

- 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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QUALITY DRIVEN® SERVICE

## SERVICE INFORMATION BULLETIN

**APPLICABILITY:** 2023 Solterra

**NUMBER:** 01-184-22R

**SUBJECT:** Pre-Delivery Inspection (PDI) Procedure

**DATE:** 06/14/22

**REVISED:** 07/21/22

### INTRODUCTION:

This Service Information Bulletin announces the Pre-Delivery Inspection (PDI) procedure for Solterra. Please review the information outlined below when performing a PDI on Solterra models.

### SERVICE PROCEDURE / INFORMATION:

Prior to performing any service work procedure, confirm the latest version of Global Tech Stream (GTS) is available. Global Tech Stream was released with Subaru Select Monitor (SSM) Ver 29.1.1 and is a standalone program. GTS version at its launch is 17.00.625.



**NOTE:** The visual layout of Global Tech Stream may be subject to change with future versions.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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.

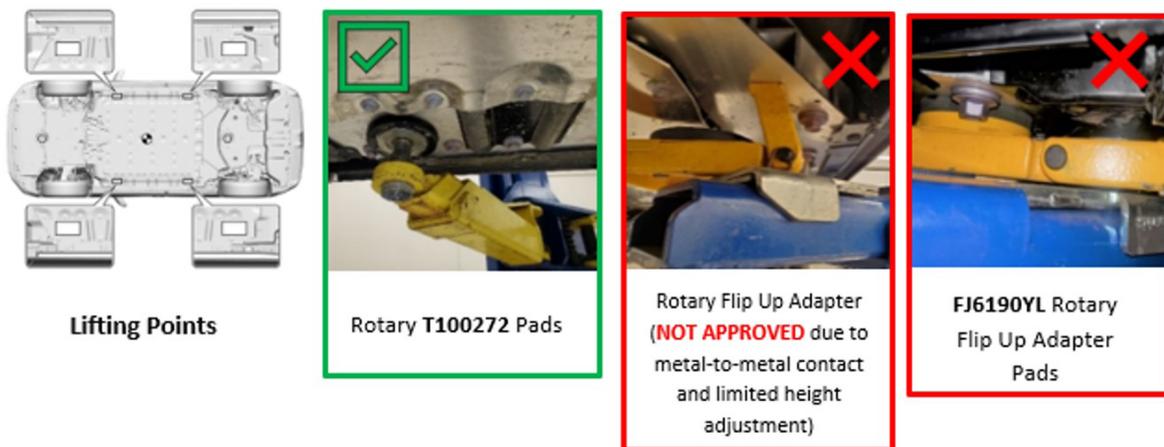
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## Vehicle Lifting:

**EXTREMELY CRITICAL:** Extra care and attention **is required** to lift the Subaru Solterra. **NEVER USE THE PINCH WELDS TO RAISE THE VEHICLE AS BODY DAMAGE WILL RESULT!**

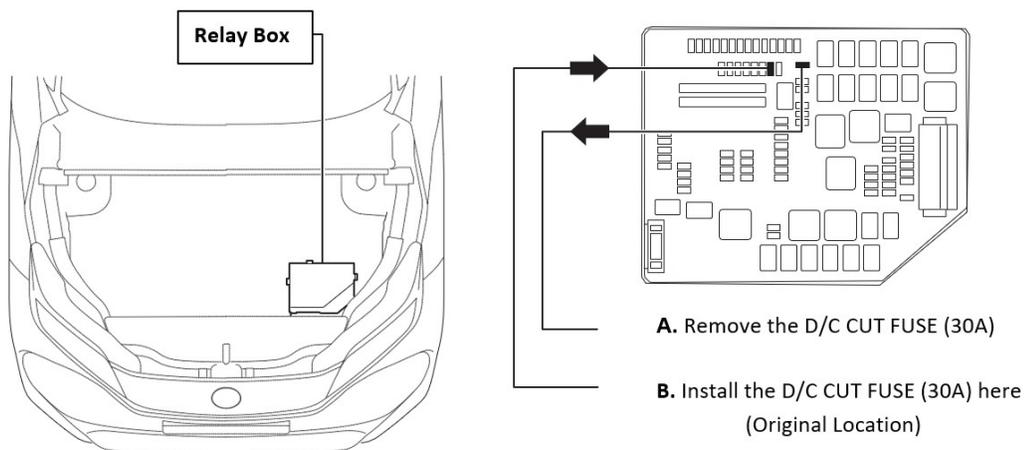
**NEVER** leave Solterra raised in the “raised” or “lifted” position if work is not being performed. Keep the vehicle at ground level whenever possible.

- 4”-5” Diameter round or similar size square pads with height adjustment are APPROVED. Example: Rotary T100272 Round Adapter Kit for TRIO arms (**GREEN** below).
- Pads similar to Rotary #FJ6190YL and #FJ6139BK are NOT APPROVED due to spacing (**RED** below).
- Metal to metal contact is NOT APPROVED (shown in the right/center photo below).

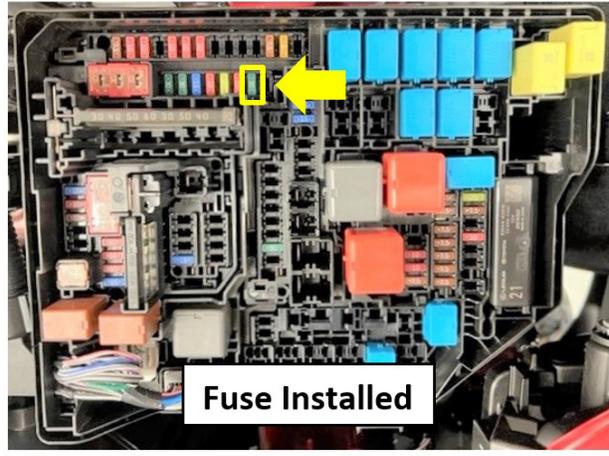
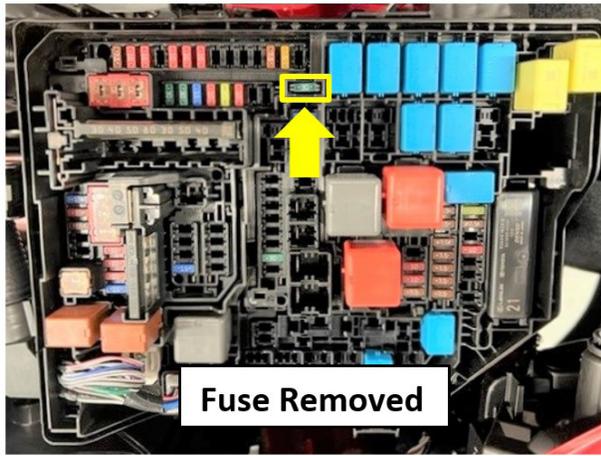


## STEP 1: The DC Cut Fuse Installation

- The DC CUT FUSE (30A) has been removed at the assembly plant to reduce parasitic current draw during transit and is stored in the open space of the relay block within the motor compartment.
- The removed DC CUT FUSE (30A) is stored in the blank space of the relay block in the motor compartment.
- The DC CUT FUSE (30A) must be reinstalled to the original location during PDI (Pre-Delivery Inspection).



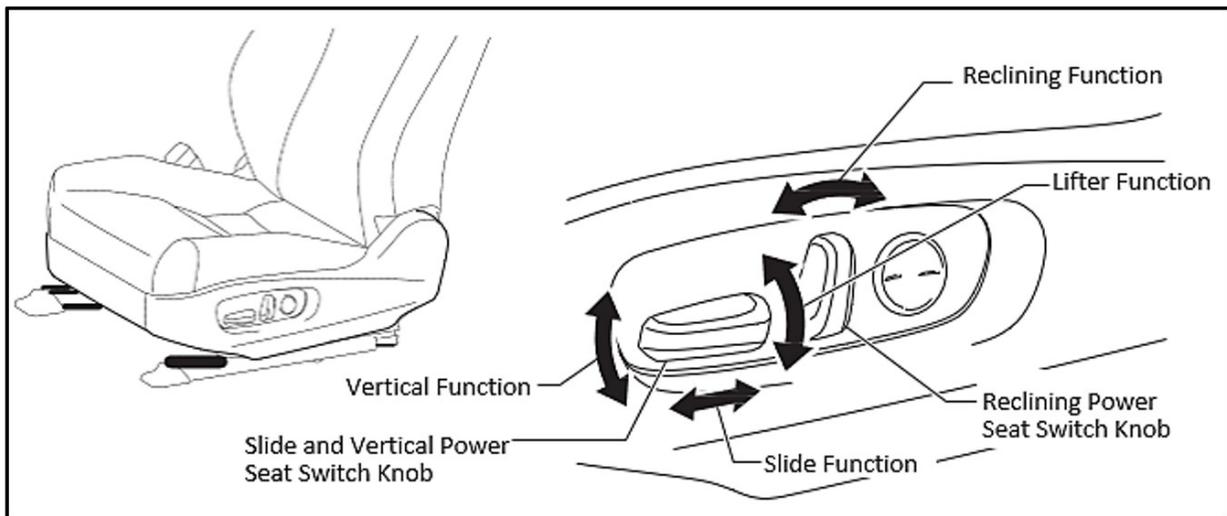
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**NOTE:** With the DC CUT FUSE (30A) removed, diagnostic trouble codes (DTC) can be detected when the ignition is turned on during transportation. Clear all DTCs using Global Tech Stream (GTS) after confirming that there are no malfunctions on the vehicle.

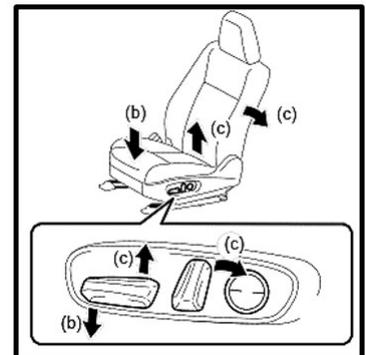
**STEP 2: Initialization of the Driver’s Seat ECU (if equipped)**

Initialize the seat ECU after installing the DC CUT fuses during PDI (Pre-Delivery Inspection).



ALWAYS perform a function test of the seat memory to confirm if initialization is required

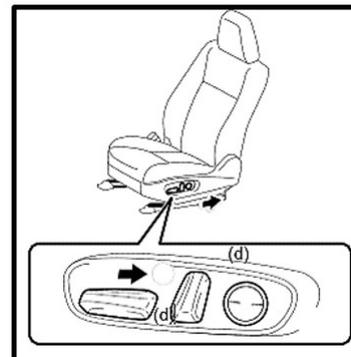
- (a) Turn the power switch to the “ON” mode.
- (b) Operate the “Slide & Vertical Power Seat Switch Knob” to tilt the front of the power seat in the downward direction three times.
- (c) Within 10 seconds of operating the “Slide & Vertical Power Seat Switch Knob”, simultaneously pushing, and holding the “Reclining Power Seat Switch Knob” toward the recline direction while pushing and holding the “Slide & Vertical Power Seat Switch Knob” in the upward direction until a buzzer sound is heard.



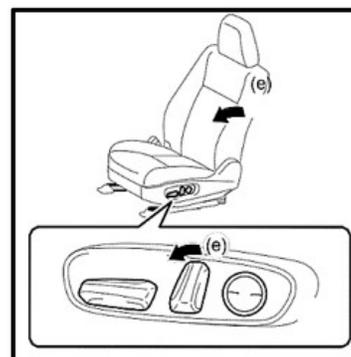
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**NOTE: When initializing the slide and reclining functions, be sure that the headrest does not make contact with the headliner.**

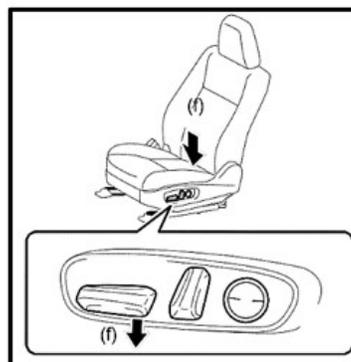
- (d) Push and hold the “Slide & Vertical Power Seat Switch Knob” in the backward direction. HOLD the switch for one second after the seat has reached its furthest rear position.



