

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: July 24, 2024**

### **New Subaru Service Program: WRB-24 Forward recognition camera reprogramming**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to update the forward recognition camera software on certain 2023 model year Solterra vehicles.

#### ***Reason for this Service Program***

The subject vehicles are equipped with SUBARU Safety Sense, containing a forward recognition camera to detect objects for certain driver assistance features, including the Pre-Collision System (PCS). Due to the programming of the forward recognition camera software, there is a possibility that the memory inside the forward recognition camera could fail during processing when the ignition is turned OFF. If this occurs, the PCS will not activate on the next ignition start, causing warning lights to illuminate, audible chimes to sound, and messages to display on the instrument panel.

#### ***Repair***

Subaru retailers will update the forward recognition camera software at no cost to the customer.

#### ***Affected Vehicles***

A total of 11,156 U.S. vehicles will be included in this service program as listed below.

Model Year	Carline	Production Date Range
2023	Solterra	March 29, 2022 – November 13, 2023

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 will be available today.

#### ***Service, Parts, and Claim Instructions***

For detailed service, parts, and claim instructions, please refer to the WRB-24 Service Program Bulletin on STIS, which will be available today.

#### ***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 (used, demo & SSLP). Whenever a vehicle subject to this service program is taken into retailer inventory necessary steps should be taken to ensure the correction has been made before selling or releasing the vehicle.

***Owner Notification***

Subaru will notify affected vehicle owners by first class mail on August 2, 2024.