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NUMBER: EEA-23R

**REVISED:** 10/26/23

DATE: 10/02/23

# PRODUCT ENHANCEMENT PROGRAM

# APPLICABILITY: 2023MY Solterra

SUBJECT:	2.5 Product Enhancement Reprogramming
	File Availability

# **INTRODUCTION:**

This Product Enhancement Program announces the availability of a new reprogramming file package for the EV, EV Battery, Motor Generator, Rear Motor Generator, Plug-in Control, Air Conditioner, Combination Meter control modules. This software update package has been developed to:

- Enhance DC Fast-charging performance, reducing DC charging time.
- Enhance the displayed driving range accuracy.
- Display the State-of-Charge (SOC) during driving and when charging.

Customers may authorize or decline the reprogramming. If authorized, perform the reprogramming procedures outlined below to the applicable vehicles.

#### 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

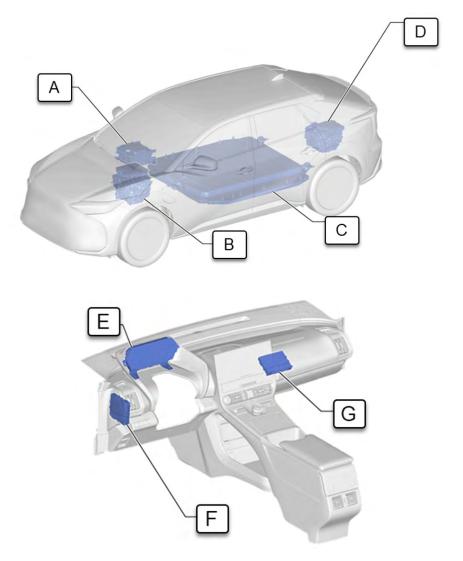
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



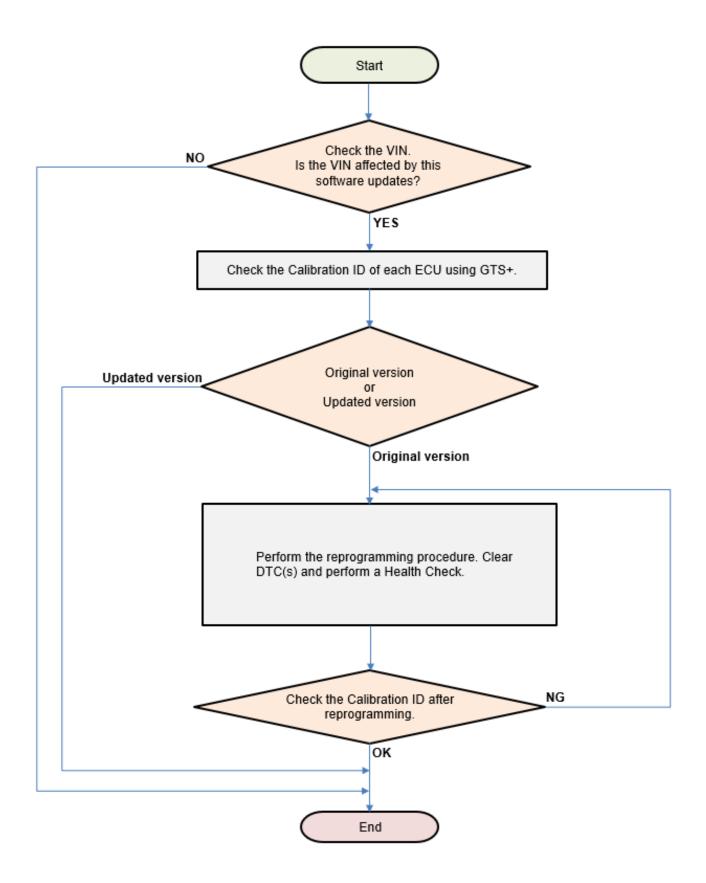
# **CUW FILE INFORMATION:**

System		Current Calibration ID		N ion ID
	8A2524230200	SOP		
	8A2524219100	Parts		
EV-ECU	8A2524230300	SU#1	8A2524230400	SU#2.5
	8A2524230300	R/C		
	8A2524219200	Parts		
	8A2814202200	SOP	000044240000	SU#1
	8A2814208100	Parts	898844240000	50#1
Motor Generator MG-F-ECU	898844240000	SU#1		
	8A2814202300	R/C	No Change	-
	8A2814208200	Parts		
	8A2914201200	SOP	898844241000	SU#1
	8A2914204100	Parts	- 090044241000	50#1
Rear Motor Generator MG-R-ECU	898844241000	SU#1		
	8A2914201300	R/C	No Change	-
	8A2914204200	Parts		
EV Battery	8989F4210100	SOP	8989F4210300	SU#2.5
BAT-ECU	8989F4210200	SU#1	0909F4210300	50#2.5
	892634212000	SOP		
Plug-in Control	892634218000	SU#1	892634233100	SU#2.5
PWC-ECU	892634218000	R/C	092034233100	30#2.3
	892634233000	R/C		
	8865F4213002	SOP	8865F4213100	SU#1
A/C-ECU	8865F4213100	SU#1	No Change	-
	8865F4213100	R/C	No Change	-
	8380042V410F	SOP		
Motor FOU	8380042V4110	R/C	02000401/4110	
Meter-ECU	8380042V4111	R/C		SU#2.5
	8380042V4112	R/C		

# **COMPONENT CONFIGURATION:**



A	PWC ECU (ELECTRIC CONVERTER UNIT ASSEMBLY)	В	MG ECU (FR E-AXLE ASSEMBLY)
С	BAT ECU (EV SUPPLY BATTERY ASSEMBLY)	D	MG ECU (RR E-AXLE ASSEMBLY)
E	E METER ECU (COMBINATION METER ASSEMBLY)		EV ECU (EV CONTROL ECU)
G	A/C ECU (AIR CONDITIONING AMPLIFIER ASSEMBLY)		



## **SERVICE PROCEDURE INFORMATION:**

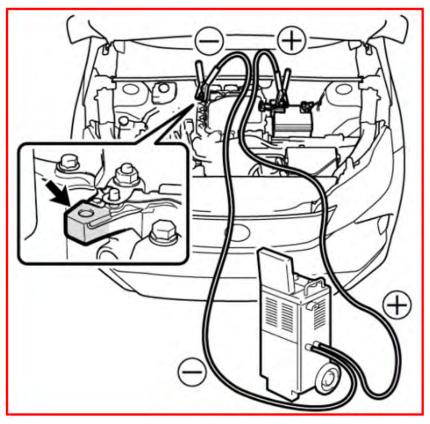
**STEP 1:** Turn off vehicle electrical systems to reduce electrical load.

