

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: September 26, 2023

New Subaru Service Program: WRK-23 Replacement of DC charger Inlet terminal end caps

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the DC charger inlet terminal end caps on certain 2023 model year Solterra vehicles.

Reason for this Service Program

The vehicles included in this service program contain a DC charger with inlet terminal end caps that may not fit properly onto the terminal pins.

Remedy

Subaru retailers will replace the vehicle’s DC charger inlet terminal end caps with properly fitting ones, at no cost to the customer.

Affected Vehicles

A total of 1,620 U.S. vehicles will be included in this service program as listed below.

Model Year	Carline	Production Date Range
2023	Solterra	March 29, 2022 – October 14, 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 WRK-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 service campaign 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.