

To: All Retailers

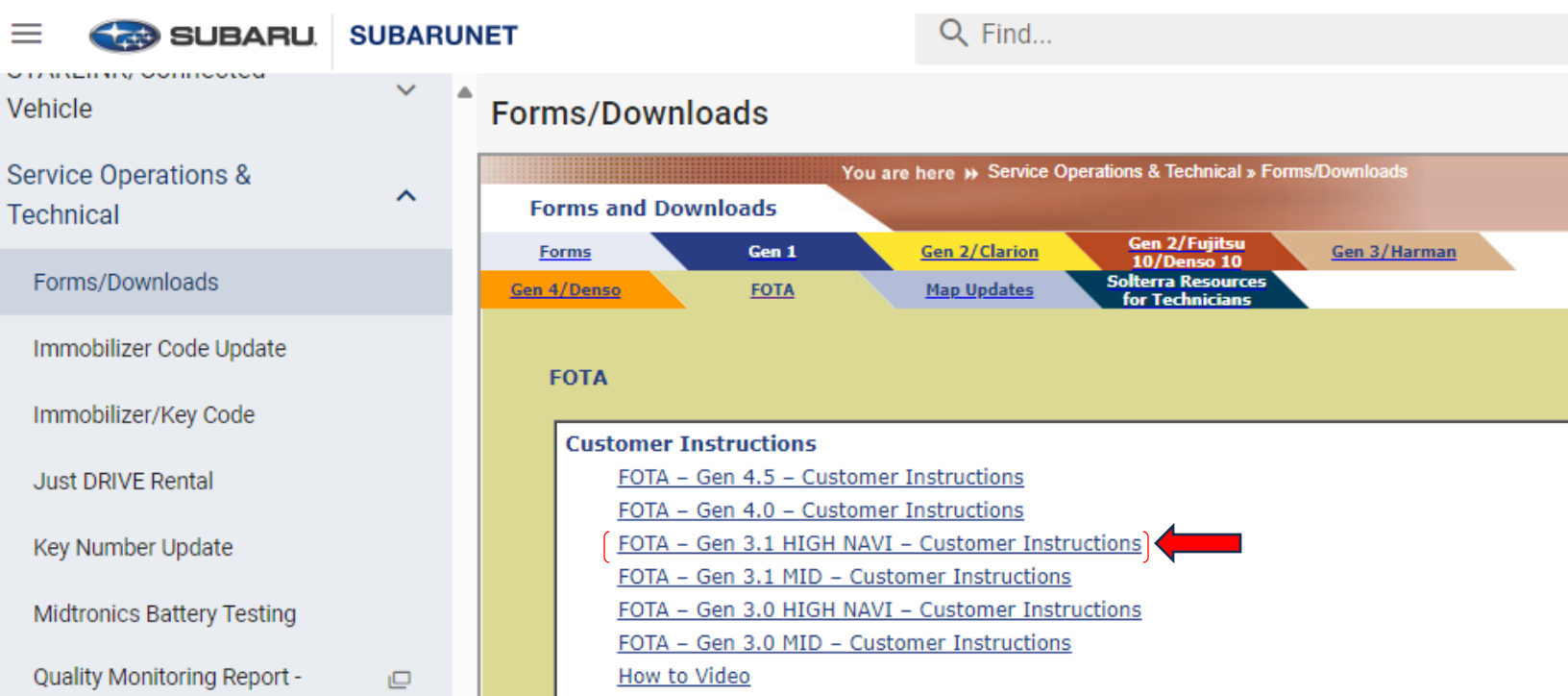
From: Subaru of America, Inc.

Date: November 13, 2024

RE: Gen 3.1 Head Unit OTA

The Gen 3.1 Head Unit OTA will be available via Wi-Fi for approximately 714,000 VINs

This update will take place in multiple batches with the first beginning November 15th and the last being December 3rd. Eligible customers will receive an email notifying them the update is available. The email to customers will include a link to an FAQ that will answer any questions the customer may have about the update. This FAQ also lives on SNET ([Service Operations & Technical > Forms/ Downloads > FOTA > FOTA – Gen 3.1 HIGH NAVI – Customer Instructions](#)).



The screenshot shows the SUBARUNET website interface. At the top, there is a search bar with the text "Find...". Below it, a navigation menu is visible on the left, with "Forms/Downloads" selected. The main content area is titled "Forms/Downloads" and contains a breadcrumb trail: "You are here >> Service Operations & Technical > Forms/Downloads". Below the breadcrumb, there is a horizontal navigation bar with several tabs: "Forms", "Gen 1", "Gen 2/Clarion", "Gen 2/Fujitsu 10/Denso 10", "Gen 3/Harman", "Gen 4/Denso", "FOTA", "Map Updates", and "Solterra Resources for Technicians". The "FOTA" tab is currently active. Underneath, the "FOTA" section is displayed, containing a list of links under the heading "Customer Instructions". A red arrow points to the link "FOTA – Gen 3.1 HIGH NAVI – Customer Instructions".

Forms and Downloads

You are here >> Service Operations & Technical > Forms/Downloads

Forms and Downloads

[Forms](#) [Gen 1](#) [Gen 2/Clarion](#) [Gen 2/Fujitsu 10/Denso 10](#) [Gen 3/Harman](#)
[Gen 4/Denso](#) [FOTA](#) [Map Updates](#) [Solterra Resources for Technicians](#)

FOTA

Customer Instructions

- [FOTA – Gen 4.5 – Customer Instructions](#)
- [FOTA – Gen 4.0 – Customer Instructions](#)
- [FOTA – Gen 3.1 HIGH NAVI – Customer Instructions](#)
- [FOTA – Gen 3.1 MID – Customer Instructions](#)
- [FOTA – Gen 3.0 HIGH NAVI – Customer Instructions](#)
- [FOTA – Gen 3.0 MID – Customer Instructions](#)
- [How to Video](#)