

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: September 26, 2023

New Customer Satisfaction, Product Enhancement Program:

EEA23 – EV Charging Performance and Display Software Update

A software update has been developed for certain 2023 model year Solterra models. It is designed to improve DC-charging performance, and enhance visualization of the remaining range, current state of charge (SOC), and real-life energy consumption.

Software Update

Any authorized Subaru retailer will perform the software update on the covered vehicles, at no cost to the customer.

Covered Vehicles

The number of U.S. vehicles included in this product enhancement service program is 9,958.

Model Year	Carline	Production Period
2023	Solterra	All Solterra models received from TMC on or before Aug. 10, 2023

Coverage for this software update, identified with the NEW Coverage Type code of **EEA23** in the 'Service Programs' section of the 'Vehicle Inquiry' function on subarunet.com, must be confirmed prior to making the update on a vehicle. This information is now available.

Retailer Responsibility

Subaru Retailers should perform the applicable product enhancement software update service procedures, as described in the **EEA23**-Technical Service Bulletin, on all covered vehicles. This applies to customer cars in for service, as well as retailer's new, used, CPO, and SSLP inventory. All necessary steps should be taken to ensure the update has been made before selling or releasing the vehicle.

Owner Notification

Subaru will notify vehicle owners of this product enhancement campaign by first class mail on October 5, 2023.

Service and Claim Information

Please refer to the Technical Service Bulletin, **EEA23-EV Charging Performance and Display Software Update**, on STIS for detailed service and claim information.