



Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: January 28, 2025

Re: Infotainment Head Unit Warranty Extension CP1 & Gen 3.1

2019-23MY Forester Gen 3.1
2019-23MY Impreza & Crosstrek Gen 3.1
2019-21MY WRX/STI Gen 3.1
2022-23MY WRX/STI w/ CP1
2019-22MY Ascent Gen 3.1
2019MY Outback & Legacy Gen 3.1
2020-22MY Outback & Legacy w/ CP1

As part of Subaru's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing a Warranty Extension of the New Vehicle Limited Warranty coverage for the CP1 & Gen 3.1 Infotainment head units in the above-listed vehicles. This extends the New Vehicle Limited Warranty to eight (8) years or one hundred fifty thousand miles (150,000) for qualifying conditions.

Qualifying conditions under this warranty extension include a failure in a covered head unit that results in a black or blank screen, a complete loss of audio or inconsistent sound output, repeated rebooting, or an inability to use one of the following features: CarPlay/Android Auto, Navigation, Bluetooth, or concerns with the touchscreen. The extension does not cover repairs to components other than the infotainment audio head unit or failures other than those listed above. The extension does not cover any damage caused by external factors.

Harman CP1 and Gen 3.1 Infotainment Unit Service Procedure

These vehicles are to be repaired using the following service procedures:

1. Reprogramming is the first option when new software is confirmed to be available.
2. If the infotainment head unit has the latest software available and the fault condition(s) is present, the infotainment unit is eligible for a one-time replacement.
3. If a qualifying condition is duplicated after replacement, the vehicle is eligible for an additional one-time software reprogramming if the new software becomes available within the period covered by this extension. Coverage under this warranty extension will end following that subsequent repair.

Parts (for replacement) and labor cost will be covered under this Warranty Extension one-time ONLY. The repairs are only to be covered after a thorough diagnosis (as per the applicable service materials) has confirmed the infotainment head unit as the fault source.

Other audio components such as amplifiers, speakers, and wiring will not be covered by this warranty extension.

Please refer to Service Bulletin 15-322-25 for more detailed information on diagnosis and claim information.

Owner Notification

Customer letters will begin mailing January 28, 2025, and will be staged monthly through May 2025 based on the model year of the vehicle listed above. This is being performed to assist with inventory of possible replacement units.

A sample copy of the customer notification letter can be found [linked here](#) for reference.

Effective from the date of this customer notification, ALL affected vehicles regardless of the vehicle's mileage and warranty start date will be covered for these repairs for a period of one (1) year.

Customer Reimbursement

Customers who have previously paid for repairs may be eligible for reimbursement. Questions about this warranty extension may be directed to the Warranty Extension Hotline at 877-551-7149.

Further information relating to customer reimbursement can be obtained from the customer notification letter.