

- 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: 2024MY Solterra

NUMBER: 07-230-24

DATE: 12/19/24

SUBJECT: Charging System Settings
Automatically Default

INTRODUCTION:

This bulletin announces availability of reprogramming files developed to address cases where the customized charging settings automatically default back to the factory setting approximately ten minutes after the vehicle is switched to “Ready Off” mode. Battery charging settings such as Charging Limit, DC Charging Power, and Charging Current can be customized in the multi-information display. Those settings are to be retained after the power button is cycled but, due to erratic software, the vehicle may automatically return to the factory defaults and lose the customizations set by the customer. The new software optimizes the Electric Converter Unit programming to prevent this condition from occurring. If this symptom is reported by a customer, reprogram the Electric Converter Unit using the procedure outlined in this bulletin.

PRODUCTION CHANGE INFORMATION:

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

Model	Starting VIN
SOLTERRA	PA045574

CUW FILE INFORMATION:

MY	Model	File Description	New CID/ROM ID
2024	Solterra	892634239100.cuw	892634239100

SERVICE PROCEDURE / INFORMATION:

Reprogram the Electrical Converter Unit following the normal GTS + reprogramming procedures. Detailed information regarding the GTS + reprogramming procedures can be found in TSB **14-30-24**.

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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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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WARRANTY / CLAIM INFORMATION:

For vehicles within the Battery and Electric Drive Unit 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
Electrical Converter Unit 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 Select Monitor software installed on your system. You can confirm if a later version is available by entering the CID listed in this bulletin into GTS +. If a newer CID is shown as available in GTS +, reprogram using that file.

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.