- Turn off all electrical accessories (i.e., climate control, audio-navigation system, etc.).
- Set headlight switch to DRL OFF position.
- Set windshield wiper switch to OFF position.
- Set driver easy exit seat slide function to OFF position.
- Confirm all exterior lighting systems are off.
- Turn off interior lighting systems (confirm that no light comes on even if a door is opened)
- Disable the seat belt warning system (this can be turned off via the buckle switch).
- Turn off the seat heaters and/or ventilation system (only for the vehicle to which it is equipped).
- Disable the rain sensing function (only for the vehicle to which it is equipped).
- Confirm the rear defogger system is off.
- Confirm the steering wheel heater is off (only for the vehicle to which it is equipped).
- Disable any additional/aftermarket accessories (security system, etc.).

# **STEP 2:** 12 Volt auxiliary batter power supply.

- **A.** Inspect vehicle 12 Volt auxiliary battery. Confirm the battery is in good condition. Connect and turn on the power supply.
- **B.** Push the power switch without pressing brake pedal (Power-ON), wait for 1 minute, then check if battery voltage is at least 12.0 Volts. If the battery is below 12.0 Volts, charge the battery before performing reprogramming. Subaru of America, Inc. (SOA) highly recommends utilizing the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System to the vehicle in the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it will take less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

# **BATTERY CHARGER NOTES:**



- For instructions on using the Power Supply Mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging on STIS.
- Select the correct battery type (Enhanced Flooded, Flooded, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle's battery.
- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 Volts.
- DO NOT connect the GTS+ until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 Volts, connect the GTS+ to the OBD connector and proceed with initiating the normal reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. NOTE: If the voltage rises beyond 14 Volts while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming is made.
- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.
- Control module failures resulting from battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

Continued...

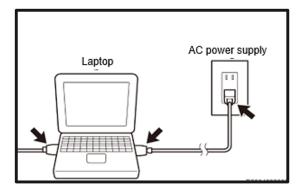
**REMINDER:** If the DCA-8000 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

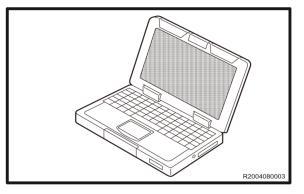
STEP 3: Stabilize the power supply to Global TechStream Plus (GTS+).

- A. ALWAYS connect the GTS+ laptop to an external AC power supply.
- **B.** Turn off the screen saver and power saving mode of the laptop for continuous power supply to the HDD/SSD.

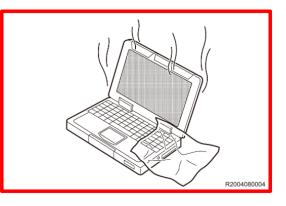
# **CAUTIONS:**

- If the screen saver or power saving mode starts while reprogramming, the communication may be disconnected, resulting in the damage of the ECU.
- The ECU may be damaged if the battery voltage of the laptop drops while reprogramming.



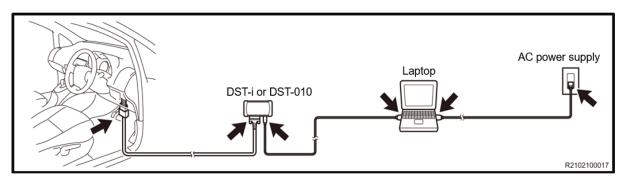


• **DO NOT** block the ventilation opening for the fan of the laptop. If the ventilation opening for the fan is blocked, the laptop may overheat, causing the laptop to stop and may damage the ECU as a result.



**STEP 4:** Secure the connection the of cables.

Confirm the power switch P is in the OFF position and connect the laptop to the vehicle.



**STEP 5:** Starting the GTS+ application.

A. Click the GTS+ icon to start the GTS+ application.



**B.** SSM will automatically close and the GTS+ browser will open. Set the GTS+ application region to "United States" and set the lower box to "USA" then click the Server Login link.



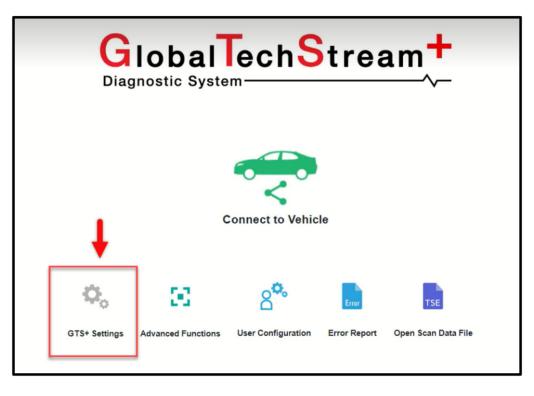
**NOTE:** In some instances, a user may have logged in previously. In these cases, if the PC has not been restarted, the screen below may appear when clicking on the GTS+ icon (Step 5-A). This is normal operation. Click the "GuestUser" link to directly login to GTS+.



**C.** A second window will open to the Subaru Single Sign On (SSO) page. Enter your Subaru username and password (Hint: Same as SubaruNet credentials). Click the "Login" button to continue.

SUBARU.	
Welcome	
Please login using your Subaru username and password. SOA employees should use their network credentials.	
Username	
Password	
Reset Password	
If you have questions, contact the Subaru Helpdesk at 1-800-SOA-STAR (1-800-762-7827).	
Looking for information about Subaru vehicles and products? Visit subaru.com.	

**D.** Turn the power switch to the ON position **WITHOUT** depressing the brake pedal. Click the "GTS+ Settings" button.

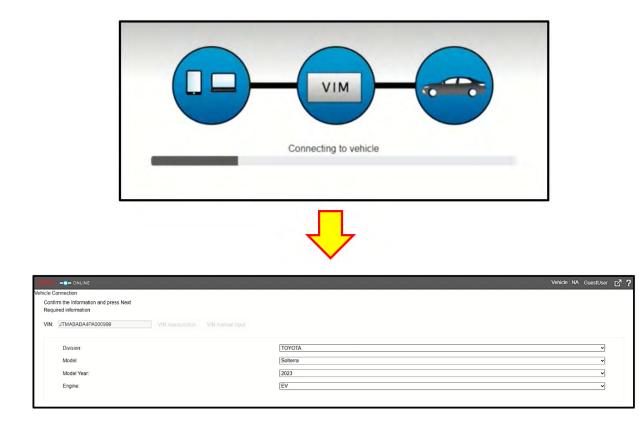


**E**. In the lower portion of the GTS+ Settings page, select the appropriate Vehicle Interface Module (VIM) such as DTS-i or DST-010. Set the "Vehicle Area" selection to North America. Click the arrow in the right corner when complete.

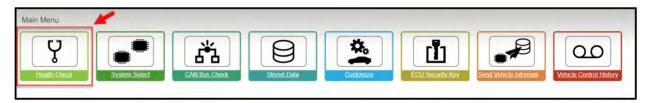
Optional Information	
Dealer Address	
Dealer Email	
Dealer Website	
VIM Select Interface setup: DST-010   Detail	
Vehicle Area Selection       North America       Vehicle Configuration	
Import Custom List	
Import for stored custom list: Import	
	<b>→</b>

**F**. Click the "Connect to Vehicle" button. Confirm the target VIN information and continue by clicking the "Next" button.

GlobalTechStream <sup>+</sup>						
			Connect to Vehicle	le	-	
	Ф.	20	8 <b>°</b> °	Error	TSE	
	GTS+ Settings	Advanced Functions	User Configuration	Error Report	Open Scan Data File	



STEP 6: Click "Health Check" button located in the Main Menu.



STEP 7: Allow time for the Health Check to start.

		Vehicle : NA Gu	estUser 🕻	90?
2023 Solterra EV JTMABABA4PA000099 5344.63km Battery 12.1V Health Check Result				
STATUS				
07/26/2023 13:58:47 Compensation Pressure [KPa(abs)]				
Front: Rear:				
Caution				
Enhanced Generic Checking - System 26 of 38				
+ System 1	Monitor Status	Configure	RoB	DTC
+ <b>EV</b>	-	No	<u>16</u>	0
+ Motor Generator	-	No	-	0
+ Rear Motor Generator	-	No	-	0
+ EV Battery	-	No	0	0
+ Plug-in Control	-	No	1	0
+ Brake/EPB	-	No	<u>6</u>	0
+ Brake Booster	-	No	1	0
+ Tire Pressure Monitor	-	No	2	0
+ EMPS	-	No	1	0
+ Front Recognition Camera	-	No	16	0
+ Circumference Monitoring Camera Control Module		No	11	0
+ Steering Angle Sensor	-	No	0	
+ Rear Camera	-	No		0
+ Air Conditioner	-	No	0	0
+ SRS Airbag	-	No	2	0
+ Main Body	-	No	12	0
+ Central Gateway	-	No	0	0
+ Back Door	-	No	2	0
+ Driver Seat	-	No	-	0
+ Master Switch	-	No	-	0
+ Sliding Roof	~	No	-	0

**STEP 8:** While the Health Check is being performed, a pop-up will be displayed asking if you would like additional information retrieved. Click the "Yes" button to continue.

Health Check	S30700-DI -002			
	1?			
	memorized in ECU			
<ul> <li>In the following information.</li> <li>[Vehicle Control History(RoB) Detailed data, Operation History,</li> <li>ABS History, Special Operation History, Diagnosis Related Information, CAN Bus Check, Tire Pressure]</li> </ul>				
Yes	No			
	*Additional information: The information that is in the following information. [Vehicle Control History(RoB) Detailed data, Op ABS History, Special Operation History, Diagno Information, CAN Bus Check, Tire Pressure]	HealthCheck has completed. Would you like to retrieve additional information? *Additional information: The information that is memorized in ECU in the following information. [Vehicle Control History(RoB) Detailed data, Operation History, ABS History, Special Operation History, Diagnosis Related Information, CAN Bus Check, Tire Pressure]		

NOTE: Allow time for the Health Check retrieve the stored data. This may take up to five minutes.

**STEP 9:** Once the Health Check is completed, check the results for any stored DTC(s).



Are any DTC(s) stored?

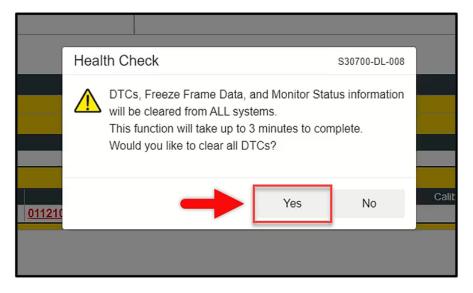
**YES:** Proceed to Step 10.

NO: Proceed to Step 11.

**STEP 10:** Clear all DTC(s) by clicking the "Erase" button.

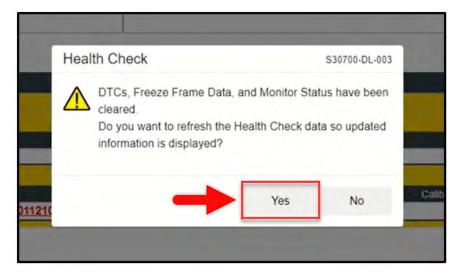


A pop-up will display reminding all Freeze Frame and Monitor Data will be cleared. Click the "Yes" button to continue.



Once the clearing is complete, a second pop-up will display asking to refresh the Health Check to the updated status. Click the "Yes" button to continue. Proceed to Step 11 when no DTC(s) are detected.

**IMPORTANT:** If any DTC(s) continue to be stored, diagnose and repair as per the applicable Service Manual. Confirm the faults can be cleared prior to proceeding. If the DTC(s) are not cleared, the GTS+ cannot enter the reprogramming mode.



**STEP 11:** Click on the "Plus" symbol next to the following control modules:

- EV
- EV Battery
- Motor Generator
- Rear Motor Generator
- Plug-in Control
- Air Conditioner
- Combination Meter

This will expand the system information. Confirm the calibration IDs displayed match the current calibration IDs listed on page 2.

+	EV	+	Rear Camera
+	Motor Generator	+	Air Conditioner
+	Rear Motor Generator	+	SKS Airbag
+	EV Battery	+	Main Body
+	Plug-in Control	+	Central Gateway
+	Brake/CFB	+	Back Door
+	Brake Booster	+	Driver Seat
+	Tire Pressure Monitor	+	Master Switch
+	EMPS	+	Sliding Roof
+	Front Recognition Camera	+	<b>Combination Meter</b>
+	Circumference Monitoring Camera Control Module	+	Mirror L

**STEP 12:** Prepare the 2.5 Reprogramming CUW file. Select the Subaru Desktop from the lower taskbar. Select The TechStream Files icon. Open the ECU Data folder. Locate the CUW file named:

# 11\_8A2524230400\_898844240000\_898844241000\_8989F4210300\_892634233100\_8 865F4213100\_8380042V4113\_8380042V420D.cuw



# CAUTIONS:

- **ALWAYS** stay near the vehicle and **DO NOT** allow any others to operate the vehicle or GTS+.
- Never change the power switch position other than when instructed by GTS+. Unauthorized cycles of the power switch during reprogramming may cause control module failure.
- Pressing the "Cancel" button or the "X" button on the top will cancel reprogramming and could damage the ECU while reprogramming.
- Be sure to press "Retry" to continue reprogramming if the event of an error.

**STEP 13:** Double-click the applicable CUW file icon. A pop-up will display requesting a manufacturer to be selected. Select "Subaru" and click the "OK" button to continue.

_0003F4213100_0300042	2V4113_8380042V42	0D.cuw		
				you want to select?
			SUBARU	

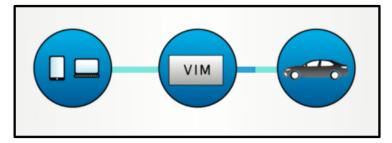
**STEP 14:** After double-clicking the file icon, the Calibration Update Wizard program is launched, and a new window will appear. Select the "Next" button to continue.

Calibration Update Wizard		
Version 2023.01.004.941		
Welcome to Calibration Update Wizard This application is designed for professional automotive technicians who service Toyota, Lexus, and Scion vehicles.		
Some vehicles produced after January 2020 require a PC connected to the Internet to complete the reprogramming process.		
NOTE: If you are using a serial mouse, either plug the diagnostic tester into a different COM port or disconnect the serial mouse and reboot	your machine.	
Cancel		•

**STEP 15:** Confirm the pass-through device currently being used. Select the "Next" button to continue.

Connect to Vehicle				
Connect the device as described by the component manufacturer.				
Please confirm:				
1. J2534 device is connected to PC via a wired communication	on.			
<ol><li>J2534 device is connected to the DLC3(J1962).</li></ol>				
3. Key ON, Engine OFF				
Select J2534 device tool DENSO CORPORATION DST     PC is connected to the internet. (In the case a vehicle ne		<b>v</b>		
5. Pois connecteu to the internet. (In the case a vehicle ne	as signature request when the reprogramming starts)			
CautionI				
Any unsupported device may negatively affect reprogramm	g performance and potentially damage the ECU.			
Please use designated devices of Toyota Motor Company.				
Cancel			Next	Þ

**NOTE:** A Progress bar will be displayed. **DO NOT** operate the power switch while the bar is shown.



**STEP 16:** The Calibration Selection Confirmation window will appear. Confirm the applicable Current Cal ID and the New Cal ID. Click the "Next" button to continue.

Issue Date	6/12/2023		
Year	22-23		
Model Name	SOLTERRA		
Engine Type	1YM-1YM		
Vehicle Type	YEAM15		
System	Current Cal ID	New Cal ID	
Hybrid Control	8A2524230300	8A2524230400	
HV Battery	8989F4210200	8989F4210300	
Plug-in Control/Battery Charger Contro Module "A"	892634218000	892634233100	
Combination Meter	8380042V4112	8380042V4113	
Combination Meter	8380042V420C	8380042V420D	
Hybrid Control	899854216101		
Motor Generator	8A2814202300		

**STEP 17:** Review the CAUTIONS listed. Follow the on-screen instruction, turn the power switch vote to the OFF position. Select the "Start" to continue.

