

- 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 BULLETIN**

**APPLICABILITY:** 2023MY Solterra

**NUMBER:** 07-228-24

**SUBJECT:** Cannot Charge with EVgo Charging Station

**DATE:** 05/29/24

**INTRODUCTION:**

This bulletin announces the availability of reprogramming files developed to address cases of inability to charge Solterra vehicles using EVgo charging stations. Electrical noise generated by the charging stand may disturb the communication between the vehicle and the charging station, resulting in the cancellation of the charging operation. The new software reduces the electrical noise providing undisturbed communication between the vehicle and the charging station.

**PRODUCTION CHANGE INFORMATION:**

The reprogramming files have been incorporated into vehicle production as per the table below.

Model	Starting VIN
SOLTERRA	PA008347

**CUW FILE INFORMATION:**

MY	Model	File Description	New CID/ROM ID
2023	Solterra	892DE4201200_SOLTERRA.cuw	892DF4201200

**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.

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## SERVICE PROCEDURE / INFORMATION:

Reprogram the Plug-In Control ECU following the normal GTS + reprogramming procedures. Detailed information regarding the GTS + reprogramming procedures can be found in **TSB 14-30-24**.

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active SAS Classic or SAS Gold, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
Plug-in Control ECU Reprograming	A800-140	0.4	EVC-48

**IMPORTANT:** Always note the original Calibration Identification number (CID) / ROMID the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW** CID / ROMID for any newly installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** CID / ROMID **MUST** also be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission. These numbers can be read using GTS +.

**NOTE:** The .cuw file listings provided in this bulletin are the latest available at the time of publishing. Updates are often released thereafter without revision to the original bulletin. For this reason, it is critical to always have the latest version of GTS+.

## 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.