

- 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 PROGRAM BULLETIN**

**APPLICABILITY:** 2023MY Solterra

**NUMBER:** WRB-24

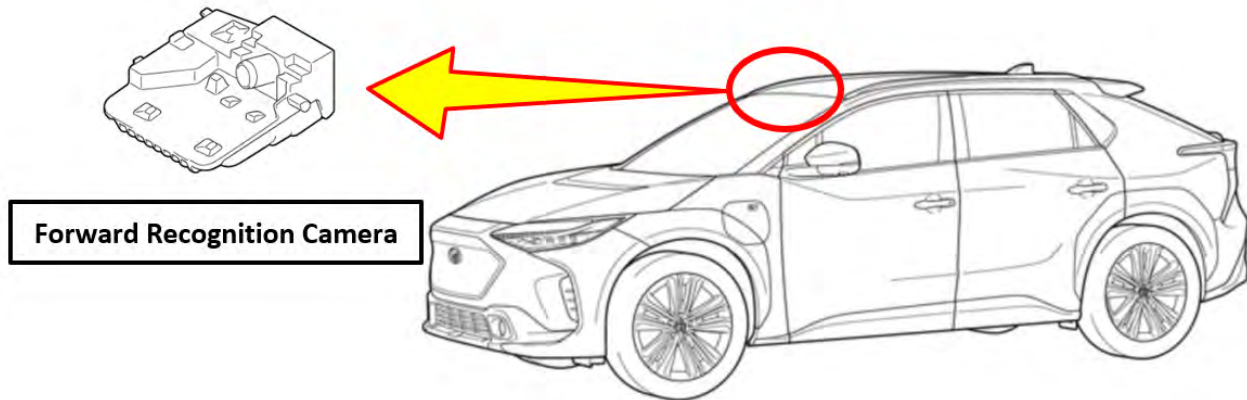
**SUBJECT:** Forward Recognition Camera Reprogramming

**DATE:** 07/24/24

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 which utilizes a Forward Recognition Camera to detect objects for certain driver assistance features including the Pre-Collision System (PCS). Due to the programming of the camera software, there is a possibility the memory of the 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.



**REMEDY**

Subaru retailers will update the Forward Recognition Camera software at no cost to the customer.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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## 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. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com) prior to repair. This information is now available.

## 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 (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

## OWNER NOTIFICATION


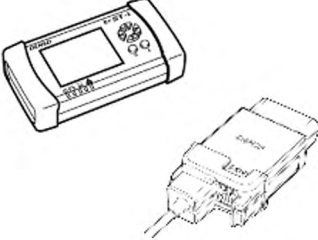

Subaru will notify affected vehicle owners by first class mail in August of 2024. Retailers will be advised when owner notification is scheduled.

## CUW FILE INFORMATION:

MY	Model	File Description	Target Calibration ID	New Calibration ID
2023	Solterra	8646F4206700.cuw	8646F4206400	8646F4206700

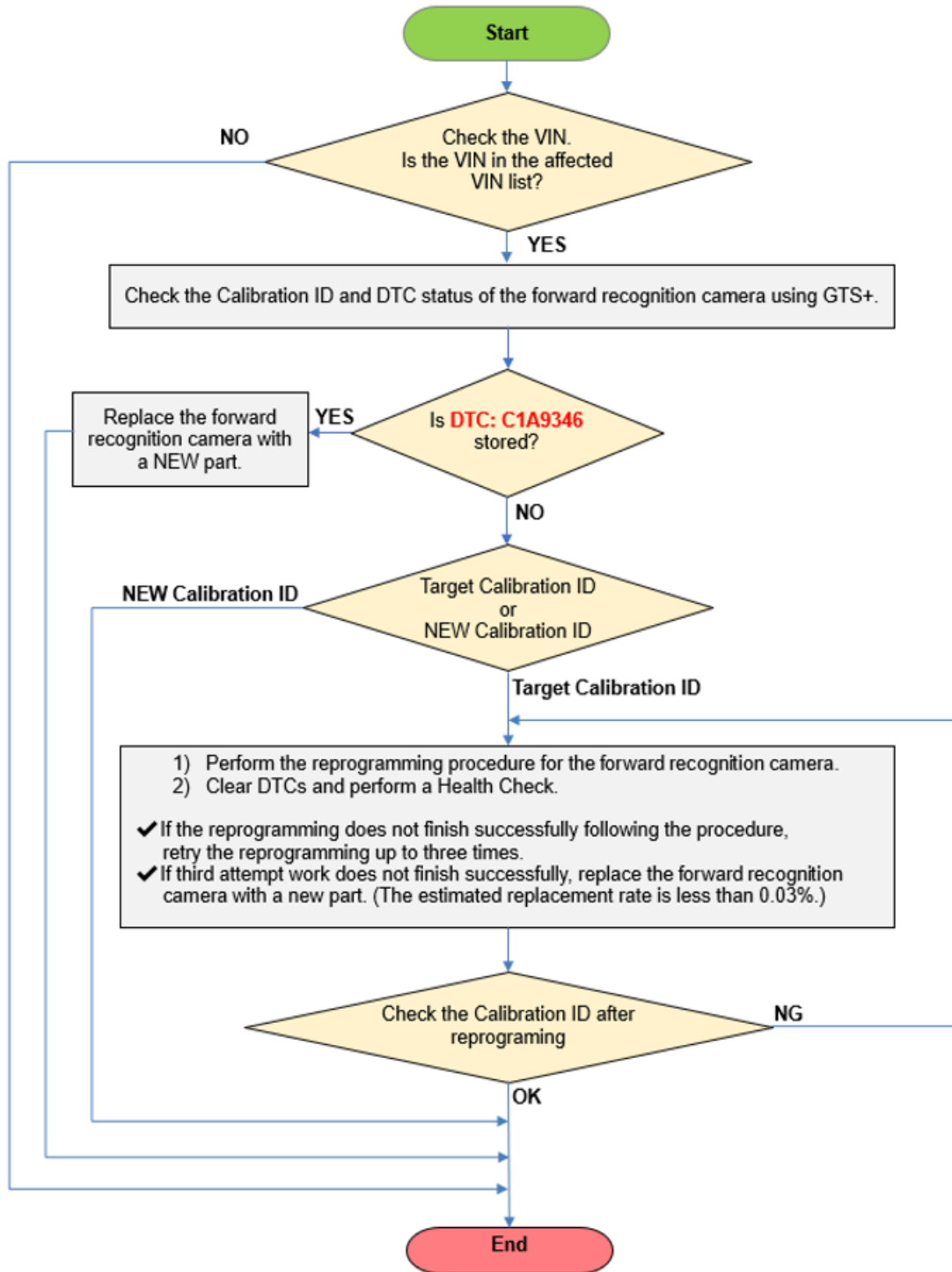
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**REQUIRED TOOLS:**