Vehicle Preparation		
1. Turn Ignition OFF	CCON-SAR	
NOTE: Some vehicles require systems to be disabled before Flash Reprogramming. Please refer to the Specific Service Builletin for special vehicle preparation instructions required for this update. DTCs may be set during the reprogramming process. Please check for DTCs before reprogramming and note any that are stored. Click the Cancel button to exit CUW and check for DTCs. Click "Next" to continue.		
Cancel		Next

**NOTE:** A Progress bar will be displayed. **DO NOT** operate the power switch while the bar is shown.

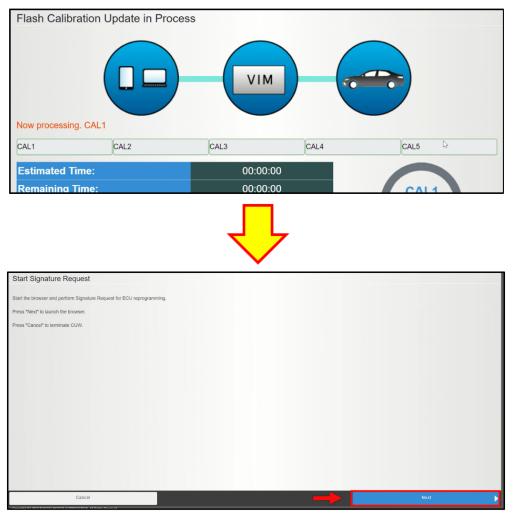
	Calibration Upd	ate Wizard -Screen #	S701-43
5	Please wait 10 seco	onds	

**STEP 18:** Review the CAUTIONS listed. Follow the on-screen instruction, turn the power switch vote to the ON position **WITHOUT** depressing the brake pedal. Confirm the 12 **Volt** auxiliary battery voltage is more than 12.5 **V**olts. Select the "Start" to begin the reprogramming process.

Prepare for reprogramming			
Confirm the following conditions: 1. Turn Ignition ON (IG ON Ready OFF for HV) 2. Engine Hood Open 3. All electrical accessories are OFF 4. Battery voltage above 12.0V More the DLC3 BAT VOLTAGE	an 12.5v	CC ON STAT	
CAUTIONI			
When reprogramming: 1. Do not disconnect the DLC3 cable from vehicle. 2. Do not tum OFF the IG switch. 3. Do not apply any electrical load to the vehicle. 4. Do not allow battery vidlage to drop below 12 0/V.			
Click "Start" to begin reprogramming.			
Cancel			Start

**STEP 19**: Once the "Flash Calibration Update" window is shown, allow the "Toyota Service Information" browser to be displayed. Select the "Next" button to continue.

**NOTE:** The signature is acquired in future steps, once acquired, the signature is to be pasted into the "Signature" box.



STEP 20: Once the browser is started, a pop-up will display. Click the "OK" button to continue.



STEP 21: Select the "Request Signature" button. This will populate in the lower window.

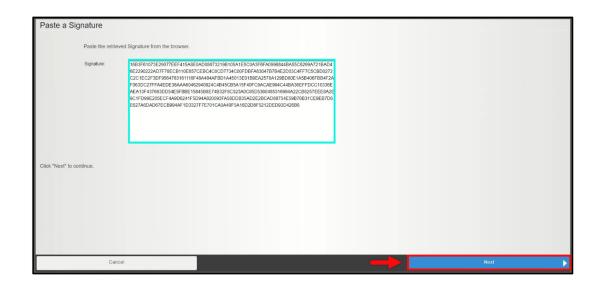
WEWOE012 Repro S	ignature Publication			
Repro Key Signa	iture Request			
<b>VIN</b> Click "Request Signatur "Signature" box below a	JTMABABA4PA000999 e button, copy the characters in nd paste it in GTS signature box.	 ]		
			Request Signature	
Request Number		]		
Result		]		
Signature				
		1	Signature Copy	

**STEP 22:** Select the "Copy Signature" button then minimize the window.

WEWOE012 Repro Si	gnature Publication	
Repro Key Signa	ture Request	
<mark>VIN</mark> Click "Request Signatur "Signature" box below a	(JTMABABA4PA000999 e" button, copy the characters in nd paste it in GTS signature box.	]
		Request Signature
Request Number	R01A20230727031650000224	]
Result	0 Normal End	]
Signature	16B3F61073E29077EEF415A8E0AD08673219B105A1E5C0A3F6FA0996844B A550299A721BAD46E2290222AD778ECB110E857CEB4400D7734000FDB FA6304767422003CF7F5C5C020272C2C1EC236D956A783161116F48A48 4AFD1A45013E0198FA2578A129B060E1A5B406FB8472A70630027FFAAED E38AA8A16429409244CB405E0515F4H0703ACE994C448A86FFFDC10338E AEA13F4376830D64E5FB8E15845B8E74B32F80523A0C85D5380495316894 A2208257EE28201E1908205CF448052415504A8200395A8308053A D2E296A88774455976B310269E744805241504A8200397A8308053A D2E296A88774455976B310269E744805641F5084A8200397A8308053A D2E296A88774455976B310269E74480547480406741F3084A82003974F459876B3	
		Signature Copy

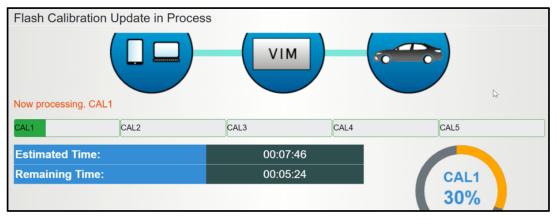
STEP 23: Return to "Calibration Update Wizard" display. Paste the signature using the right click method or using Ctrl+V on the keyboard. Once the signature is successfully pasted, click the "Next" button to continue.

Click "Next" to continue.		



**STEP 24:** While the vehicle is reprogramming, the progress window is displayed. **ALWAYS** remain near the vehicle during reprogramming in order to monitor the progress.

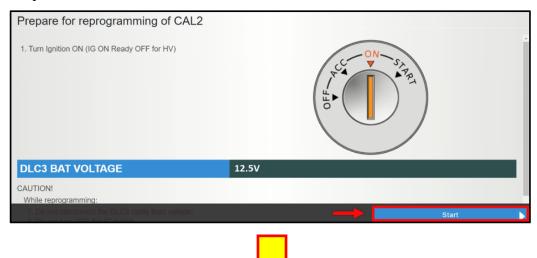
NOTE: The headlamps may operate during this procedure.



**STEP 25:** Follow the on-screen instructions. turn the power switch (1) to the OFF position. The first calibration is complete. Click the "Next" button to continue.

Flash Calibration Update Su	ccessful
CAL	1 has been loaded successfully.
CAL	2 will be loaded next.
CAL	
CAL	
CAL	•
1. Turn Ignition OFF	R A A A A A A A A A A A A A A A A A A A
	Next >

**STEP 26:** Follow the on-screen instructions. turn the power switch 💿 to the ON position. The second calibration will automatically prepare. Click the "Next" button to continue to start the signature request for the second calibration.



#### Click the "Next" button to continue.

Start Signature Request				
Start the browser and perform Signature Request for ECU reprogramm	ing.			
Press "Next" to launch the browser.				
Press "Cancel" to terminate CUW.				
Cancel			Next	Þ

STEP 27: Select the "Request Signature" button. This will populate in the lower window.

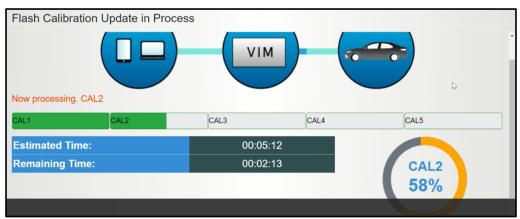
WEWOE012 Repro Si	gnature Publication			
Repro Key Signa	ture Request			
<mark>VIN</mark> Click "Request Signatur "Signature" box below a	JTMABABA4PA000999 ="button, copy the characters in nd paste it in GTS signature box.		Réquest Signature	
Request Number Result				
Signature				
			Signature Copy	

STEP 28: Select the "Copy Signature" button then minimize the window.

WEWOE012 Repro S	ignature Publication	
Repro Key Signa	ature Request	
<mark>VIN</mark> Click "Request Signatur "Signature" box below a	JTMABABA4PA000999 re" button, copy the characters in and paste it in GTS signature box.	l
		Request Signature
Request Number	R01A20230727031650000224	
Result	0 Normal End	
Signature	16B3F61073E29077EEF415A8E0AD08673219B105A1E5C0A3F6FA0996844B A5505299A721BA046E2290222AD7F78ECB1010587CEE0C400C07734000E7 FA83047B7042D03C4F7C5C0D0272C201EC2F3DF864763181116F48A48 4AFD01A45013E0109EA2578A129B060E1A5B406FB84F2AF063D027FFA4ED E38AAA604629409324C4A45C58A15F40F05AACE994C448A36EFFD0010338E AEA13F437693DD54E5FB8E15845B8E74532F80523A0C85D5360485316994 A22058257EEE8A2E901FD99E205E0F4A9D6214F5094A82904575010338E AEA13F437693DD54E55FB8E15845B8E74532F80523A0C85D5360485316994 A22058257EEE8A2E901FD99E205E0F4A9D6214F5094A820057850D855A D262E62AB87545598768311C59B2706E2786DA067ECB994AF1D3327F7E70 1CA0A40F5A160208F52120ED93D426B6	
		Signature Copy

**STEP 29:** While the second calibration is reprogramming, the progress window is displayed. **ALWAYS** remain near the vehicle during reprogramming in order to monitor the progress.

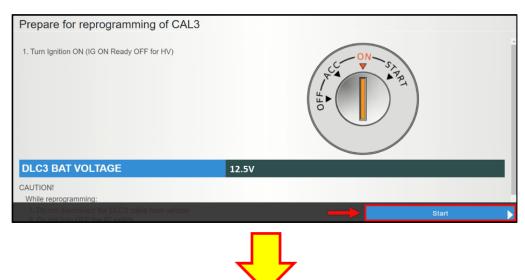
**NOTE:** The headlamps may operate during this procedure.



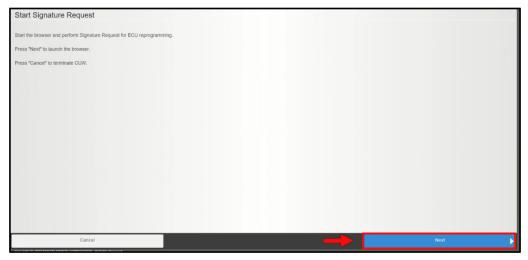
**STEP 30:** Follow the on-screen instructions. turn the power switch (1) to the OFF position. The second calibration is complete. Click the "Next" button to continue.

Flash Calibration Update Su	ccessful		
CAL			
1. Turn Ignition OFF			
Click "Next" to continue.		$\rightarrow$	Next

**STEP 31:** Follow the on-screen instructions. turn the power switch to the ON position. The third calibration will automatically prepare. Click the "Next" button to continue to start the signature request for the third calibration.



Click the "Next" button to continue.



STEP 32: Select the "Request Signature" button. This will populate in the lower window.

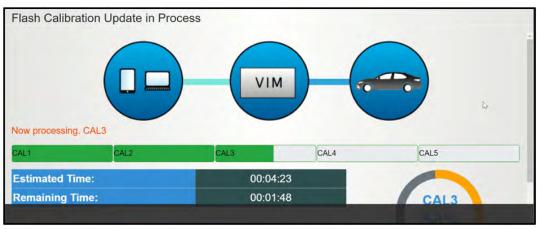
WOE012 Repro Signature Publication	
Repro Key Signature Request	
JTMABABA4PA000999 Click "Request Signature" button, copy the characters in Signature box below and paste it in GTS signature box.	
	Request Signature
Request Number	
Result	
Signature	
	Signature Copy
	С

