

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




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**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2023-25MY Solterra **NUMBER:** WRE-25R

**SUBJECT:** Safety Recall: Solterra Parking Assist **DATE:** 11/12/25  
 ECU Reprogramming **REVISED:** 04/24/26

**NHTSA ID:** 25V744

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2023-2025 model year Solterra Vehicles to update the Parking Assist Electronic Control Unit (ECU) software.

**DESCRIPTION OF THE DEFECT AND SAFETY RISK**

The subject vehicles are equipped with a Parking Assist ECU, which is a component of the Panoramic View Monitor (PVM) system that displays the rearview image. The software in this ECU may cause (1) the rearview image to freeze briefly during the backing event if reverse is selected within a specific time after ignition is turned on; or (2) the rearview image not to display on the next ignition on if the ignition is turned on and off within a specific time, which may increase the risk of a crash with a person during a backing event.

**REMEDY**

Subaru retailers will update the Parking Assist ECU software at no cost to the customer.

**AFFECTED VEHICLES**

A total of 20,096 U.S. vehicles will be included in this safety recall as listed below. Not all vehicles in the production range listed are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

Model Year	Carline	Production Date Range
2023-2025	Solterra	March 29, 2022 – June 2, 2025

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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**RETAILER RESPONSIBILITY**

*Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$27,874 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.*

*Any vehicles listed in any recall/campaign that are in retailer stock must be:*

- *Immediately identified*
- *Tagged or otherwise marked to prevent their delivery or use prior to repair*
- *Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin*

*Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.*

**OWNER NOTIFICATION**

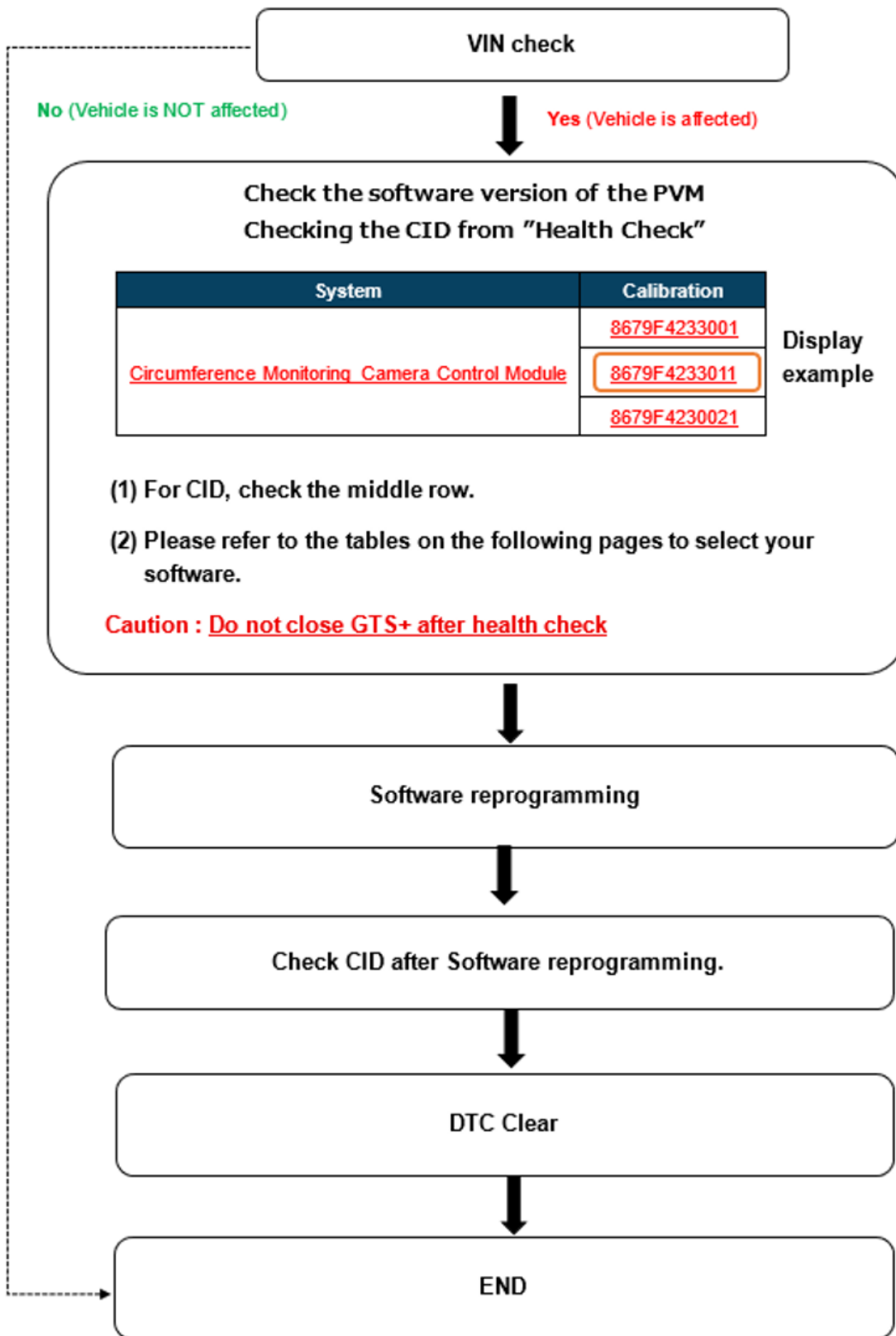
*Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when owner notification is scheduled.*

**CUW FILE INFORMATION:**

Model Year	Reprogramming File	Target CID	New CID
23MY	NA_8679F4233111(33011).cuw	Upper : 8679F4233001 Middle : 8679F4233011 Lower : 8679F4230021	Upper : 8679F4233002 Middle : 8679F4233111 Lower : 8679F4230021
	NA_8679F4233111(33012).cuw	Upper : 8679F4233001 Middle : 8679F4233012 Lower : 8679F4230021	
	NA_8679F4233111(33013).cuw	Upper : 8679F4233002 Middle : 8679F4233013 Lower : 8679F4230021	
24MY	NA_8679G4239000(04000).cuw	Upper : 8679F4201000 Middle : 8679G4204000 Lower : 8679H4201000	Upper : 8679F4201000 Middle : 8679G4239000 Lower : 8679H4201000
25MY	NA_8679G4236000(26000).cuw	Upper : 8679F4215000 Middle : 8679G4226000 Lower : 8679H4213000	Upper : 8679F4220000 Middle : 8679G4236000 Lower : 8679H4213000


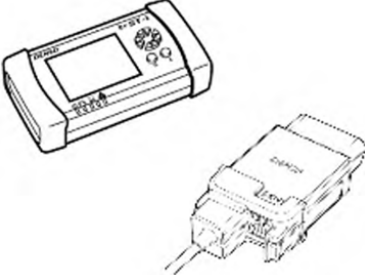

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**SERVICE PROCEDURE FLOW CHART:**



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**REQUIRED TOOLS:**

Tool Description	Image	Details
GTS+ ( Global Tech Stream)		For performing the Health Check and installing the .cuw file.
DST-i or DST-010		Both will work as a passthrough device for reprogramming.
DCA-8000 SUB Battery Diagnostic Charger		For charging and testing the 12 Volt battery

**SERVICE PROCEDURE / INFORMATION:**

**STEP 1:** Using GTS+, perform a Health Check and record the middle software number of the Circumference Monitoring Camera Control Module.

System	Calibration
<u>Circumference Monitoring Camera Control Module</u>	<u>8679F4233001</u>
	<u>8679F4233011</u>
	<u>8679F4230021</u>

**Display example**

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**STEP 2:** Using the recorded middle software number, refer to the chart below to determine which software file needs to be installed.

**Caution:** Selecting the incorrect file will result in the software being non-overwritable. In such cases, the control module will need to be replaced at the cost of the retailer.

Model	Reprogramming File	Target CID	New CID
23MY	NA_8679F4233111(33011).cuw	Upper : 8679F4233001	Upper : 8679F4233002 Middle : 8679F4233111 Lower : 8679F4230021
		Middle : 8679F4233011	
		Lower : 8679F4230021	
	NA_8679F4233111(33012).cuw	Upper : 8679F4233001	
		Middle : 8679F4233012	
		Lower : 8679F4230021	
NA_8679F4233111(33013).cuw	Upper : 8679F4233002		
	Middle : 8679F4233013		
	Lower : 8679F4230021		
24MY	NA_8679G4239000(04000).cuw	Upper : 8679F4201000	Upper : 8679F4201000
		Middle : 8679G4204000	Middle : 8679G4239000
		Lower : 8679H4201000	Lower : 8679H4201000
25MY	NA_8679G4236000(26000).cuw	Upper : 8679F4215000	Upper : 8679F4220000
		Middle : 8679G4226000	Middle : 8679G4236000
		Lower : 8679H4213000	Lower : 8679H4213000

**Step 3:** Select the correct software and reprogram the Circumference Monitoring Camera Control Module using the standard GTS+ reprogramming procedures. Detailed information on GTS+ reprogramming can be found in TSB 14-30-24R.

**Note:** GTS+ must be launched and connected to the vehicle before beginning the reprogramming procedure.

**Step 4:** Confirm the NEW Calibration ID as per the chart below and clear any DTCs:

Model Year	New CID
23MY	Upper : 8679F4233002 Middle : 8679F4233111 Lower : 8679F4230021
24MY	Upper : 8679F4201000 Middle : 8679G4239000 Lower : 8679H4201000
25MY	Upper : 8679F4220000 Middle : 8679G4236000 Lower : 8679H4213000

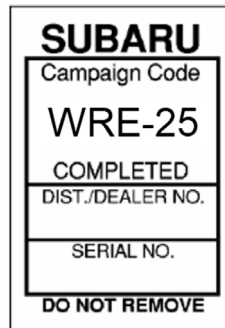
**IMPORTANT:** In rare cases when reprogramming fails, please perform the recovery procedure outlined in the APENDIX A section of this bulletin.

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**SERVICE PROGRAM IDENTIFICATION LABEL:**

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s left side radiator support bracket located behind the driver side headlamp. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Labor Description	Labor Operation #	Labor Time	Fail Code
Advanced Park Control Module Reprogram	A100691	0.7H	WRE-25

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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## **APPENDIX A**

### **Recovery Function**

For cases when the Calibration Update Wizard (CUW) or laptop has been closed after a reprogramming failure, the CUW includes a recovery function allowing the user to attempt rewriting upon restart.

Restart the CUW using the following Steps:

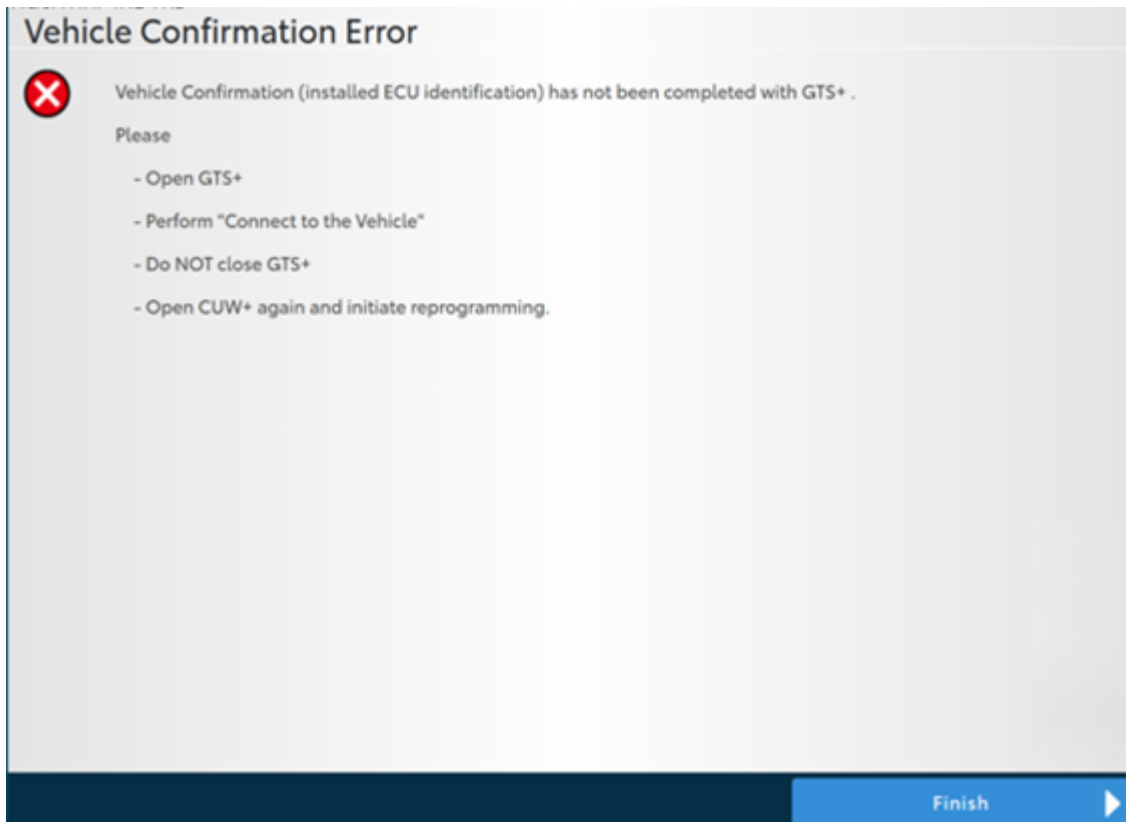
**STEP 1:** Connect GTS+ to the vehicle.

**STEP 2:** Launch the CUW application.

**NOTE:** If GTS+ is not connected to the vehicle, an error message will be displayed. If there is no message displayed, GTS+ is connected and you can continue the procedure.

**DO NOT** change the vehicle interface. The original interface (DST-i/DST-010) used to attempt the original reprogramming **MUST** be used.

**EXAMPLE** Image of CUW error message:



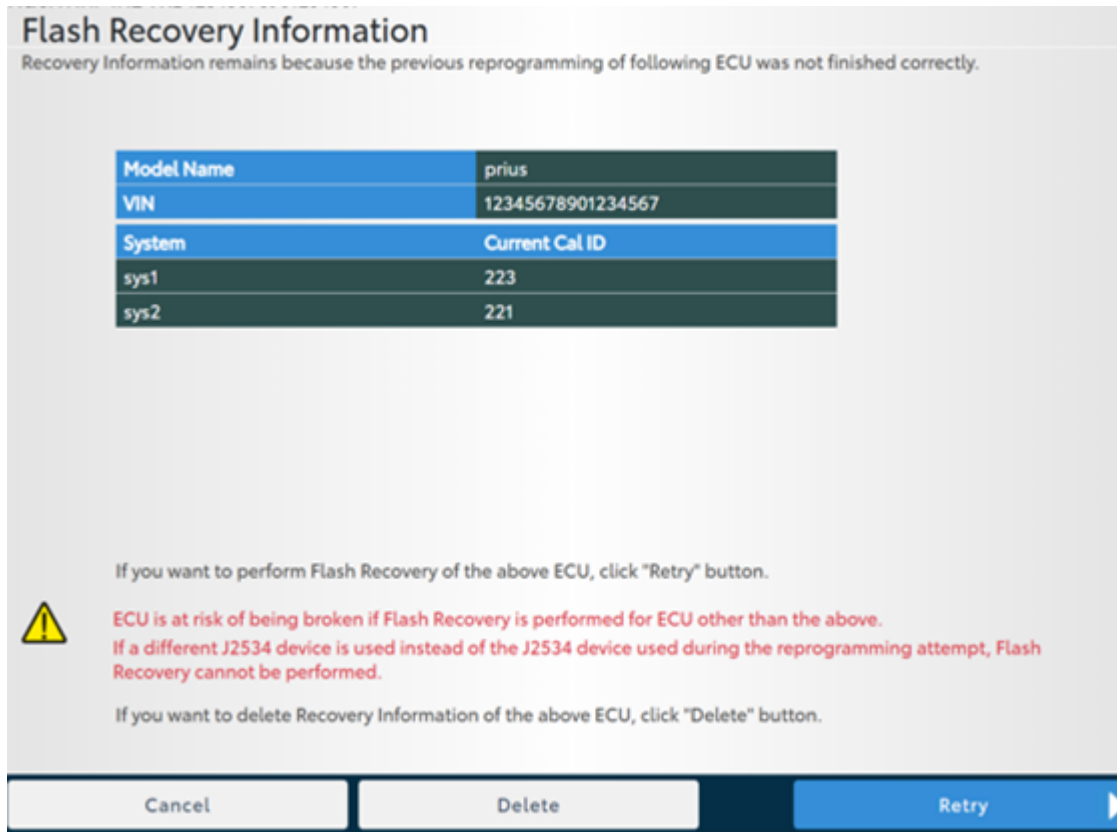
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When the recovery information is stored on the PC, launching the CUW will prompt the recovery screen.

**STEP 3:** Verify the target VIN matches the vehicle being reprogrammed.

**STEP 4:** To perform reprogramming, press the “Retry” button to continue.

**EXAMPLE** image of the recovery screen:



**NOTE:** If you wish to reprogram a different vehicle or install different software, press the “Delete” button to remove all recovery information. Use **CAUTION** prior to performing this task as doing so will prevent the recovery function from being performed.

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**IMPORTANT SAFETY RECALL**

This notice applies to the VIN identified in the address section printed below

Subaru Safety Recall WRE-25  
NHTSA Recall ID 25V744  
December 2025

**Dear Subaru Owner:**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Subaru of America, Inc. (Subaru) has decided that certain 2023-2025 model year Solterra vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

You received this notice because our records indicate that you currently own one of these vehicles.

**DESCRIPTION OF THE DEFECT AND SAFETY RISK**

Your vehicle is equipped with a Parking Assist Electronic Control Unit (ECU), which is a component of the Panoramic View Monitor (PVM) system that displays the rearview image. The software in the Parking Assist ECU may cause the rearview camera image not to display properly. More specifically, the following may occur:

- If the vehicle is turned off immediately after the vehicle has been turned on, a blank screen may result when it is next turned on.
- If reverse is selected within a few seconds after the ignition is turned on and then driving rearward within a few seconds after the shift change, the screen image may freeze.

If the rearview camera image is not displayed properly, it may not provide an additional view of the area behind the vehicle to the driver when the vehicle is in reverse, increasing the risk of a crash or injury.

**WHAT SUBARU WILL DO**

Subaru will update the programming of the Parking Assist ECU, at no cost to you.

**WHAT YOU SHOULD DO**

Please contact your Subaru retailer (dealer) immediately to schedule an appointment to have this safety recall completed at no cost to you.

**Until the repair is performed, please use caution when driving in reverse. You should not rely upon the rearview camera when backing up. You should always check the rearview and the surrounding area by turning your head rearward and /or using the mirrors and move backward at a slow speed.**

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## **HOW LONG WILL THE REPAIR TAKE?**

The Parking Assist ECU software update will take approximately 45 minutes. However, it may be necessary to leave your vehicle for a longer period of time to allow your Subaru retailer flexibility in scheduling.

## **OWNER INFORMATION**

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your updated information.

## **IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

**Subaru of America, Inc.  
Attention: WRE-25 Recall  
2670 Executive Dr  
Indianapolis, IN 46241**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

## **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer'.

For additional information, please go to: <http://www.wre25.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to <https://www.subaru.com/support/customer-support.html> and select 'Email Us'.
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail:  
Subaru of America, Inc.  
Attn: Customer Advocacy Department  
P.O. Box 9103, Camden, NJ 08101-9877

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To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov>.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION