

- 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 PROGRAM BULLETIN

APPLICABILITY: 2023 Solterra

NUMBER: WRK-23

SUBJECT: Replacement of DC Charger Inlet Terminal End Caps

DATE: 09/26/23

INTRODUCTION:

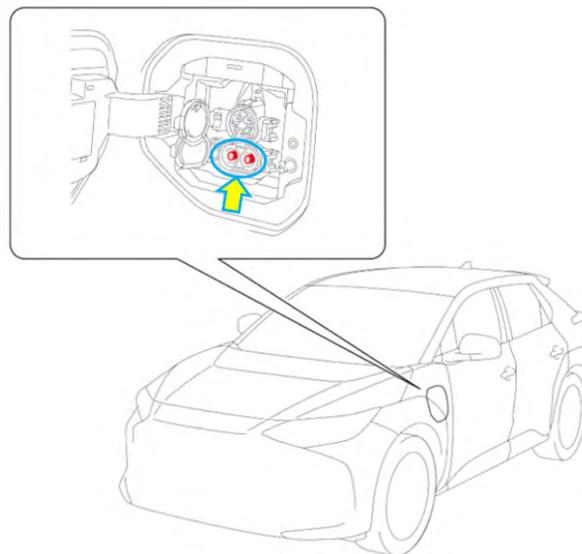
In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the DC charger inlet terminal end caps on certain 2023 model year Solterra vehicles.

REASON FOR THIS SERVICE PROGRAM

The vehicles included in this service program contain DC charger 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.



<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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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.

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 (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair 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.

PART INFORMATION:

Part Number	Part Description	Quantity
0400324142	Cap, Charge Inlet Terminal (2-Piece)	1

NOTE: The part listed above is currently on HOLD and is UNORDERABLE. The PIC team will place an order and release parts when contacted and provided with a valid VIN.

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REQUIRED TOOLS:

HIGH VOLTAGE INSULATED GLOVES:

- New gloves and sleeves are marked with the date of manufacture/electrical test and are acceptable for use 12 months from that date.
- The gloves include a stamped date indicating when the high voltage insulated gloves were “originally manufacturer electrical tested date or the last electrically re-certification tested date.” Rubber insulating gloves must be re-tested electrically by a certified lab 6 months after first use. The lab will re-stamp the gloves with the new “tested” date.
- If the first use date is not known, the gloves/sleeves must be retested 6 months from the electrical test date stamped on the glove/sleeve.
- All gloves must be inspected by the user for damage prior to each use.



INSULATED TOOL KIT 11813-00003-SUB

- The short pliers supplied in the insulated tool kit are used to remove the original terminal caps.



VOLTMETER / DVOM

- The voltmeter is required to perform a voltage check to confirm there is no voltage present at the charging terminals.



SCISSORS

- Required for destroying the original terminal caps to prevent any possible re-use.



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SERVICE PROCEDURE / INFORMATION:

CAUTION: DO NOT press the ignition switch while the brake pedal is depressed during the following service procedure. Doing so may cause the system to enter the READY-ON state of operation. This may cause high voltage to be applied to the inspection area.

STEP 1: Confirm the VIN is affected by this service program.

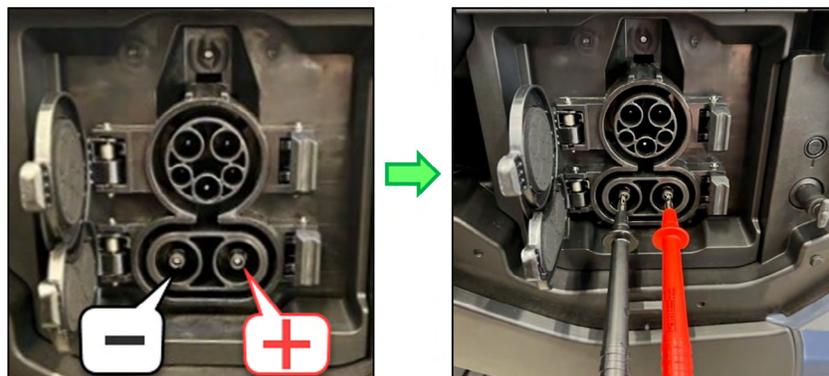
STEP 2: Confirm the power switch is in the “Off” position.

STEP 3: Open the charge inlet lid and release both terminal covers.



CAUTION: High voltage insulated gloves MUST be worn for the following procedures.

STEP 4: Using a voltmeter, confirm there is zero voltage present at the inlet terminals.



STEP 5: Any existing terminal caps must be removed and replaced. If both terminal caps are missing, simply install the replacement caps. In all cases, the repair is not complete until **TWO** terminal caps have been installed.



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Are one or both of the terminal caps found to be installed?

YES: Proceed to STEP 6.

NO: Proceed to STEP 7.

STEP 6: Using the short pliers supplied in the insulated tool kit, CAREFULLY remove any existing terminal cap(s). Using a pair of scissors, cut the old caps in half and then discard the remnants.



STEP 7: CAREFULLY press both new terminal caps onto the terminals with the narrow end facing outward.



STEP 8: Prepare the short pliers by wrapping masking tape around both tips. This will prevent any damage to the new terminal caps.



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STEP 9: CAREFULLY rotate both terminal caps 360 degrees. Confirm the caps spin freely without any binding. If binding is found, remove, and reinstall the caps then recheck for binding. If binding persists, replace the binding cap(s) with new parts.

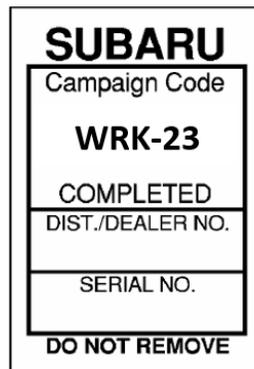


STEP 10: Close the terminal covers and charge inlet lid. The procedure is complete.

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 Service Program will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Repair Code	Labor Time
DC CHARGER INLET TERMINAL CAPS R&R	A104-521	WRK-23	.4H

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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.

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



PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

**Subaru Service Program WRK-23
October 2023**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

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.

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

REPAIR

Your Subaru retailer (dealer) will replace your vehicle's DC charger inlet terminal end caps with properly fitting ones, at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The actual time to perform this repair is less than 30 minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

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

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrk23.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com, Customer Support and select 'Contact 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: Write us at Subaru of America, Inc.,
Attn: Customer Advocacy Department,
P.O. Box 9103, Camden, NJ 08101-9877

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

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of 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 to have this repair performed.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION