



To: All Subaru Retailers
From: Subaru of America, Inc. - Service
Date: August 23, 2024
Re: ***Solterra Reprogramming Concern Identified - Contact Nuspire***

Subaru of America's Techline has become aware of retailers experiencing concerns when completing Solterra control module reprogramming, including the WRB-24 Forward Recognition Camera reprogramming.

If you experience any issues with reprogramming, confirm that the vehicle is in the appropriate condition for reprogramming. If the concern persists after confirming the vehicle condition, please contact Nuspire for assistance.

Have the exact wording of the error message ready to relay to the helpdesk.

Example error message:

Calibration Update Wizard -Screen # S309B-03



The reprogramming target data is not in the specified folder on the PC.
Download from Tascal
Check carefully whether the target vehicle and system.

OK

Thank you,

Automotive Technical Support Team