

To: All Retailers

From: Subaru of America, Inc.

Date: May 31, 2023

RE: CP 1.5 Head Unit FOTA Announcement

To improve our customer's experience with software updates, bug fixes and performance enhancements, we are launching our first Head Unit FOTA to eligible customers who are subscribed to STARLINK Safety Plus.

We've made it easier for our customers to perform over the air software updates. With this CP 1.5 FOTA we will be pushing new software to our customers via the wireless network using the DCM connection.

CP 1.5 Head Unit FOTA is applicable to approximately 77,000 owners of 2023 Outback, Legacy and Ascent vehicles. The FOTA will be sent out in 6-phases to SOA customers, and 1 phase to SCI customers.

- Phase 1: 6/2/23
- Phase 2: 6/9/23
- Phase 3: 6/16/23
- Phase 4: 6/23/23
- Phase 5: 6/30/23
- Phase 6: 7/7/23
- Phase 7: 7/14/23

Eligible, STARLINK subscribed customers will receive an email announcement that a FOTA is coming to their vehicle, 2-days prior to market release phase. The email will inform that there is a software update coming to their vehicle which will include bug fixes and general software improvements. The email will link customers to a more detailed FAQ to help answer additional questions that they might have about the update. The customer FAQ will also live on SNET with the TSB (Home > Service Operations & Technical > Forms > FOTA > Customer Instructions)

Forms/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](#)

TSBs

- [15-245-19R - FOTA Reprogramming Procedure to Optimize Harman Gen 3.0 Audio / Navigation Units](#)
- [15-256-19R - FOTA Reprogramming Procedure to Optimize Harman Gen 3.1 Audio / Navigation Units](#)
- [15-270-20R - FOTA Reprogramming for DENSO Gen 4 Audio / Navigation Infotainment Systems](#)

Eligible customers who are NOT subscribed to STARLINK will receive an email communication letting the customer know they can start getting in-vehicle software updates if they subscribe to STARLINK.

Once the software update is pushed to a customer's vehicle, they will have the opportunity to delay the invitation to update their software twice. After delaying the software installation twice, their system will automatically update. Customers will not be able to decline the update.