**STEP 33:** Select the "Copy Signature" button then minimize the window.

WEWOE012 Repro S	ignature Publication	
Repro Key Signa	ature Request	
<mark>VIN</mark> Click "Request Signatu "Signature" box below ;	(JTMABABA4PA000999 re″button, copy the characters in and paste it in GTS signature box.	
		Request Signature
Request Number	R01A20230727031650000224	]
Result	0 Normal End	]
Signature	1683F61073E29077EEF415A8E0AD08673219B105A1E5C0A3F6FA0996844B A556299A721BAD46E2290222AD7F78ECB110E87CEEC4C0C07734C00FDB FA83047B7B4E2D03C4F7C5CE00272C21CE27SP056476316116748A48 4AFB01A45013E01B9EA2578A129B060E1A5B406FB84F2AF083DC27FFA4ED E38AA604042540924C44565A15F4F0FC3AACE9944A4BA36EFFC0C10336E AEA13F437683DD54E5FBBE1584568E74632F8C523A0C85D5360485316984 A22058257EEE8A2E901FD99E2050E0F4A9D6241F5D94A820093F458DD635A D22E9CA088754E5876581C5982706E0F4A9D6241F5D94A820093F458DD635A D22E9CA088754E5876581C5982706E0F4A9D6241F5D94A820093F458DD635A D22E9CA088754E58176831C59E87D66E77A6DA067EC8994AF1D3327F7E70 1CA0A40F5A1602D8F52120ED93D426B6	
		Signature Copy

**STEP 34:** While the third calibration is reprogramming, the progress window is displayed. **ALWAYS** remain near the vehicle during reprogramming in order to monitor the progress.

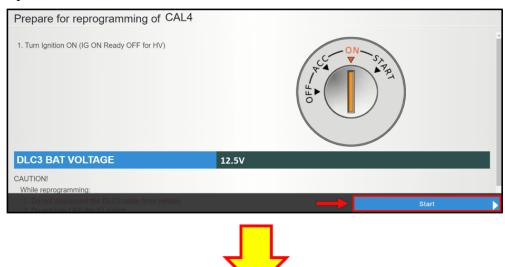
**NOTE:** The headlamps may operate during this procedure.



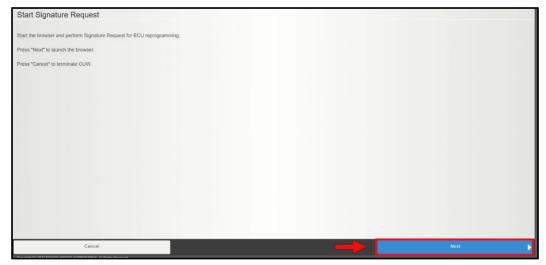
**STEP 35:** Follow the on-screen instructions. turn the power switch (2) to the OFF position. The third calibration is complete. Click the "Next" button to continue.

CAL       1 has been loaded successfully.         CAL       2 has been loaded successfully.         CAL       3 has been loaded successfully.         CAL       4 will be loaded next.         CAL       1. Turn Ignition OFF	Flash Calibration Update Suc	ccessful
CAL     3 has been loaded successfully.       CAL     4 will be loaded next.       CAL     1. Turn Ignition OFF	CAL	1 has been loaded successfully.
CAL 4 will be loaded next.	CAL	2 has been loaded successfully.
T. Turn Ignition OFF	CAL	3 has been loaded successfully.
1. Turn Ignition OFF	CAL	4 will be loaded next.

**STEP 36:** Follow the on-screen instructions. turn the power switch to the ON position. The fourth and fifth calibration will automatically prepare. Click the "Next" button to continue to start the signature request for the fourth and fifth calibration.



Click the "Next" button to continue.



STEP 37: Select the "Request Signature" button. This will populate in the lower window.

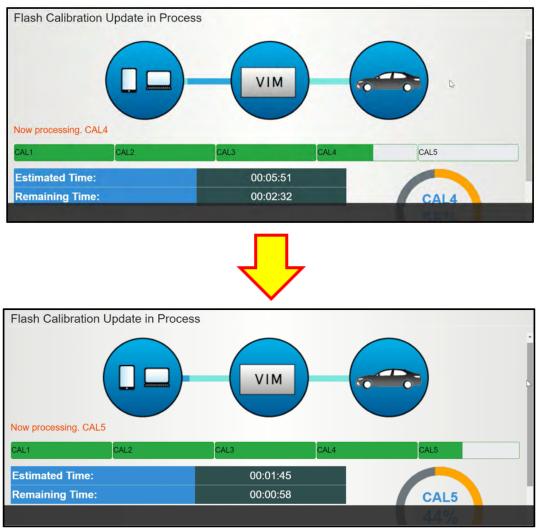
	ignature Publication	
Repro Key Signa	ature Request	
VIN	JTMABABA4PA000999	
Click "Request Signatu "Signature" box below	re" button, copy the characters in and paste it in GTS signature box.	
		Request Signature
Request Number		
Result		
Signature		
		Signature Copy

**STEP 38:** Select the "Copy Signature" button then minimize the window.

WEWOE012 Repro S	ignature Publication	
Repro Key Sign	ature Request	
<mark>VIN</mark> Çlick "Request Signatu "Signature" box below	JTMABABAAPA000999 ure" button, copy the characters in and paste it in GTS signature box.	
		Request Signature
Request Number	R01A20230727031650000224	
Result	0 Normal End	
Signature	1683F61073E29077EEF415A8E0AD086732198105A1E5C0A3F6FA09968448 A550239A721BAD46E2290222AD7F78ED8110E857CEBC4000D773400FD8 FA890476784220032F475C5E002722C21EC2F2D96647831611F48A48 A4F6D1A45013E0189EA2578A129E060F1A5B406FB84F2AF0830C27FFA4E0 E38AA80482340924474455E5A15F40FC3AL26994744B382EFEDC10338E AEA13F4376838D54E5FB8E1584558A15F40F28A25994744B382EFEDC10338E AEA13F4376838D54E5FB8E1584558A15F40F28A25994744B382EFEDC10338E AEA13F4376838D54E5FB8E1584558A15F4052786223A0C85055860485318694 A22288257EE58A2E901FD99E2050E0F4A9D241F5084A820043F458DE955A D22826A887545598758B158B1528E706582748D2057E05994AF103327F7E70 12C00440F5A16D2D8F52120ED93D426B6	
		Signature Copy

**STEP 39:** The fourth and fifth calibrations are performed together. While the fourth and fifth calibration is reprogramming, the progress window is displayed. **ALWAYS** remain near the vehicle during reprogramming in order to monitor the progress.

**NOTE:** The headlamps may operate during this procedure.



Continued...

**STEP 40:** When the reprogramming procedure is successfully completed, the "Finish" window will be displayed. Press any key to continue.



**IMPORTANT NOTE:** If the reprogramming procedure is unsuccessful, an error window is displayed. If no error window is displayed, proceed to Step 41.

- DO NOT press the cancel button.
- DO NOT close the CUW+ window.

Attempt to restart the reprogramming procedure by clicking the "Retry" button **AFTER** the following prerequisites are met:

- Inspect the USB cables and connections and confirm they are in working condition.
- Confirm the 12 Volt battery has sufficient charge.
- Confirm the battery charger is operating as desired.
- Confirm the battery cables are securely connected.

Flash Ca	libration Update Failure		
	The communication between J2534 device and a PC was lost.		
-	Please confirm the connection that J2534 device is connected by wired to the PC.		
	If this error screen is displayed with J2534 device is connected to the PC, The connection between J2534 device and the PC may be unstable.		
	The problem will be fixed by performing the followings:		
	1.Replace a USB cable if USB cable detachable J2534 device.		
	2.Change a USB port of PC.		
	3.Replace to another J2534 device of the same type.		
	What would you like to do ?		
		Retry	
		Retry	

Cycle the power switch P as per the GTS+ and click the "Retry" button to continue.

8	<text><text><text></text></text></text>	
	Cancel	Refry

**STEP 41:** The "Flash Calibration Update Successful" window will display. Turn the power switch vote to the OFF position. Click the "Next" button to continue.

Flash Calibration Update Succes	ul	
CAL	1 has been leaded successfully.	
1. Turn Ignition OFF		
Click "Next" to continue.		
	Next Sector Sect	•

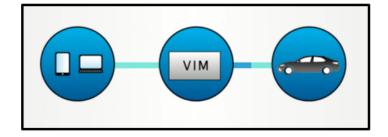
**NOTE:** A Progress bar will be displayed. **DO NOT** operate the power switch while the bar is shown.

Calibration Upd	ate Wizard -Screen #	S701-43
Please wait 10 seco	onds	

**STEP 42:** Follow the on-screen instruction. Turn the power switch vite on position. Select the "Next" button to continue.



**NOTE:** A Progress bar will be displayed. **DO NOT** operate the power switch while the bar is shown.



**STEP 43:** Confirm the "AFTER UPDATE" calibration ID matches the NEW calibration ID numbers listed on page 2. Click the "Finish" button.

Reprogramming successful	al !		
Please turn IG off. Please confirm that calibration ID has be	en updated as outlined in the sp	pecific Service Bulletin.	
System	Before Update	After Update	
Plug-in Control/Battery Charger Control Module "A"	G911G4203001	G911G4203001	A
Plug-in Control/Battery Charger Control Module "A"	892DF4201200	892DF4201200	
Air Conditioner	8865F4213100	8865F4213100	
Air Conditioner	886BF4201001	886BF4201001	
Combination Meter	8380042V430A	8380042V430A	
Print		Finish	

**STEP 44:** Return to the GTS+ window. Perform the "Health Check" a second time by selecting the button in the lower right corner of the Stared Data tab window.



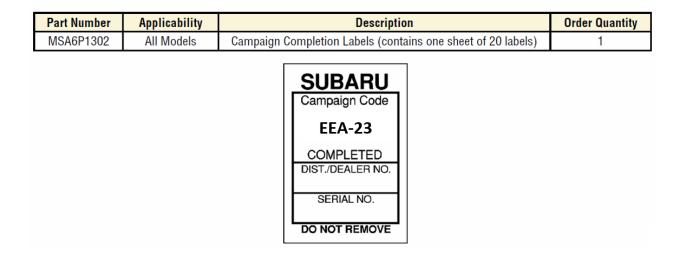
While the Health Check is being performed, a pop-up will be displayed asking if you would like additional information retrieved. Click the "No" button to continue.

	Health Check		S30700-DL-002	
	HealthCheck has completed. Would you like to retrieve additional i	nformation?		
1210	*Additional information: The information in the following information. [Vehicle Control History(RoB) Detaile ABS History, Special Operation Histor Information, CAN Bus Check, Tire Pr	ed data, Opera ory, Diagnosis I	tion History,	
L		Yes	No	

**STEP 45:** Clear any DTC(s) that may have been detected during reprogramming. If no DTC(s) are detected, 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 left side radiator support bracket located behind the driver side headlamp. Additional labels are available through normal parts ordering channels. The part number **MAS6P1302**, which comes as one sheet of 20 labels.



# CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this Product Enhancement Service Program will be based on properly completed repair order information. Retailers my submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
REPROGRAMMING, ALL ECU ENHANCEMENT	A455-588	2.3H	EEA-23

# **NOTE:** This claim MUST be submitted as an RC type.

# **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.



### Dear Subaru Owner:

At Subaru, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Subaru is announcing a product enhancement software update, available for your vehicle.

### What will the software update do?

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.

### What will Subaru do?

Any authorized Subaru retailer (dealer) will perform the software update on your vehicle, at no cost to you.

### What should you do?

Please contact your Subaru retailer for an appointment to have the update performed on your vehicle.

### How long will the update take?

The software update will take approximately two and a half hours to complete. However, depending on the retailer's work schedule, it may be necessary for you to make the vehicle available for a longer period of time.

## 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.' If you have any questions, you may email us directly through www.subaru.com Customer Support. You may also call us at 1-800-782-2783 during our normal business hours listed below:

- Monday through Thursday, 8:00 a.m. to 8:00 p.m. (EST)
- Friday, 10:30 a.m. to 5:00 p.m. (EST)
- Saturday, 8:30 a.m. to 5:00 p.m. (EST)

Your continued satisfaction with your Subaru is important to us, and we thank you for choosing the 2023 model year Subaru Solterra.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION