

**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 INFORMATION BULLETIN**

**APPLICABILITY:** 2023-24MY Solterra

**NUMBER:** 15-310-23R

**SUBJECT:** Solterra Connect

**DATE:** 05/23/23

**REVISED:** 07/18/24

**INTRODUCTION:**

This Service Information Bulletin announces the best practices when troubleshooting Solterra connect concerns if the customer’s driver profile is not the primary driver profile and/or inability to activate Solterra Connect.

Solterra operation, diagnosis, and repairs differ significantly from previous Subaru models. Technicians are required to complete Solterra training prior to performing any Solterra service procedures. Solterra Service Manual, Owner’s Manual, Quick Start Guide, TechTIPs, and TSBs MUST be reviewed before attempting to rectify Solterra customer concerns. Refrain from using procedures and best practices designated for Subaru models other than Solterra on Solterra.

This document will outline a graduated escalation path of steps designed to reach a successful Solterra Connect enrollment with the customer profile as the primary driver profile. Being unprepared, not closely adhering to the procedure outlined here, or taking creative liberty with the steps will result in failed results and extended downtime of the customer’s vehicle.

Before starting, the Technician must have the Solterra Connect Application (App) loaded on their phone and registration completed. This registration does not incur any cost or obligation to any subscription but will allow the Technician to add themselves as a driver to any Solterra. Please refer to Appendix B on how to set up a Solterra Connect profile.

**SERVICE PROCEDURE INFORMATION:**

**PREREQUISITES:** Phones attempting to connect to Solterra MUST meet the following prerequisites.

1. Bluetooth setting is turned on.
2. Wi-Fi is enabled.
3. GPS location data setting is turned on.
4. Acceptance of Solterra Connects request to use background data.
5. Once connected to the vehicle, the Service Communication Consent MUST be accepted.
6. Once connected to the vehicle, the Master Data Consent MUST be accepted.

**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.

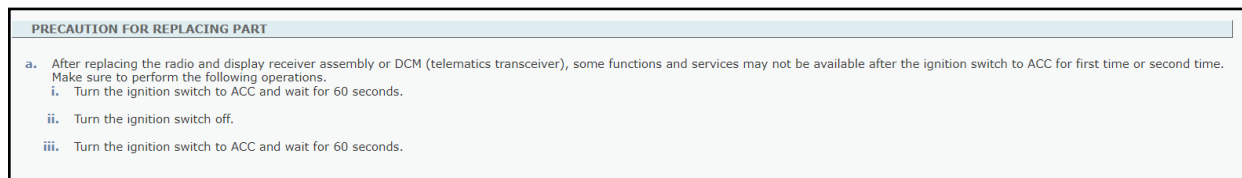
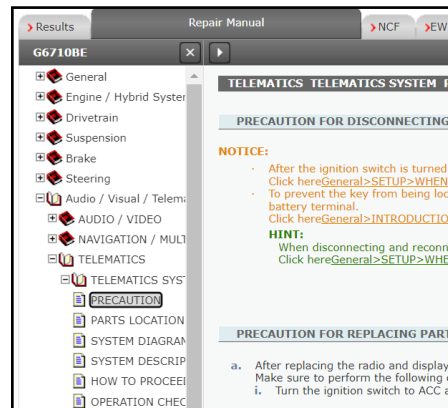
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## NOTES:

- Declining the Solterra Connect requests for data access will not stop the installation of the Solterra Connect App. It will not produce a warning message indicating that non-consent will result in non-operation of the Solterra Connect App. When using the Solterra Connect App, users must agree to all requests for data and location access, or the Solterra Connect App and driver profile settings will NOT function as expected.
- The Solterra is always connected to the Telematics Call Center, and no subscription is required to connect to an operator by pushing the Solterra Connect button. Unlike other Subaru's, Solterra Connect is an opt-out telematics system that is always on. Enrollment is required for the on-demand use of enhanced telematics services. Test calls can be performed by pressing the Solterra Connect Button, identify themselves a Subaru Technician making a test call, then requesting VIN and location.
- When using Solterra Connect, ALWAYS use the most recent version of Android Play Store or the Apple App Store available if your device does not accept automatic updates.
- Technicians and/or customers having a previously created Toyota or Lexus App may receive notifications stating an active account already exists. If this is encountered, use the same credentials for Solterra Connect.
- There are multiple ways to create a Solterra Connect account. There are Social Media shared authentication options as well as creating a local account. Part of this process requires a valid email and phone number. This information **MUST BE VALID** because connection will require authentication Personal Identification Numbers (PINs) to be sent to the entered contact information.
- If any components such as the head unit of the DCM has been replaced, the procedure below must be completed before proceeding with the rest of the steps in this TSB.



**IMPORTANT NOTE:** After head unit or DCM replacement, it may be necessary to wait up to 24 hours to allow the backend portion of the system to realign before the operation of the newly replaced components.

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## PRECAUTIONS:

1. Verify state of charge for the 12v auxiliary battery located under the hood.
  - a. Test and charge the battery if required using the DCA-8000.

**IMPORTANT:** When a vehicle has the power switch in the “ON” position for an extended period, excessive 12v battery drain can be resulted.

2. Set the Auto Power Off function to “OFF.”
  - a. When a vehicle has the power switch in the “ACC” position for more than 20 minutes (the EV system is not operating) or “ON” for more than an hour with the shift position in P, the power switch will automatically turn off. However, this function cannot entirely prevent 12v auxiliary battery discharge. Do not leave the vehicle with the power switch in “ACC” or “ON” for long periods of time when the EV system is not operated.

## OUTLINE OF STEPS:

1. Perform a Heath Check using GTS and save it as it will be necessary to send to Techline should you be unable to complete any of the steps outlined in this bulletin. If DTCs are present, do not continue with this document until the Solterra is DTC-free. Using the data monitor function of SSM, monitor the Telematics Activation Status PID. If the status reads “Shipping,” contact Techline.
2. Verify that the Solterra Connect LED is illuminated Green beside the Solterra Connect button. If the LED is not green, contact the Solterra Connect Call Center (**866 384 3574**) for operator assistance as to why the Solterra Connect LED is not illuminated.
3. Perform a test call by pushing the Solterra Connect Button, connect to an operator, and request the VIN and Location. If you do not connect to an operator, contact the Solterra Connect Call Center at (**866 384 3574**) for operator assistance as to why calls cannot be completed from inside the vehicle. If no resolution from the operator’s assistance can be achieved, do not continue using this document and refer to the applicable Service Manual.

**NOTE:** Speaking with a Solterra Connect Call Center Agent may only sometimes result in a repair. In some cases, it may be necessary to continue diagnosis using the Solterra Service Manual as indicated in Step 3 or contact Techline.

When contacting Techline, please be prepared to provide the test results of the procedures outlined in this document and the Solterra Service Manual on STIS. Be ready to send Techline head unit logs, GTS data for the head unit, and telematics, including an all-system scan and a video of the concern you are attempting to repair.

4. Ensure the phone has the Solterra Connect App loaded and the profile registered.
5. Perform HU reboot. Verify the customer is the primary driver profile, then follow **Appendix A: Solterra Connect Enrollment Overview**.
6. Perform a 10-minute 12V under-the-hood battery disconnect. After at least 10 minutes have elapsed, reconnect the 12V battery, and verify the customer is the primary driver profile, then follow Appendix A: Solterra Connect Enrollment Overview.

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7. Add the Technician driver profile and make it the Primary Driver Profile. If successful, the Technician can repeat this process with the customer's phone and re-evaluate the operation.
  - A. Bluetooth, GPS, and Wi-Fi are turned on in the customer's phone.
  - B. That background data usage has been accepted.
  - C. The Service Communication Consent is accepted.
  - D. The Master Data Consent is accepted.
8. As the primary driver, you will perform a head unit reset.
9. Add the customer driver profile as the primary driver ensuring.
  - A. Bluetooth, GPS, and Wi-Fi are turned on in the customer's phone.
  - B. That background data usage has been accepted.
  - C. The Service Communication Consent is accepted.
  - D. The Master Data Consent is accepted.

**NOTE:** If the customer is not enrolled in telematics services and the primary driver profile after performing these procedures, it will be necessary to provide a video of the Technician performing this process. Unlike other Subaru Models, there is no remote visibility into the telematics system operation. All diagnoses and repairs of the Solterra Telematics and Infotainment Systems are highly dependent on technicians following the Solterra service manual, Solterra owner's manual, quick Start guide, TSBs, and TechTIPs due to the need for more visibility of operational data. Technicians must be prepared to provide test results and videos when contacting Techline.

#### **DIAGNOSTIC STEPS:**

**Please ensure that you have reviewed all the information on pages 1 through 3 before continuing. Failure to understand operational requirements will result in failed customer concern resolution.**

**PROCEDURE 1:** Start here when customer is reporting problems with infotainment or telematics operation when the primary driver profile has already been set.

**PROCEDURE 2:** If conditions are still present after Procedure 1 complete the 12V Battery disconnection and follow Procedure 2.

**PROCEDURE 3:** This will instruct the Technician how to add his personal phone as the primary driver profile for diagnostic purposes.

**PROCEDURE 4:** Reset of infotainment and telematics Solterra Connect for diagnostic purposes to ensure that everything has been setup correctly on the customer's phone and Solterra Vehicle Settings.

#### **PROCEDURE 1: REBOOT THE 21MM HEAD UNIT BY HOLDING THE POWER BUTTON.**

1. If the customer driver profile is the primary profile on the head unit screen, reboot the 21mm head unit **MUST** be completed. Once the reboot procedure is complete, ensure the customer driver profile is on the screen and set as primary.

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2. Next, verify that the customer's phone has the most recent version of the Solterra Connect APP loaded on the phone. Have the customer uninstall and reinstall Solterra Connect from the Android Play Store or the Apple APP Store if necessary.
3. Second, verify that the customer's phone has enabled Bluetooth, WIFI, and GPS location.
4. Third, open the Solterra Connect APP and go to Account in the lower right corner. Select: Account > Data Privacy Portal > scroll up to see Data Consent status.

Confirm the customer has accepted the following:

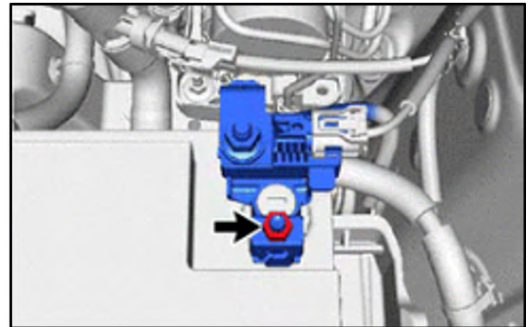
- A. Accepted the Service Communication Consent
- B. Accepted the Master Data Consent.

**IMPORTANT:** If the customer profile is not present on the 21mm head unit before beginning, complete the reboot of the head unit and then proceed to Procedure 3 to add the customer driver profile and complete enrollment. This procedure **MUST** be performed with the customer's phone instead of the Technician's or retailer supplied phone.

## **PROCEDURE 2: DISCONNECT THE 12V AUXILIARY BATTERY FOR A 10 MINUTE PERIOD.**

If the customer driver profile is the primary profile on the head unit screen, and the has **Procedure 1: Reboot the 21 MM Head Unit by holding the power button** has been completed with no change in enrollment status, proceed with 12v battery disconnection.

1. **CAREFULLY** disconnect the negative terminal of the 12v auxiliary battery.
2. Wait for a period of at least 10 minutes.
3. **CAREFULLY** reconnect the negative terminal of the 12v auxiliary battery and torque to 5.4Nm (4 ft-lbs.).

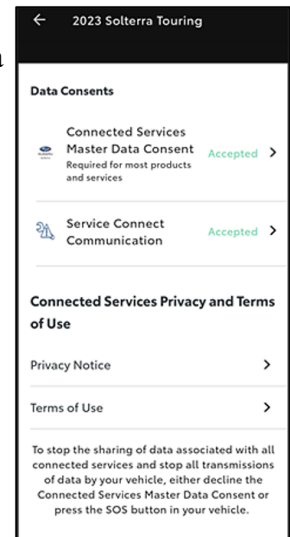


4. Once 12v power is reconnected, confirm the customer driver profile is on the screen and is set as the primary.
5. Confirm the customer's phone has the most recent version of the Solterra Connect APP loaded on the phone. Have the customer uninstall and reinstall Solterra Connect from the Android Play Store or the Apple APP Store if necessary.
6. Verify that the customer's phone has enabled Bluetooth, WIFI, and GPS location.

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7. Open the Solterra Connect APP and go to Account in the lower right corner. Then select Account > Data Privacy Portal > scroll up to see Data Consent status. Ensure that the customer has the following:

- A. Accepted the Service Communication Consent
- B. Accepted the Master Data Consent.

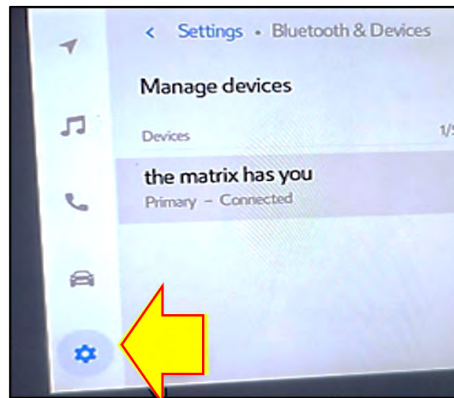


**IMPORTANT:** If the customer profile is not present on the 21mm head unit before beginning, complete the reset of the head unit using the power button then proceed to **Procedure 3** to add the customer driver profile and complete enrollment. This procedure **MUST** be performed with the customer's phone instead of a Technician's or retailer supplied phone.

**PROCEDURE 3: TECHNICIANS ADD THEMSELVES AS PRIMARY DRIVER:**

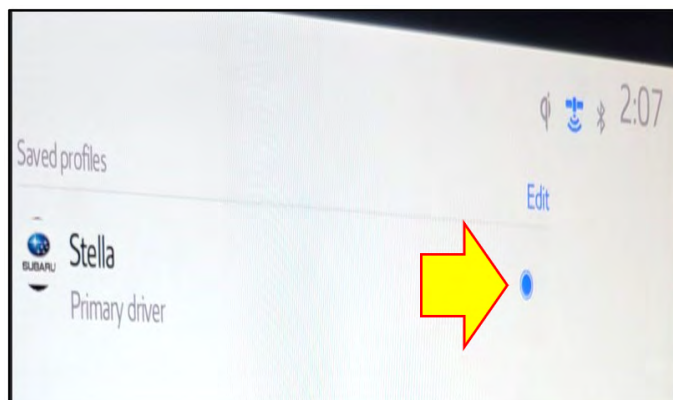
**CRITICAL:** Prior to proceeding, it is required that the Solterra Connect App is loaded on the Technician's or retailer supplied test phone. The Technician must ensure that Bluetooth, WIFI, and GPS location are active on their phone.

1. On the 21mm head unit, select the gear icon button on the lower left corner of the screen.



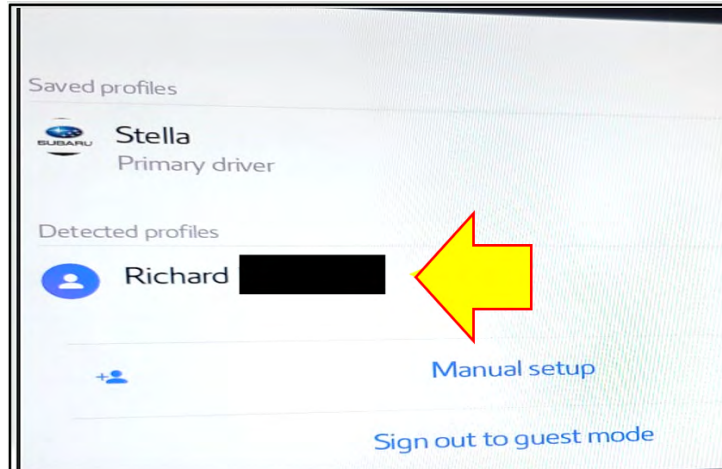
**NOTE:** If a driver profile is stored, it will be visible on the right two thirds section of the head unit screen.

2. Select the refresh button illuminated in blue.

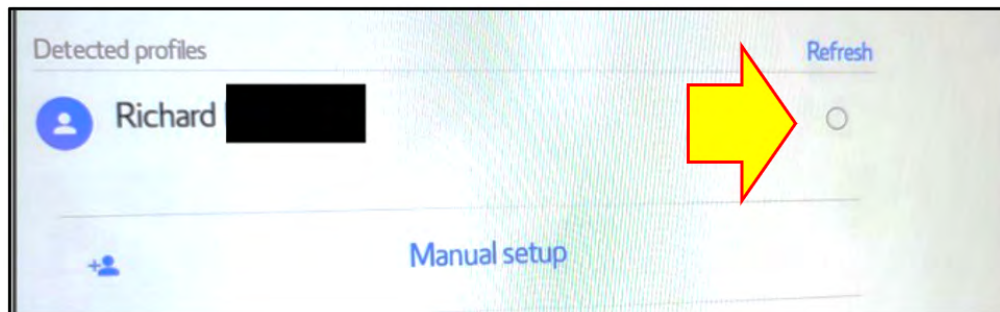


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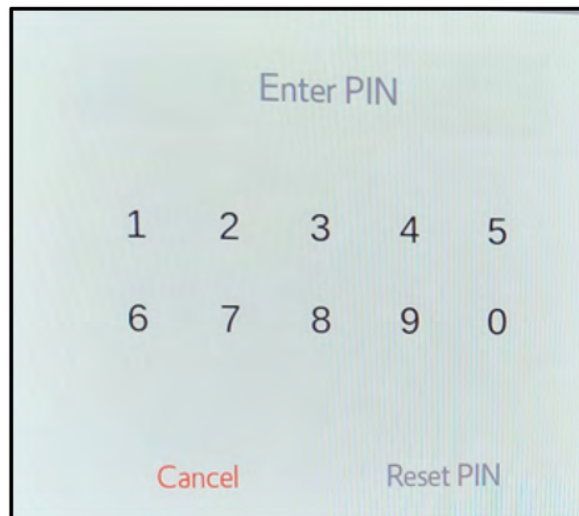
3. If the Technician's phone is correctly configured and Solterra Connect APP is loaded, the Technician should now appear as a detected profile. See figure 4 Appendix C for view of a detected profile.



4. Click on the empty dot to the right of the Technician profile.

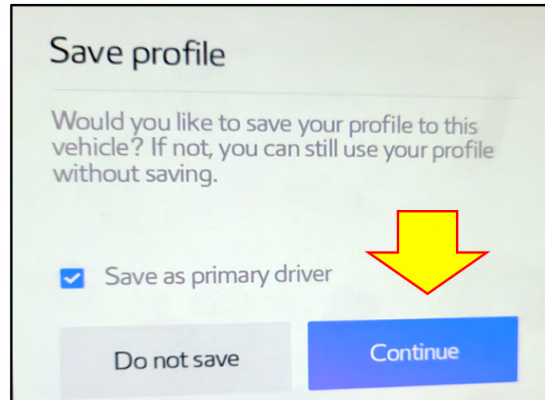


5. You will be prompted to enter the Person Identification Number (PIN) created when setting up the Solterra Connect App for the first time. See figure 6 Appendix C for example.



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6. The Save Profile pop-up will appear on the screen. **You MUST check the empty box that indicating to save the profile as the primary driver profile.** At this point, the profile should be indicated as the primary driver profile. The customer profile may also be shown as a secondary or guest profile on the screen.



7. Select “Add vehicle” in the Solterra Connect App on the phone being used.

**NOTE:** In cases when there is already a vehicle associated with the Solterra Connect App being used, you **MUST** select “My Garage” at the top center of the Solterra Connect user interface and add the vehicle from there.

8. Continue to follow the prompts on the Solterra connect App until completed. Ensure you have accepted Master Data and Service Communication Consents by going to: Account > Data Privacy Portal > scroll up to see Data Consent status.
9. With the current tester now becoming recognized as the primary driver, there is no car-side trouble preventing the customer from becoming the primary driver and completing enrollment.
10. This process can now be completed with the customer’s phone to make the customer profile the primary driver and complete enrollment. If this cannot be achieved, it will be necessary to perform a factory reset of the 21mm head unit. At the same time, the current tester is the primary driver must then reattempt to add the customer profile and complete enrollment.

#### **PROCEDURE 4: PERFORM A FACTORY RESET OF THE 21MM HEAD UNIT.**

The current tester profile needs to be the primary driver profile to complete the 21mm head unit reset. Procedure 3 **MUST** be previously completed before proceeding. In cases when the tester cannot be added as the primary driver, if there is an existing driver profile, getting the PIN associated with the profile may be necessary to complete the head unit factory reset.

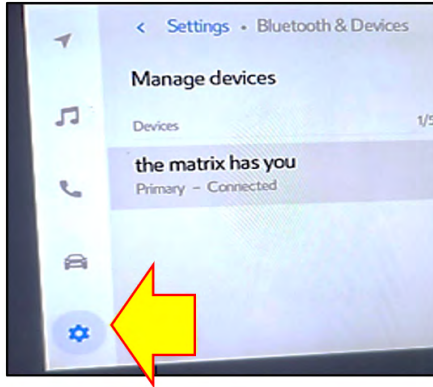
**IMPORTANT: Take note of any digital keys in use before performing a head unit factory reset. Failure to remove any digital keys before activating the system reset will cause the vehicle to become desynchronized and create new undesirable customer concerns.**

**DO NOT PERFORM the head unit factory reset until all digital keys have been removed from the vehicle.** If the removed digital key(s) is illuminated blue and the enable digital key button is backlit blue this is an indication that digital keys are present.

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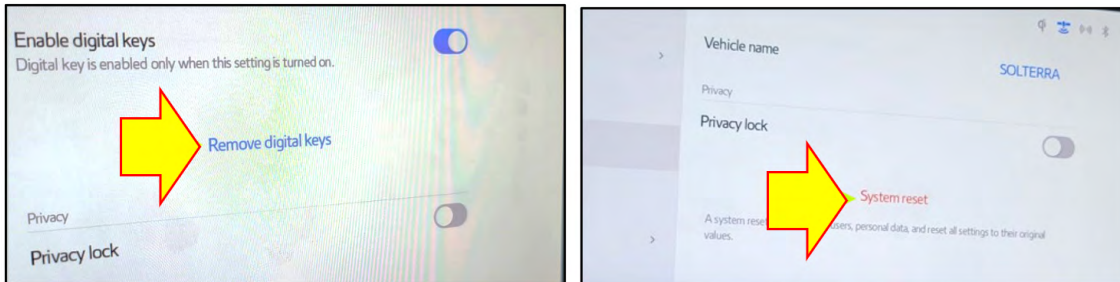


1. On the 21mm head unit, select the gear icon button on the lower left corner of the screen.
2. Scroll up until to find the Info and Security Menu then select it.



3. On the right, 2/3s of the screen, about halfway down the screen, will be where digital keys are indicated.
4. If Remove Digital Keys is illuminated, keys are registered to the vehicle, and you must click on Remove Digital Keys before clicking the System Reset in red at the bottom of the screen.

**IMPORTANT:** If the system reset button is not present or a PIN is asked to proceed, the head unit is in privacy mode. The best first option is to try to obtain the PIN from the customer. If the customer cannot remember the PIN or this is a trade-in or auction vehicle, it will be necessary to follow the procedures outlined in the **APPENDIX C** section of this bulletin.



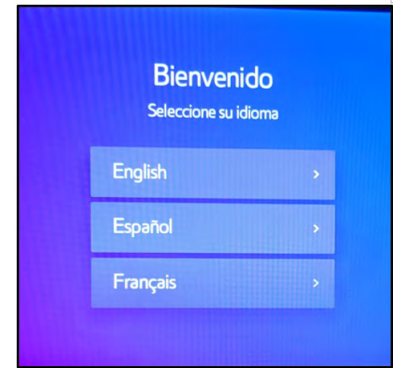
**NOTE:** There is no safety mechanism preventing skipping this step. The Technician must follow directions before proceeding with the System Reset to avoid creating undesirable conditions with the vehicle.

5. Once the digital keys have been removed, and the Remove Digital Keys are no longer on the screen, click on the System Reset in red at the bottom. Confirm the reset by pressing the red Reset button and the head unit will reboot at this time.

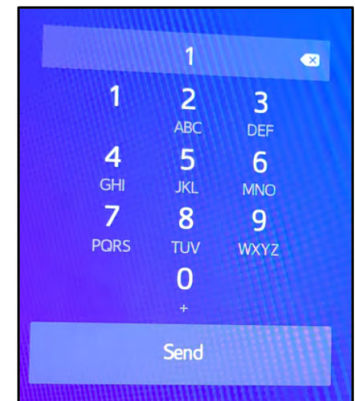


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6. Post reboot, the head unit should return to a state as if it was first activated, presenting the language selection screen. Select the appropriate language. This process aligns with STEP 1 of Appendix A.



7. The next screen will ask for a phone number. This request is only to text a link to download the Solterra Connect App and does not perform any other function. You can enter a one and click Send to move past this screen. This process aligns with STEP 1, continued in Appendix A.



8. The customer's phone should be available now, and the Solterra Connect App open.
9. If the customer still needs to complete registration with Solterra Connect, please click Register and complete now. If the customer owns a Toyota and uses the Toyota Connect App, then they will use the same credentials to login to the Solterra Connect APP.
10. Using the customer's phone click ADD Vehicle. If the customer has multiple vehicles, you must click My Garage to add the vehicle. This process aligns with STEP 2 of Appendix A.
11. Next, the QR code should appear on the screen. This process aligns with STEP 3 of Appendix A.
12. Confirm the customer's phone has the following:
  - A. Bluetooth, GPS, and Wi-Fi setting turned on.
  - B. That background data usage has been accepted.
  - C. The Service Communication Consent has been accepted.
  - D. The Master Data Consent has been accepted. This process aligns with STEP 4 of Appendix A.
13. Complete linking of customers' phones for Bluetooth, Carplay/Android Auto, Digital Keys, etc. This process aligns with STEP 5 of Appendix A.

**CRITICAL:** It is imperative to link the vehicle key fob to the profile to ensure the customer has the best in-car experience. Please refer to STEP 5 of Appendix A.

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Upon completing this procedure, the customer should be the primary driver profile and successfully enrolled in the telematics trial subscription.

Suppose the customer is not the primary driver profile. Success can be confirmed by the satellite icon on the upper right corner of the 21 mmm head unit being illuminated in blue. If the satellite icon is not blue, or the Technician cannot follow and complete this procedure, be prepared with a video of the failing steps and GTS health check when contacting Techline or your DQSM for additional support.

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## APPENDIX A: SOLTERRA CONNECT REGISTRATION:

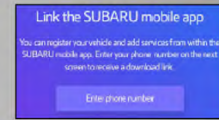
All STEPS are to be performed inside the vehicle. Confirm the key is present the turn the power switch to the “ON” position. Follow the guided interactions on the customer’s phone.

### STEP 1:

#### Follow the directions shown on the in-vehicle touchscreen

- Select the preferred language
- Enter the customer phone number

*A text message will be sent with a link for downloading the Subaru Solterra app within the appropriate app store. Download the app.*



### STEP 2:

#### Within the Solterra Connect app on the customer’s phone

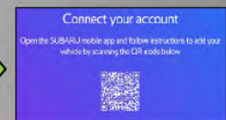
- Select “REGISTER” to create a Solterra Connect account
- Within the account created, select “ADD VEHICLE”



### STEP 3:

#### Use the app and then in-vehicle touchscreen

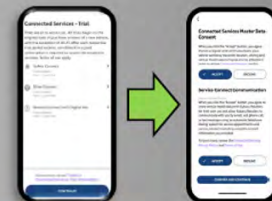
- Follow the steps provided within the app
- Scan the QR code on the in-vehicle touchscreen
- This will link the vehicle to the account



### STEP 4:

#### Within the Solterra Connect app on the customer’s phone

- Continue the registration process, including review of available trials offered on this vehicle.
- Acceptance of the Connected Services Master Data Consent is required to receive any of the available trials.

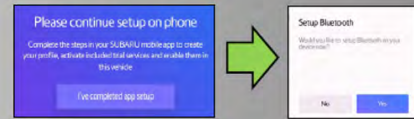


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## STEP 5:

### Within the in-vehicle touchscreen

- Select “I’ve completed app setup”.
- You will be prompted to setup additional features and connections with the vehicle (Bluetooth, Apple Carplay / Android Auto, Primary Device, etc).



### **\*\*\*HIGHLY IMPORTANT: Link the vehicle key to the profile!!!\*\*\***

- Within Settings, select “Personal info” and turn on “Link key”
- This will ensure the driver profile is loaded whenever the vehicle is started with the linked key



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## APPENDIX B: SETTING UP A SOLTERRA CONNECT PROFILE.

The operation of Solterra Connect differs significantly from MySubaru. Understanding these differences will allow you to successfully register a profile the first time connecting to a Solterra and help customers ensure that Solterra Connect is set up correctly on their vehicle and device.

### PRECAUTIONS:

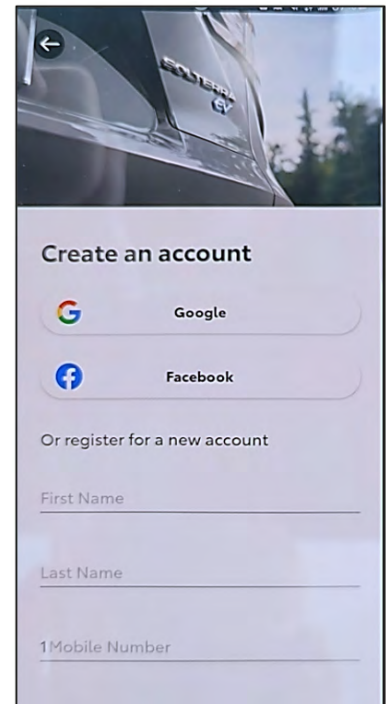
1. CONFIRM the device has a data connection.
2. Wi-Fi MUST be turned on.
3. Bluetooth MUST be turned on.
4. GPS location services MUST be on.
5. Solterra Connect will require permission to use the device camera.

When using Solterra Connect, ALWAYS use the most recent version of Android Play Store or the Apple App Store available if your device does not accept automatic updates.

**IMPORTANT NOTE:** Technicians or customers having a previously created Toyota or Lexus App may receive notifications stating an active account already exists. If this is encountered use the same credentials for Solterra Connect.

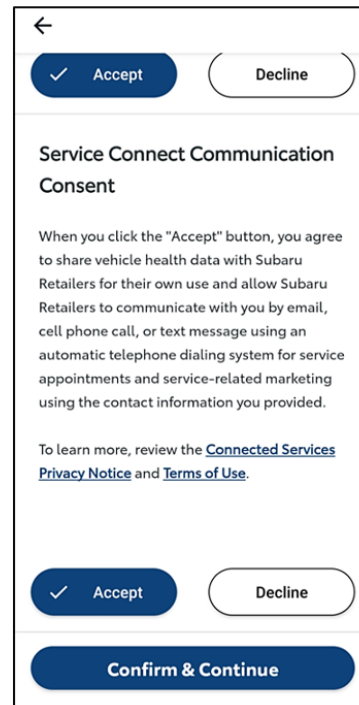
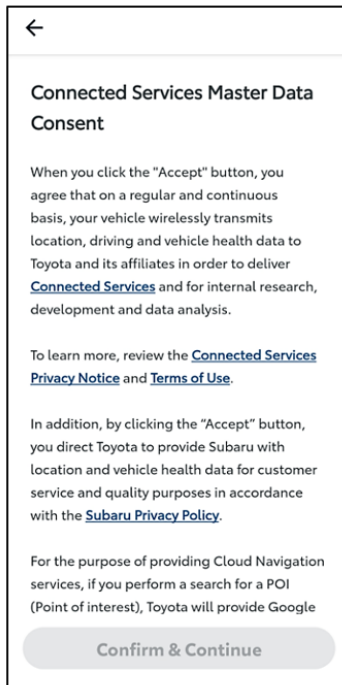
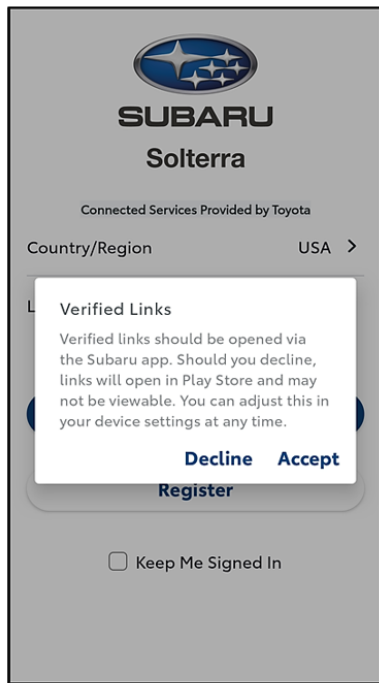
There are multiple ways to create a Solterra Connect account. There is social media shared authentication options as well as creating a local account. Part of this process requires a valid email and phone number. This information **MUST BE VALID** because connection will require authentication Personal Identification Numbers (PINs) to be sent to the entered contact information.

**STEP 1:** Using the Solterra Connect application, select the desired social media account you would prefer to use or fill out the request information under the “Register for a new account” menu.

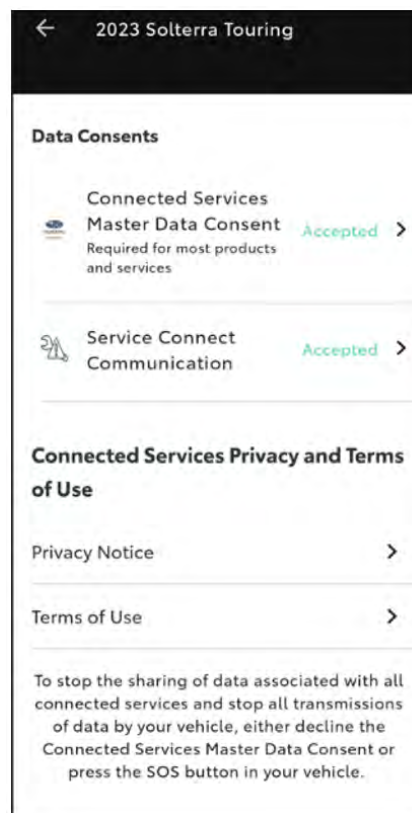


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**STEP 2:** Solterra Connect will require access to location and background data. It is necessary to accept these requests for maximum functionality. Declining these requests will not prevent installation or cause any errors, it will only limit the operations of Solterra Connect.

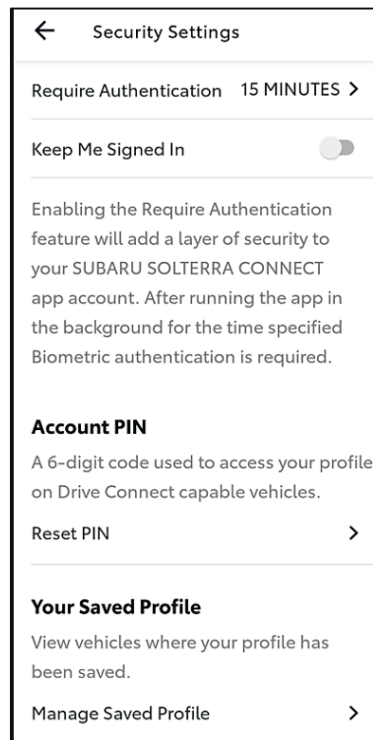
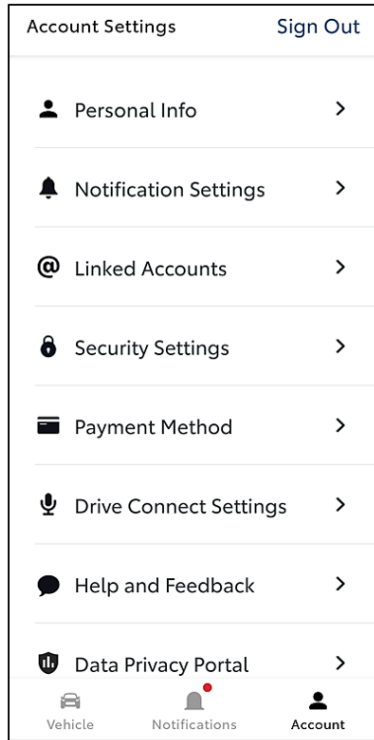


**STEP 3:** Once you have successfully connected, it is recommended that you confirm acceptance of the Connected Services Master Data Consent and the Service Connect Communication policies. This verification can only be done while a Solterra is active in My Garage. The necessary menus is only visible once there is a Solterra in the My Garage section of the application. This can be found by navigating: Account > Data Privacy Portal > (scroll up) Data Consent Status



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**STEP 4:** It will be necessary to create a PIN within the Solterra Connect Application. This PIN is essential for a Technician to perform diagnosis and/or repair that will require Technician to be the primary driving profile on Solterra. If not prompted to create a PIN, navigate to: Account Settings > Security Settings > Account PIN



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## APPENDIX C: WORKAROUND FOR PRIVACY LOCK LOST PIN/PASSWORD.

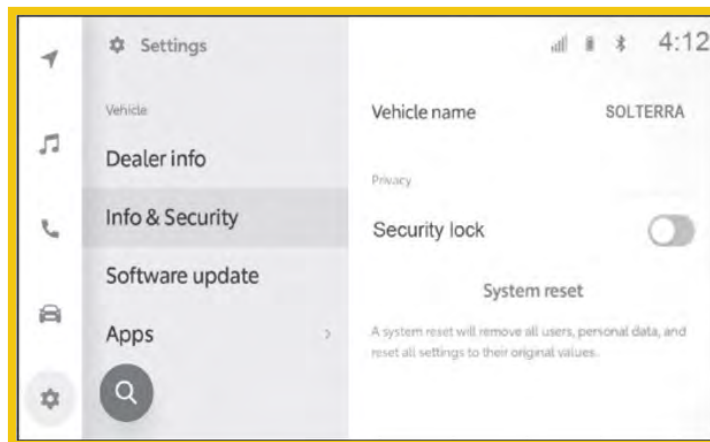
The information below outlines a workaround procedure for regaining access to a Solterra head unit if locked in privacy mode and the PIN/password is forgotten.

**NOTE:** This process involves a forced reset of the head unit, which may erase user data and settings.

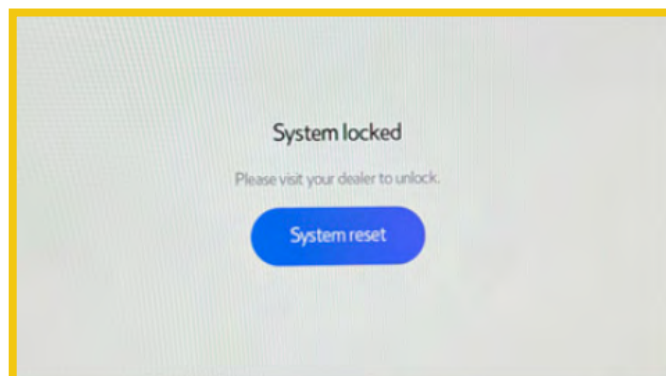
**CUSTOMER COMMUNICATION PRIOR TO PROCEEDING:** It is crucial to inform customers about the potential data loss associated with this procedure and obtain their consent.

### WORKAROUND PROCEDURE:

1. **Activate Privacy Lock:** While in Guest Mode on Solterra, activate the privacy lock according to the Solterra Connect Subaru Multimedia 8.0



2. **Set Temporary PIN:** Enter a temporary PIN (e.g., 111111) to activate the head unit.
3. **Forced Reset:** Locate and **disconnect the 12V battery under the hood** for at least 15 minutes. This will completely power down the head unit and initiate a forced reset.
4. **Head Unit Reboot:** After reconnecting the battery, the head unit will reboot and **prompt for a PIN.**
5. **Enter Incorrect PIN:** Enter the wrong PIN 20 times consecutively. **Important:** Do not enter the temporary PIN (1111) from step 2. For example, enter **222222 another 20 times consecutively.**
6. **Reset Prompt:** The head unit should display a message indicating that it requires dealer intervention. **Press the System Reset button.**



7. **Reset Button:** Locate and **press the reset button** on the head unit.
8. **Head Unit Reset:** The head unit will undergo a full reset. Allow it to complete the process without interruption.
9. **Recovery Time:** Wait at least 10 minutes for the head unit to fully recover from the forced reset.
10. **Profile Setup:** You should now be able to access the head unit and set yourself as the primary driver following the instructions in Procedure 3 of section **15-310-23R** on page 6.
11. **Profile Verification:** Confirm that your profile is the only one listed in the car.
12. **Remote Service Confirmation:** Verify through the app that remote service requests complete.
13. **Profile Removal:** Remove your temporary profile from the head unit and ensure the Privacy Lock is deactivated.
14. **Vehicle Return:** Return the vehicle to the customer, inform them about the data reset, and guide them through setting up their own user profile.

**IMPORTANT:** Many problems customers encounter with profile creation are due to Solterra needing access to the customer's phone or the customer rejecting permission requests. By guiding them through this process, you can ensure a quality customer experience.

**NOTES:**

- This workaround procedure is only applicable to Solterra. Always consult the car's service manual for specific instructions.
- If the workaround does not allow you to regain access to the head unit, further assistance from Techline or your DSQM may be required.

By following these steps carefully, you should be able to regain access to a head unit in privacy mode, even if the PIN/password has been forgotten.