistance, Concierge, and Service Appointment Scheduler through this method.

Alternative:

- Customers can use the in-vehicle i-button to contact Roadside Assistance or Concierge.
- Customers can use the MySubaru App on their phone or call their Retailer to schedule an appointment.

Concern:

- Service Appointment Scheduler fails to launch in the head unit.

Alternative:

- Customers can use the MySubaru App on their phone or call their Retailer to schedule an appointment.

Concern:

- Valet Mode alerts will not work in the customer's MySubaru App.

Alternative:

- There is no workaround at this time.

Retailers will receive more information once available.

We apologize for any inconvenience.