

To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: **March 19, 2026**
Re: **EEA-26 Product Enhancement FAQs- 2026 Outback Touring and Touring XT
EyeSight Driver Assist with Hands Free Assist**

To assist with customer inquiries regarding the EEA-26 Product Enhancement, we have compiled a list of frequently asked questions. Please refer to these FAQs as a consistent means of communicating with customers. Please be aware that product enhancements do not appear in Vehicle Inquiry in Subarunet.

It is important that you review these FAQs as well as the related EEA-26 Product Enhancement Bulletin on STIS.

1. Question: What does the EEA-26 product enhancement include?

Answer: The EEA-26 product enhancement is a software update that enables the Highway Hands-Free Assist functionality of the EyeSight Driver Assist system. This functionality will be incorporated into vehicle production, at which point the EEA-26 Product Enhancement will no longer be necessary. Retailers will be notified via a Subarunet message and Service Bulletin when a production breakpoint for that production change becomes available.

2. Question: What models are eligible for the EEA-26 product enhancement?

Answer: The EEA-26 product enhancement is only applicable to 2026 Outback Touring and Touring XT models with a Production Date on or before 1/28/26. These models include EyeSight Driver Assist Technology with Highway Hands-Free Assist as standard equipment.

NOTE: The product enhancement is ***not*** applicable to the 2026 Outback Premium, Limited, or Wilderness models. While these models come with standard EyeSight Driver Assist Technology, they cannot be updated to include the Highway Hands-Free Assist functionality.

3. Question: What actions should a retailer take?

Answer: There are a two things we need retailers to do:

- First, for all non-retailed vehicles prior to the production breakpoint (1/28/26 or prior), retailers should perform the software update on the 2026 Outback Touring and Touring XT models in retailer inventory, SSLP fleet, and future allocation as it becomes retailer inventory.
- Second, for all retailed vehicles, retailers should contact owners who purchased a 2026 Outback Touring or Touring XT vehicle with a production date on or before 1/28/26 and schedule them for an appointment to have the software update performed.

4. Question: How can a retailer identify what vehicles in their inventory needs the software update?

Answer: A list of vehicles in retailer inventory needing this reprogramming has been provided to the DPSMs, who will work with retailers to identify these vehicles.

For non-retailed vehicles, the Inventory Dashboard Report in the Vehicle/Sales menu on Subarunet can be used. The Inventory dashboard includes a list of vehicles in retailer inventory with details like model option spec and color, along with information regarding whether the vehicle is available to sell. Any 2026 Outback Touring and Touring XT model listed with an “N” in the Available to sell column, indicates that this reprogramming needs to be done prior to selling the vehicle.

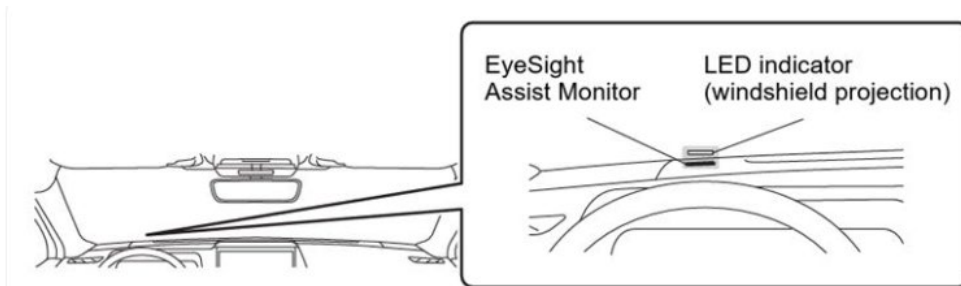
| VIN | Carline | Model Code | Option Code | Spec | Available to Sell | Ext Color | Age Days | Status | SO | Rsvd | Fleet |
|-------------------|---------|------------|-------------|------|-------------------|-----------|----------|--------------|----|------|-------|
| JF2BURJD3TY469366 | Outback | TDL | 41 | C | N | WH6 | 3 | In Inventory | N | N | N |
| JF2BURJD7TY463229 | Outback | TDL | 41 | C | N | WH5 | 18 | In Inventory | N | N | N |
| 4S4BTAFCS3277123 | Outback | SDD | 15 | C | Y | IS1 | 207 | In Inventory | N | N | N |
| 4S4BTGUD2S3310783 | Outback | SDI | 22 | C | Y | IS7 | 133 | In Inventory | N | N | N |

For retailed units, Product Enhancements do not list as open or a program needing remedy on Vehicle Inquiry. You will need to work with your DPSM to identify the affected retailed vehicles.

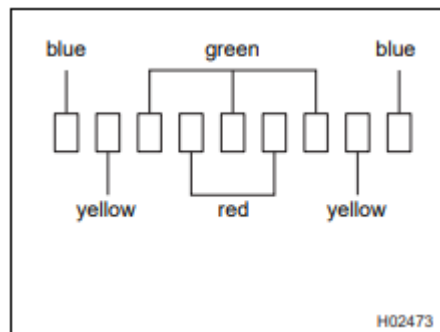
5. Question: How can an owner or retailer verify whether a vehicle is eligible for the software update involved in the EEA-26 Product Enhancement?

Answer: The EEA-26 product enhancement is only applicable to 2026 Outback Touring and Touring XT model with a Production Date on or before 1/28/26.

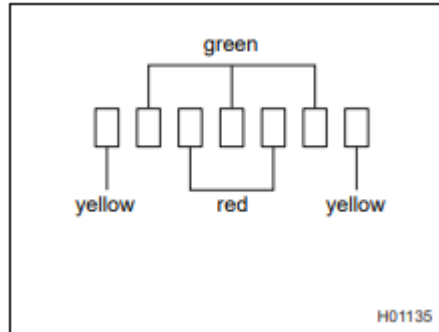
Look for the blue lights! This feature is represented by the dashboard LED indicator lights. The EyeSight assist monitor is on the dashboard and includes 9 LED lights going across the front, which face the windshield. When the lights flash on this monitor, they will reflect on the bottom of the windshield within the driver’s view.



When the ignition is turned ON, the EyeSight Assist Monitor lights up in a sequence, which the driver will see reflected on the windshield. **In models with EyeSight Driver Assist with Hands Free Assist feature, the two most outermost lights are blue.** Models without this feature will not have blue lights.



NOTE: All 2026 Outback Premium, Limited and Wilderness models also have the EyeSight Assist Monitor; however, in these models, it includes 7 LED lights. Upon turning the ignition on, the two outermost positioned lights will flash yellow, and the remaining lights will flash yellow, green and red. There will be no blue lights in these models, indicating they are not eligible for the EEA-26 Product Enhancement.

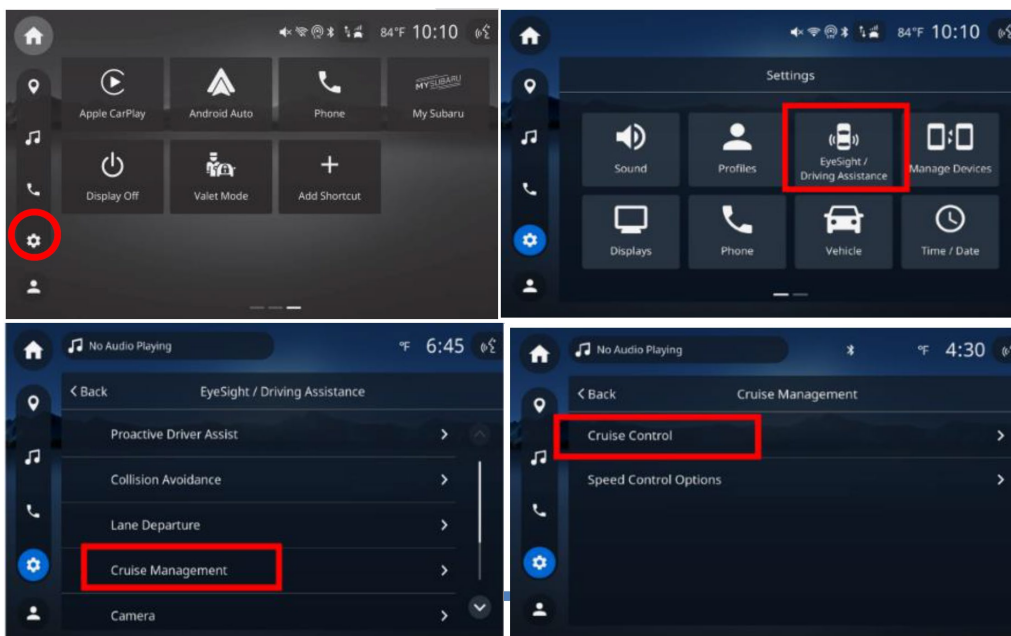


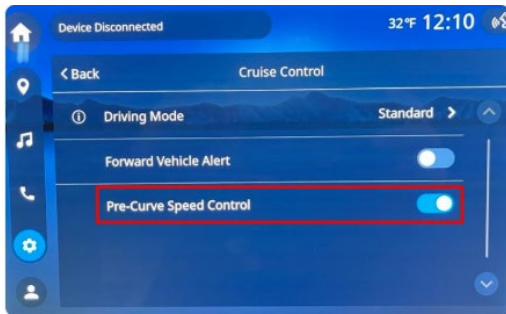
6. Question: How can an owner or retailer verify whether the software update has been successfully performed?

Answer: Upon ignition ON, the process outlined in question 4 will occur. If the software update is successful, the blue lights will flash two times at the end of the light sequence.

If the blue lights do not flash two times at the end of the light sequence, the software update has not yet been completed.

NOTE: For every aspect of the EyeSight Driver Assist Technology with Highway Hands-Free Assist functionality to begin operating, there is a setting in the head unit that will need to be turned on. In the Settings (gear icon) select, EyeSight /Driving Assistance > Cruise Management> Cruise Control, then toggle the Pre-Curve Speed Control.





7. Question: How will Subaru notify owners of this Product Enhancement?

Answer: SOA sent an email to current owners of affected models on 1/6/26 advising owners to schedule an appointment with their authorized Subaru retailer. We will be sending another email to current owners of affected models on 3/19/26.

8. Question: When will the Hands-Free Assist functionality be incorporated into vehicle production?

Answer: The software update for this Product Enhancement was incorporated into vehicle production on 1/29/26. Only vehicles with a production date on or before 1/28/26 will require this update.

9. Question: How can a retailer submit a claim for this product enhancement?

Answer: When this software update is performed using the process outlined in the EEA-26 Product Enhancement Bulletin, a retailer can submit a claim using the information below:

| Claim Type | Labor Operation | Description | Labor Time | Repair Code |
|---------------------|-----------------|------------------------|------------|-------------|
| Product Enhancement | A067-786 | EyeSight Reprogramming | 0.7 | EEA-26 |

10. Question: When entering a claim, how can I correct error "Repair Code value is invalid for the selected Claim Type"?

Answer: This error is a result of using the EEA-26 repair code with the wrong claim type. Please make sure the claim is entered as a Product Enhancement (PE) claim type.