Tool Description	Image	Details
<p><b>GTS+ (Global Tech Stream+)</b></p>		<p><b>For performing the Health Check and installing the .cuw file.</b></p>
<p><b>DST-i or DST-010</b></p>		<p><b>Both will work as a passthrough device for reprogramming.</b></p>
<p><b>DCA-8000 SUB Battery Diagnostic Charger</b></p>		<p><b>For charging and testing the 12 Volt battery</b></p>

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**SERVICE PROCEDURE FLOW CHART:**



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## **SERVICE PROCEDURE / INFORMATION:**

**STEP 1:** Using GTS+, perform a Health Check and read any DTCs detected by the Forward Recognition Camera. Has DTC C1A9346 found to be stored by the Forward Recognition Camera?

**YES:** The Forward Recognition Camera will require replacement. See the details below.

**NO:** Proceed to Step 2.

**STEP 2:** Confirm the Forward Recognition Camera's **TARGET** Calibration ID is **8646F4206400** and reprogram it following the normal GTS + reprogramming procedures. Detailed information regarding the GTS + reprogramming procedures can be found in TSB **14-30-24R**.

**CAUTION:** If the gear selector is in the park (P) range during reprogramming, it is possible for the ignition switch to turn off automatically. This can cause the reprogramming procedure to fail.

**STEP 3:** Confirm the **NEW** Calibration ID is **8646F4206700**. Was the reprogramming successful?

**YES:** Clear all DTCs and perform a Health Check. Confirm there are no current faults. The Service Procedure is complete.

**NO:** Perform the reprogramming procedure up to **TWO** more times. If one of the attempts are successful, the Service Procedure is complete. If the attempts continue to remain unsuccessful, the Forward Recognition Camera will require replacement. See the details below.

## **FORWARD RECOGNITION CAMERA REPLACEMENT (IF REQUIRED):**

**ALWAYS confirm THREE (3) unsuccessful reprogramming attempts have been performed prior to proceeding with Service Procedure below.**

The Service Procedure for Forward Recognition Camera replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair. Refer to STIS: ADAS / AD > Front Camera.

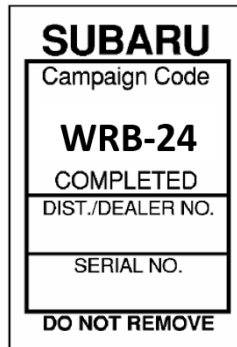
**IMPORTANT:** Forward Recognition Camera adjustment will be required after camera replacement.

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**SERVICE PROGRAM IDENTIFICATION LABEL:**

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s left side radiator support bracket located behind the driver side headlamp. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Labor Description	Labor Operation #	Labor Time	Recall Code
FORWARD RECOGNITION CAMERA SOFTWARE INSPECTION ONLY	A100-730	0.3	WRB-24
FORWARD RECOGNITION CAMERA REPROGRAMMING	A100-740	0.9	
FORWARD RECOGNITION CAMERA REPLACEMENT DUE TO REPROGRAMMING FAILURE	A100-750	1.8	
FORWARD RECOGNITION CAMERA REPLACEMENT	A100-743	1.2	

**IMPORTANT:** Always note the original Calibration ID the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW** Calibration ID for any newly installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** Calibration ID must also be noted on the repair order as this information is required for entry during claim submission.

**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.

**This notice applies to the VIN identified in  
the address section below**



PO Box 9103  
Camden, NJ 08101-9877  
844-373-6614  
www.subaru.com

**Subaru Service Program WRB-24  
August 2024**

**Dear Subaru Owner:**

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued 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. You have received this notice because our records indicate that you currently own one of these vehicles.

### **REASON FOR THIS SERVICE PROGRAM**

Due to the programming of the software within the forward recognition camera, 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 Pre-Collision System (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**

Your Subaru retailer (dealer) will update the forward recognition camera software at no cost to you.

### **WHAT YOU SHOULD DO**

Please contact your Subaru retailer for an appointment to have this repair performed.

### **HOW LONG WILL THE REPAIR TAKE?**

The actual time to reprogram the forward recognition camera software is less than one hour. If the camera needs to be replaced, the actual time for replacement is less than two hours. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

## **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

### **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrb24.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com), Customer Support and select 'Contact Us'
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.,  
Attn: Customer Advocacy Department,  
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,

Subaru of America, Inc.