

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: September 26, 2023**

### **New Subaru Service Program: WRG-23 Reprogramming of the forward recognition camera**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to update the forward recognition camera software on certain 2023 model year Solterra vehicles.

#### ***Reason for this Service Program***

Due to the programming of the software within the forward recognition camera, there is a possibility that under certain conditions, EyeSight® driver assist functions could become inoperative for approximately four seconds before rebooting and becoming operational again.

#### ***Repair***

Subaru retailers will update the forward recognition camera software at no cost to the customer.

#### ***Affected Vehicles***

A total of 2,769 U.S. vehicles will be included in this service program as listed below.

Model Year	Carline	Production Date Range
2023	Solterra	March 29, 2022 – December 26, 2022

Not all vehicles in the production range listed above are affected by this service program. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

#### ***Service, Parts, and Claim Instructions***

For detailed service, parts, and claim instructions, please refer to the WRG-23 Service Program Bulletin on STIS.

#### ***Retailer Responsibility***

Any vehicles listed in any recall or 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 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 service program is taken into

retailer inventory necessary steps should be taken to ensure the correction has been made before selling or releasing the vehicle.

***Owner Notification***

Subaru will notify affected vehicle owners by first class mail on October 5, 2023.