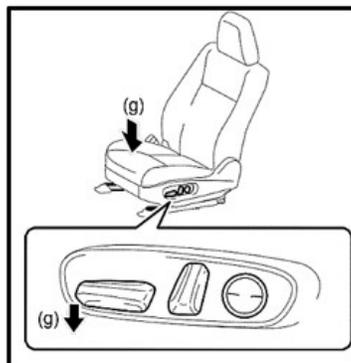
- (e) Push and hold the “Reclining Power Seat Switch Knob” to the forward position. HOLD the switch for one second after the backrest has reached its most forward position.



- (f) Push and hold the **REAR** portion of the “Slide & Vertical Power Seat Switch Knob” to lower the seat position. HOLD the switch for one second after the seat has reached the lowest position.



- (g) Push and hold the **FRONT** portion of the “Slide & Vertical Power Seat Switch Knob” to lower the seat position. HOLD the switch for one second after the seat has reached the lowest position.



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### STEP 3: Power Back Door (PBD) Initialization (if equipped)

ALWAYS perform a function test of the automatic open/close function of the PBD to confirm if initialization is required. If initialization is required, please follow the procedure outlined below.

- (a) Confirm the PBD is completely closed.
- (b) Manually open the PBD to its fully open position.
- (c) Confirm the PBD function is “ON”.
- (d) Perform a function test of the PBD by opening and closing the gate using the power rear gate switch.

**NOTE:** The PBD can be operated via the switch when the power is OFF.

### STEP 4: Activation (Wake up) & Initialization of the Tire Pressure Warning System

The tire pressure warning valve & transmitter is built in each tire valve and the measured tire inflation pressure data is sent to the tire pressure warning ECU & receiver by radio wave. However, the radio wave is stopped at the assembly plant, because the frequency of the radio wave emitting from the tire pressure warning valve & transmitter does not comply with the Japan Wireless Telegraphy Act. Activate and initialize the tire pressure warning valve & transmitter to operate the tire pressure warning system during PDI (Pre-Delivery Inspection) at the retailer according to the procedure outlined below.

#### Activation (Wake up) Procedure:

- (a) Switch the power switch to the “OFF” mode and connect GTS to the vehicle.
- (b) Switch the power switch to the “ON” mode and confirm the tire pressure warning icon illuminates after blinking for approximately one minute.
- (c) Reduce the tire inflation pressure by 6 psi (40kPA (0.4kgf/cm<sup>2</sup>)) or more within 30 seconds. This **MUST** be performed at each tire one at a time.
- (d) Using the GTS, verify the tire pressure transmitters have been activated.
- (e) Switch the power switch to the “OFF” mode.



**NOTE:** If some transmitters are not activating, attempt to repeat the process after rotating the affected tire(s) 90 to 270 degrees.

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## Initialization Procedure:

- (a) (Confirm the tire pressures are set to specification. The tire information can be found on the left (driver's) B-Pillar.
- (b) Switch the power switch to the "ON" mode.
- (c) Navigate to the "Tire Pressure Setting" on the multi-information display. Once the setting is selected, press, and hold the "OK" switch located on the steering wheel until the tire pressure warning icon blinks three times.
- (d) Switch the power switch to the "OFF" mode and connect GTS to the vehicle.
- (e) Switch the power switch to the "ON" mode.
- (f) Navigate to the following GTS Monitoring items: Chassis > Tire Pressure Monitor > Data List
- (g) Confirm the tire pressure transmitter data matched the actual values.
- (h) Disconnect the GTS equipment and switch the power switch to the "OFF" mode.
- (i) Remove all ID labels from each wheel.



**NOTE:** The initialization normally completes within a few minutes.

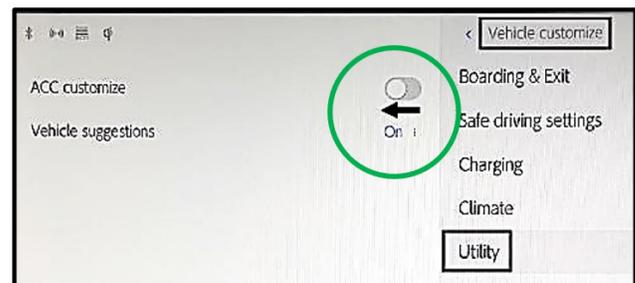
## STEP 5: Customize the ACC function:

The pre-startup function detects when a operator enters the vehicle and energizes (+BA) the audio head unit so that multimedia system can quickly be used.

The pre-startup function is set to "OFF" at the factory to reduce excessive parasitic current draw while the vehicle is in transit and/or storage. In order to set the pre-startup function, it is necessary to set the ACC customization function to "ON".

### Customizing via the Navigation Display:

- (a) Switch the power switch to the "ON" mode.
- (b) Navigate to the following menu items:  
Settings > Vehicle Customization > Utility > ACC Customize
- (c) Toggle the item to "ON".



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## STEP 6: Charge Acceptance Verification:

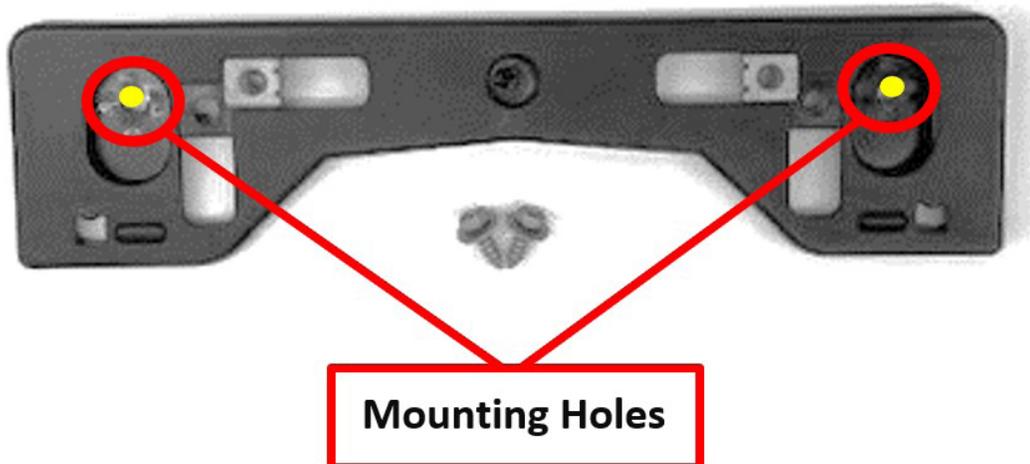
- (a) Confirm the provided EV Charging Cable is equipped and properly located in the rear luggage storage area.
- (b) Perform a test charge using the provided EV Charging Cable and confirm the vehicle accepts the charge (Indicated on the Multi-Information Display).
- (c) Perform a test charge using a **Level 2 (240-Volt) Charger** and confirm the vehicle accepts the charge (Indicated on the Multi-Information Display).



**IMPORTANT NOTE:** The vehicle MUST be delivered with a 100% state of charge (SOC) prior to customer exchange. It is recommended to fully charge the battery for inventory storage.

## STEP 7: Front License Plate Mounting Bracket Installation (when required):

The front license plate bracket and two self-tapping screws are installed in the rear luggage storage area during assembly. The procedure below outlines the installation process for the front license plate bracket.



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- a) Locate the dimples located on the front bumper assembly (circled in the image below). These dimples will align with the mounting holes on the front license plate bracket.



- b) Align the dimples with the license plate bracket mounting holes as shown below.



- c) Using the supplied self-taping screws, mount the bracket to the bumper while maintaining proper alignment.



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## APPENDIX

### EV Battery Thermal Keep Control Mode Setting Procedure (**PERFORMED BY PORT**):

Extremely low ambient temperatures may cause the HV/EV battery to weaken. The Battery Thermal Keep Control Mode is able to warm the HV/EV battery to maintain temperature when the ambient temperature drops to 14°F (-10° C) or lower with the charging cable connected to the vehicle.

### EV Battery Thermal Keep Control Mode Setting Procedure:

- (a) Connect GTS to the vehicle.
- (b) Switch the power switch to the “ON” mode.
- (c) Navigate the following menus: Powertrain > EV Battery > Utility > HV/EV Battery Thermal Keep Control Mode Setting

The image shows three screenshots from a diagnostic tool interface. The first screenshot is the 'System Selection Menu' with a table of ECUs. The second screenshot shows a vertical menu with 'Utility' selected. The third screenshot is the 'Utility Selection Menu' with 'HV/EV Battery Thermal Keep Control Mode Setting' selected.

System	ECU	Status
All ECUs	Powertrain	Chassis   Body Electrical
EV	Motor Generator	Rear Motor Generator
		EV Battery

**Utility Selection Menu**

- All Readiness
- Diagnosis Related Information
- HV/EV Battery Thermal Keep Control Mode Setting**
- Battery Status Info Update
- High Voltage Fuse Accumulated Load History Reset

- (d) Change the setting to “ON” by following the steps bellow.

The image shows three screenshots from a diagnostic tool interface showing the steps to change the setting to ON.

**Step 1:** This function is used to turn the HV/EV Battery Thermal Keep Control Mode ON/OFF. Confirm the following conditions: - The engine/power switch is ON (Engine OFF/Ready OFF). Press Next to proceed. **Next >**

**Step 2:** Current Setting : OFF. Select HV/EV Battery Thermal Keep Control Mode. Warning: Selecting ON may disable Charging Timer. Press Next to set HV/EV Battery Thermal Keep Control Mode.  OFF  ON **Next >**

**Step 3:** Current Setting : ON. HV/EV Battery Thermal Keep Control Mode is complete. Confirm HV/EV Battery Thermal Keep Control Mode. **Exit**

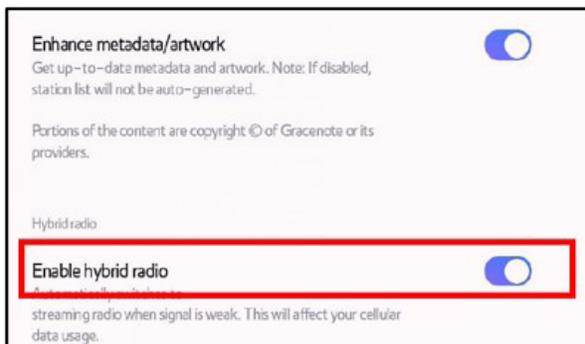
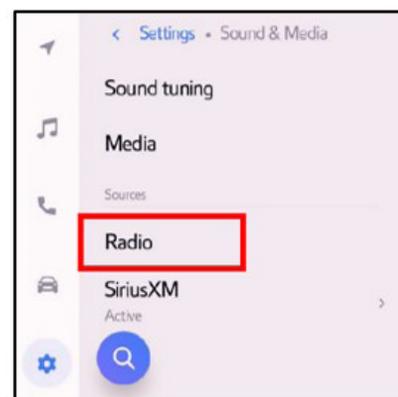
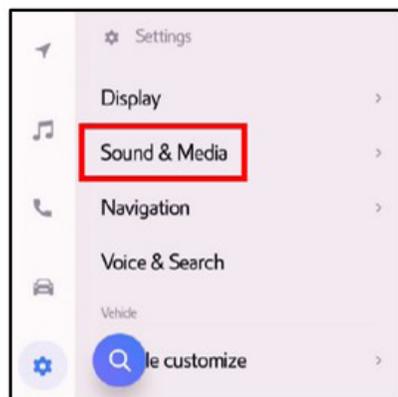
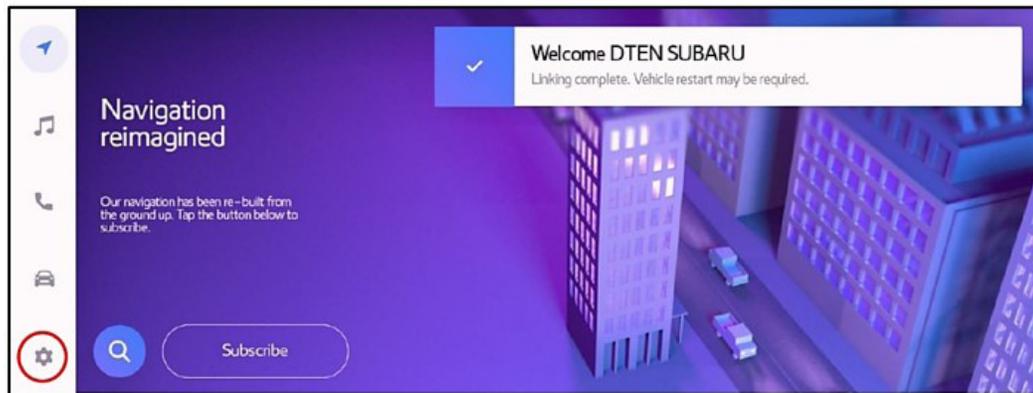
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**Set Hybrid Radio Feature to “OFF” (PERFORMED BY PORT):**

Without a Wi-Fi subscription, the customer will receive a “Subscription Required” message while driving in weak broadcast radio signal areas. This notification may cause confusion to the customer. Therefore, it is necessary to set the Hybrid Radio feature to “OFF.”

(a) Switch the power switch to the “ON” mode.

(b) Navigate the following setting menus within the head unit: Settings > Sound and Media > Radio > Hybrid Radio



(c) Confirm the Hybrid Radio feature is set to “OFF.”

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**Instructions for turning “Remote Park” setting off in Solterra Head Unit (PERFORMED BY PORT):**

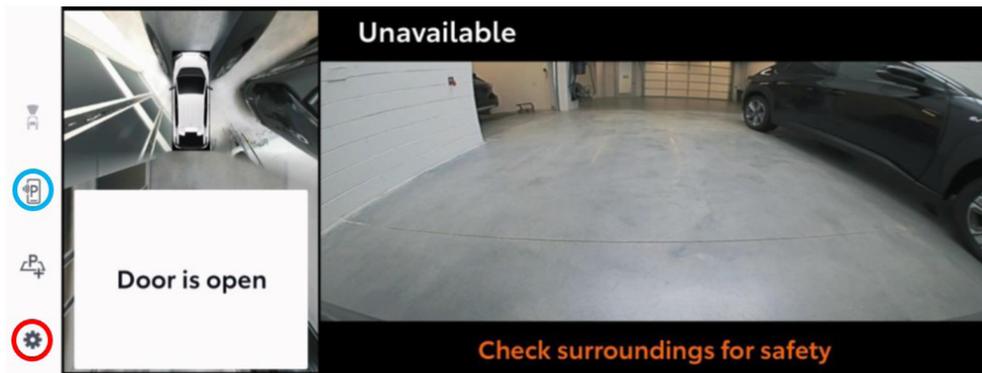
**NOTE:** screens may change over time and function availability varies by trim.

**(a)** Switch the power switch to the “ON” mode, Press the Parking Assist Button.

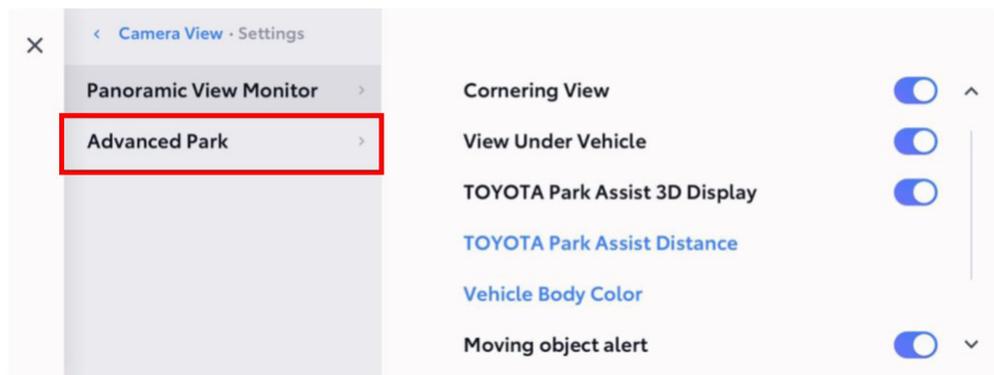


**(b)** Select Settings icon in left Navi Menu list

**NOTE:** With Remote Park ON, there is an icon on left side

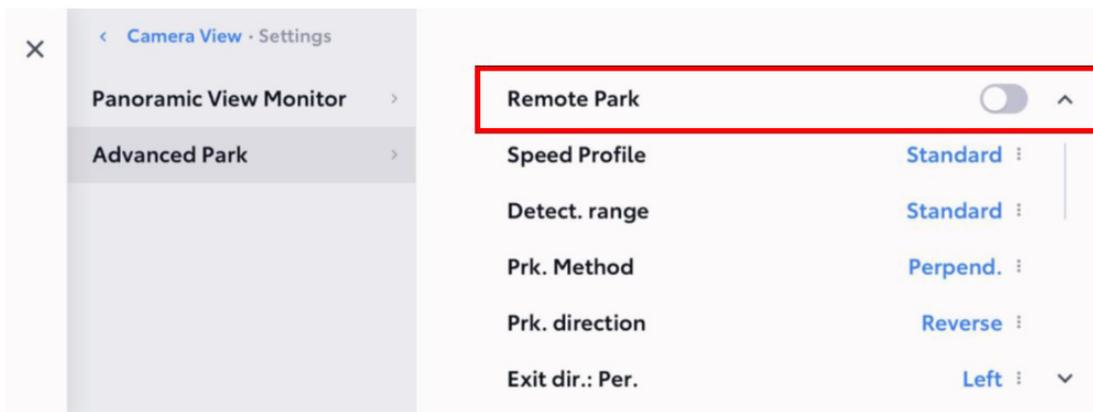


**(c)** Select “Advance Park”



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**(d)** Turn “Remote Park” Setting off

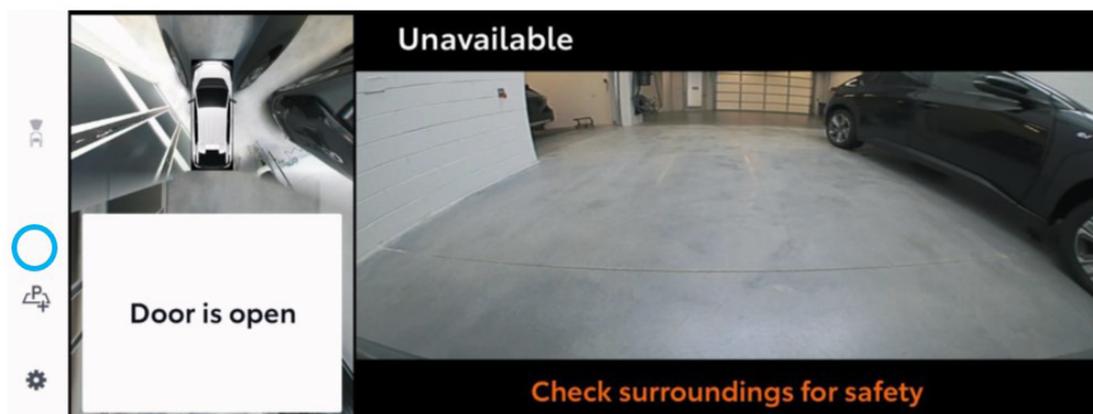


**(e)** Click “X” in top left corner when finished and exit the Camera view

**(f)** To confirm Remote Park setting is off, Repeat Step (a) - Press the Parking Assist Button



**(g)** Confirm the Remote Park icon is no longer showing



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**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.