

- 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:** 2023-25MY Solterra **NUMBER:** 15-325-25  
**SUBJECT:** Solterra Connect **DATE:** 04/24/25

**INTRODUCTION:**

This Service Information Bulletin provides best practices for troubleshooting and resolving Solterra Connect Telematics issues on the 2023-25MY Solterra, mainly when the customer’s driver profile is not the primary profile or when Solterra Connect activation fails. Solterra’s operation, diagnostics, and repair processes differ significantly from other Subaru models.

Subaru retailer service members **MUST** complete Solterra-specific training and consult the Solterra Service Manual, Owner’s Manual, Quick Start Guide, TechTIPS, and relevant TSBs before attempting any repairs. Procedures designed for other Subaru models **MUST NEVER** be applied to the Solterra.

This bulletin outlines a step-by-step escalation process to achieve successful Solterra Connect enrollment and designate the customer’s profile as the primary driver. Deviating from these steps, improvising, or proceeding unprepared may result in failed resolutions, prolonged vehicle downtime and customer inconvenience.

**SERVICE PROCEDURE / INFORMATION:**

Solterra Telematics Overview

- The Solterra is always connected to the Telematics Call Center (no subscription is needed for operator access via the Solterra Connect button).
- Solterra Connect is an opt-out system (always active unless disabled). Enrollment is required for enhanced Telematics features.
- Test calls: Press the Solterra Connect button, identify yourself as a Subaru Technician then request VIN and location verification.

**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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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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**PREREQUISITES:** Before beginning, install the Solterra Connect App or ensure the latest version is installed on your phone and complete registration (no subscription or cost required). This allows you to add yourself as a driver profile for diagnostic purposes. See **\*\*Appendix B\*\*** for setup instructions.

- Wi-Fi is enabled.
- Bluetooth setting is turned on.
- GPS location data setting is turned on.
- Acceptance of Solterra Connect request to use background data.
- Data Permissions: Accept Solterra Connect requests for background data, Service Communication Consent, and Master Data Consent. Declining any of these requests will impair functionality of the application. Full consent is required for proper operation.

**NOTE:** once pairing of the phone with the vehicle completes, it can take from 1 to 24 hours to align with the backend and begin functioning. It is critical for the Technician to wait and recheck operation before continuing diagnosis.

### Vehicle Preparation

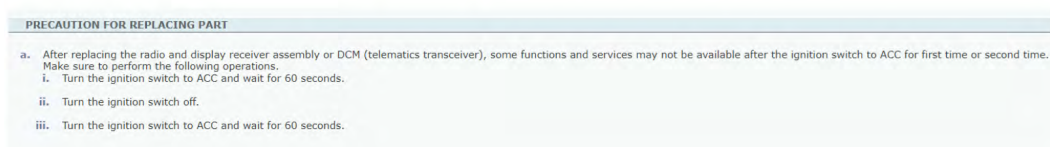
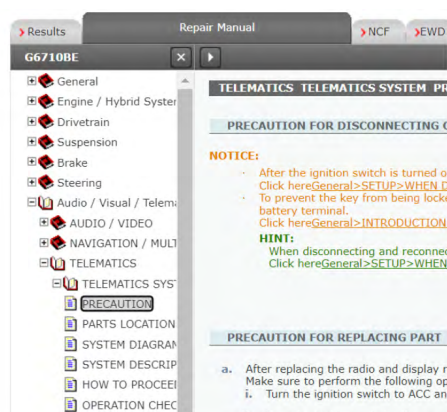
- 12V Battery: Check state of charge using the DCA-8000 and charge if needed. Excessive drain can occur if the power switch is left in “ON” for extended periods.
- Auto Power Off: Set to “OFF” to prevent automatic shutdown during diagnostics (default shutdown occurs after 20 minutes in “ACC” or 1 hour in “ON” with the EV system off).
- Location: Perform all steps outdoors with a clear view of the sky.
- Initial Startup: Run the vehicle for **10** minutes before beginning diagnostics.

### DIAGNOSTIC STEPS:

Please ensure you have reviewed all the information before continuing. Failure to understand the operational requirements will result in failed resolution of the customer concern.

#### Step 1) Check repair history.

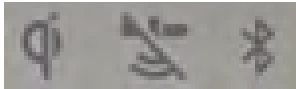
Ensure no Telematics related parts have already been replaced. If parts have been replaced, please ensure all installation procedures were completed.



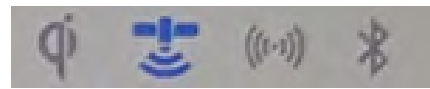
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## Step 2) Inspect Satellite Icon.

This icon can be found in the upper right-hand corner of the 21mm screen. If the satellite icon is grey or has a slash through it, this indicates a potential issue.



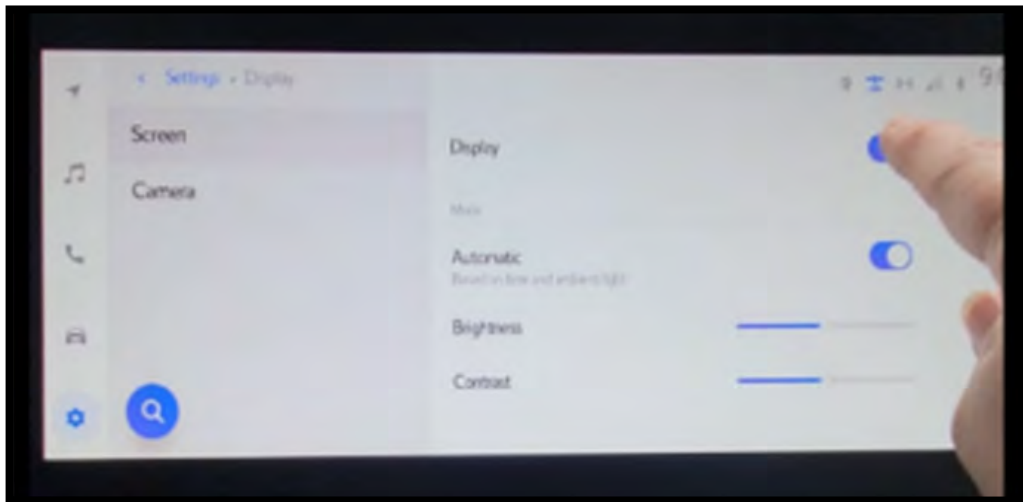
(System is showing a potential issue)



(System is working as designed)

## Step 3) GPS Signal Strength Inspection.

Access the Service Menu by selecting “settings > Display > Display button.” Once the display is off, swipe from left to right 5 times, then swipe from right to left 5 times.



From the Service Menu, select “Function Check/Setting” > “System Sensors Check.” From this screen, the Technician will be able to verify these PIDS:

- GNSS Reception: At least three blue boxes.
- GNSS Status: “OK(3D).”
- GNSS Date/Time: Matches current date (in GMT; adjust manually if incorrect).

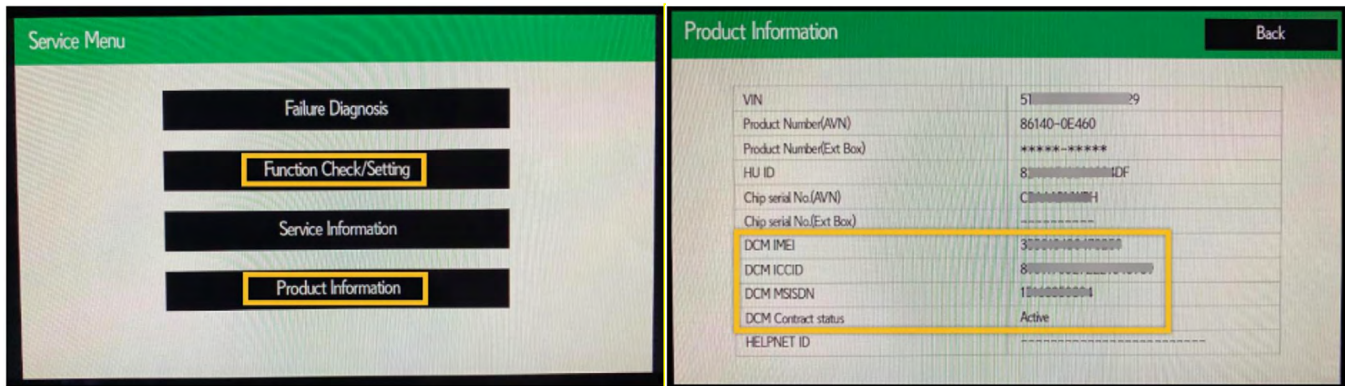
If the data PIDs don't match or are below specification, check for DTCs and perform testing on the antenna circuit.



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#### Step 4) Check DCM to Radio connection.

From the “Product Information” screen, confirm DCM IMEI is present. If missing, inspect the DCM to Radio wiring.

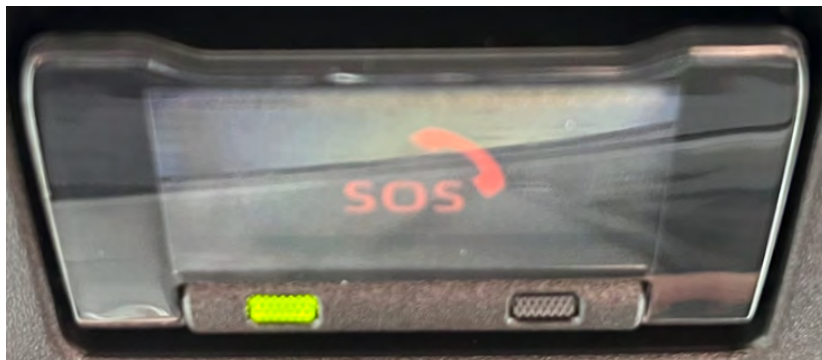


#### Step 5) Telematics status and DCM health check.

Perform a Solterra Connect Health Check and save the results (required for Techline escalation). If any DTCs are present, resolve them before proceeding. After confirming there are no DTCs present, ensure the Telematics Activation Status PID in Telematics data monitor is “Active”. If the status is “Shipping”, please contact Techline.

#### Step 6) Verify Solterra Connect LED.

The LED beside the Solterra Connect button should be green. If the LED is not green, contact the Solterra Connect Call Center at: **866-384-3574** for assistance.



#### Step 7) Perform a Test Call.

Press the Solterra Connect button. When the Solterra Connect Call Center agent answers, ask them to confirm the vehicle’s VIN and Location. If the vehicle is not able to connect to the call center, please contact the Solterra Connect Call Center via telephone at **866-384-3574** for assistance.

#### Step 8) Reboot the Head Unit.

Hold the power button to reboot the 21mm head unit. Once the head unit has powered on again, verify the customer’s profile is still the primary. Ensure the customer’s phone has the latest version of the app and Bluetooth, Wi-Fi, GPS, and data consent are enabled (Account > Data Privacy Portal). If issues are still present, proceed to Step 9.

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### **Step 9) Full System Rest.**

Disconnect the negative terminal of the 12V battery (under the hood). **Wait 10 minutes** then reconnect the battery. Verify the customer's profile is currently the primary. If issues are still present, proceed to Step 10.

### **Step 10) Add Technician as Primary Driver.**

This will rule out customer phone and profile issues. On the head unit, select the gear icon > refresh button. On your phone, ensure Solterra Connect is downloaded, Bluetooth and WiFi / GPS are active. Select your profile, enter your PIN, and save it as the primary profile. Add the vehicle to the Solterra Connect App (Add vehicle or My Garage). If this resolves the issues, repeat with the customer's phone and remove the Technician profile. If this procedure doesn't resolve the issue, proceed to Step 11.

**NOTE:** Once pairing of the phone with the vehicle completes, it can take from 1 to 24 hours to align with the backend and begin functioning. It is critical for the Technician to wait and recheck operation before continuing diagnosis.

### **Step 11) Factory Reset the Head Unit.**

**Note:** Ensure the Technician is set as the primary driver. Remove all digital keys first (gear icon > Info and Security > Remove Digital Keys).

Use Appendix D for steps on how to perform a Factory Reset of the Head Unit.

### **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.

## 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:** Scan or enter the VIN into the Solterra Connect App.

### New Processes within the app – additional step to enter VIN

New step for enrollment – customers will need to provide the VIN to the mobile app. They can input manually or scan the VIN on the dash or barcode on the driver side door jamb. This step is required to add a new vehicle to the customer’s account.

**STEP 2:** After performing the head unit reset, scan the QR code or enter the connection code.

### New Processes within the app: “Add your Vehicle”

MY23-24 and MY25 Solterras have different “Add your Vehicle” processes on the headunit.

NextGen+ mobile app accommodates both “Scan QR code” and “Connect by code” processes.

**Add your Vehicle**

If you see ‘Connect Your Account’ with QR code on your vehicle’s multimedia screen, tap Scan QR code.

**Connect your account**

**Scan QR code**

If you see an 8-digit code on your vehicle’s multimedia screen, tap Connect by code.

**Connect by code**

12345678

Scan QR Code  
Process for MY23-MY24

**Connect your account**

Open the SUBARU mobile app and follow instructions to add your vehicle by scanning the QR code below.

Connect by QR

Connect by code  
Process for MY25+

**Add your vehicle in the SUBARU mobile app with the code below**

12427779

**Connect by code**

Inside your vehicle, hold your smartphone camera over the QR code on the multimedia screen to start the scanning process.

**Enter the 8-digit code displayed on your vehicle’s multimedia screen**

Scan QR code

1 2 3  
4 5 6  
7 8 9  
0

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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 when connecting to a Solterra and help customers ensure Solterra Connect is set up correctly on their vehicle and device.

### PRECAUTIONS:

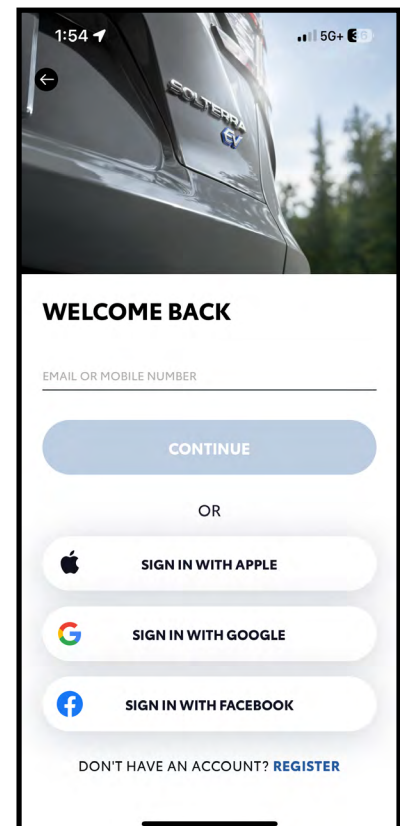
1. CONFIRM the device has a data connection.
2. WiFi MUST be turned on.
3. Bluetooth MUST be turned on.
4. GPS location services MUST be on.
5. Solterra Connect will require permission to use the device camera.

When using Solterra Connect, ALWAYS use the most recent version available from the Android Play Store or the Apple App Store 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 happens, use the same credentials for Solterra Connect.

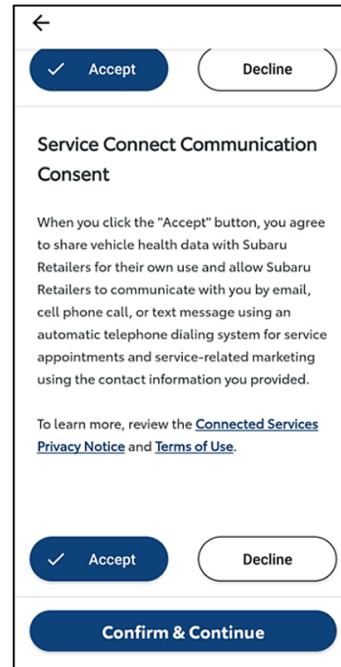
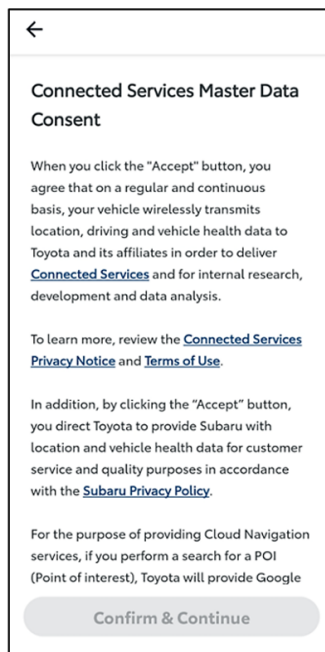
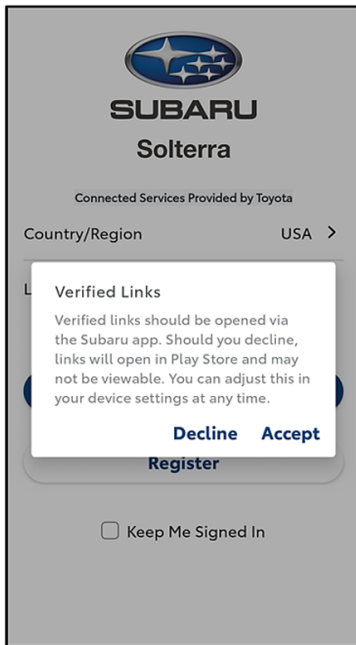
There are multiple ways to create a Solterra Connect account. There are social media shared authentication options as well as creating a local account. Part of this process requires a valid email and phone number. This information **MUST BE VALID** because connection will require authentication Personal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

**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.

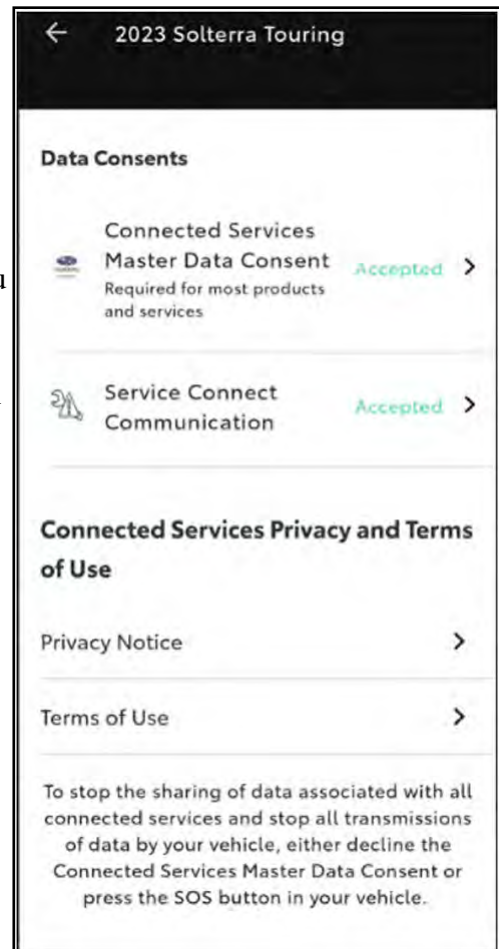


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**STEP 2:** Solterra Connect will require access to location and background data. The user must accept these requests for maximum functionality. Declining these requests will not prevent installation or cause any errors, it will only limit functionality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

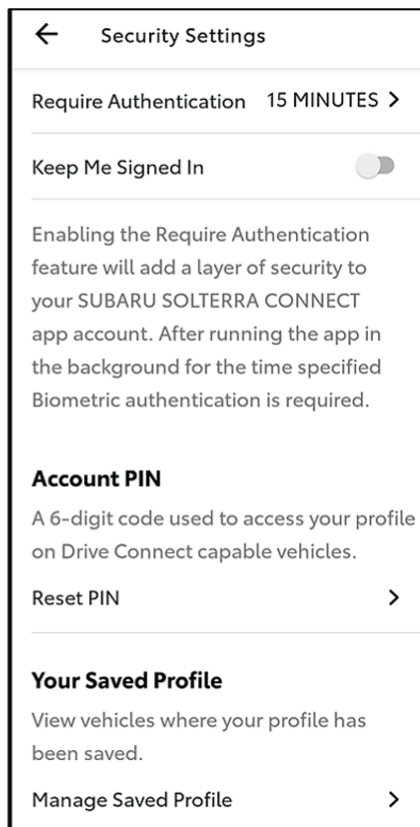
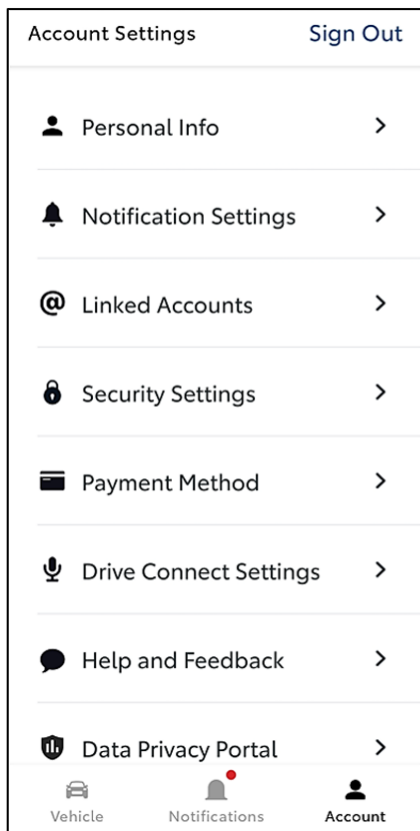


**STEP 3:** Once successfully connected, it is recommended you confirm acceptance of the Connected Services Master Data Consent and the Service Connect Communication policies. This verification can only be done while a Solterra is active in My Garage. The necessary menus are only visible once there is 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 requiring the Technician to be the primary driving profile on the vehicle. 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

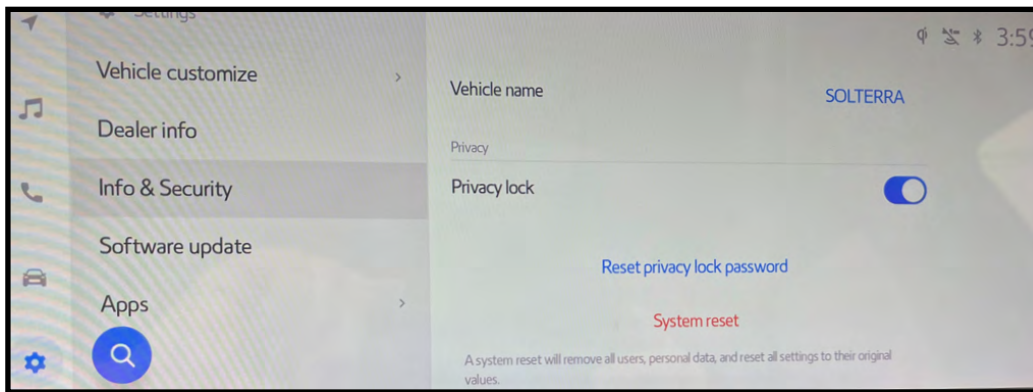
The information below outlines a workaround procedure for regaining access to a Solterra head unit if locked in privacy mode and the PIN/password is forgotten.

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.



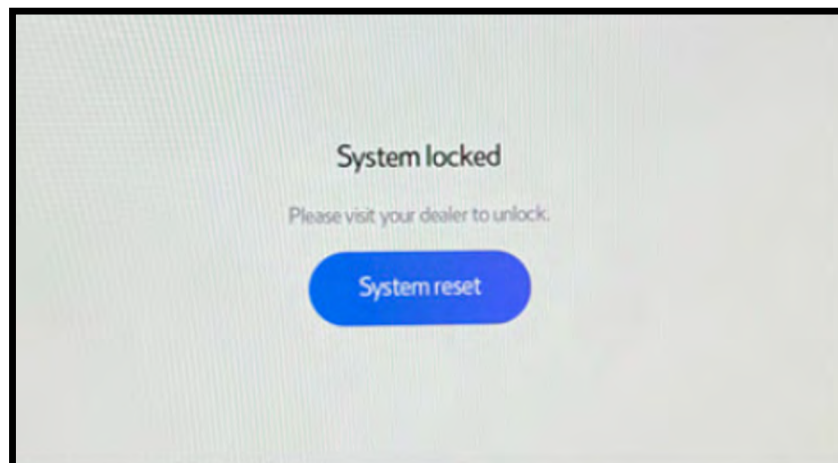
**2. Set Temporary PIN:** Enter a temporary PIN (e.g., 111111) to activate the head unit.

**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 a prompt for a PIN will appear.

**5. Enter Incorrect PIN:** Enter a **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 it now requires dealer intervention. Press the System Reset button.



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**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:**

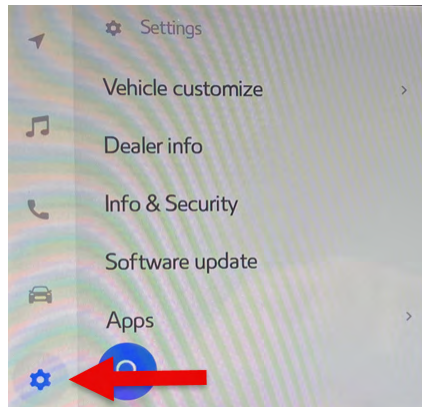
- This workaround procedure is only applicable to Solterra. Always consult the car's service manual for specific instructions.
- If the workaround does not allow you to regain access to the head unit, further assistance from Techline or your DSQM may be required.

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.

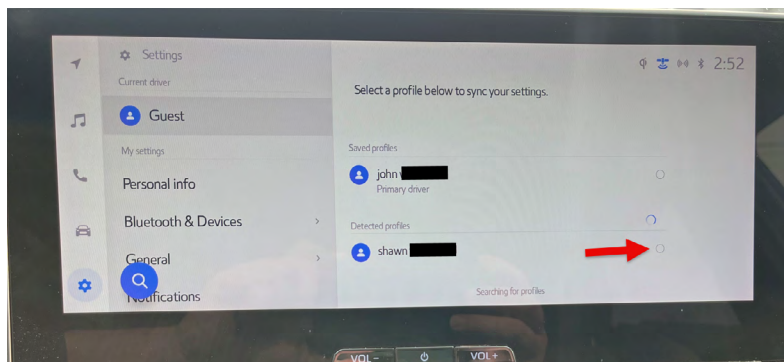
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## APPENDIX D: SCREEN WALK THROUGH FOR HEAD UNIT RESET AND PROFILE CREATION

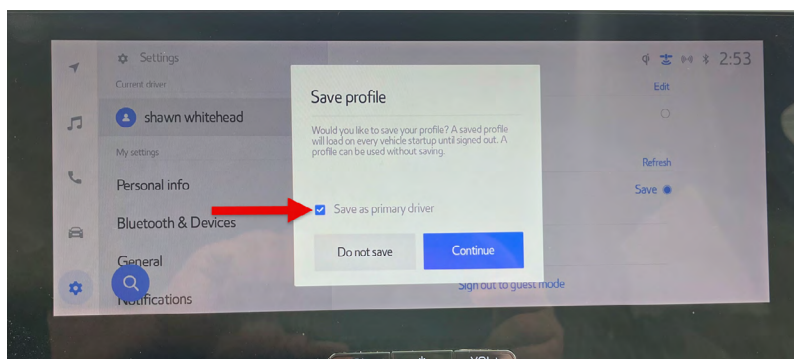
1. On the 21mm head unit, select the gear icon button on the lower left corner of the screen.



2. Select the refresh button illuminated in blue.
3. If the Technician's phone is correctly configured and Solterra Connect APP is loaded, the Technician should now appear as a detected profile.
4. Click on the empty dot to the right of the Technician profile.



5. You will be prompted to enter the Personal Identification Number (PIN) created when setting up the Solterra Connect App for the first time. See figure 6 Appendix C for an example.
6. The Save Profile pop-up will appear on the screen. **You MUST check the empty box 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.



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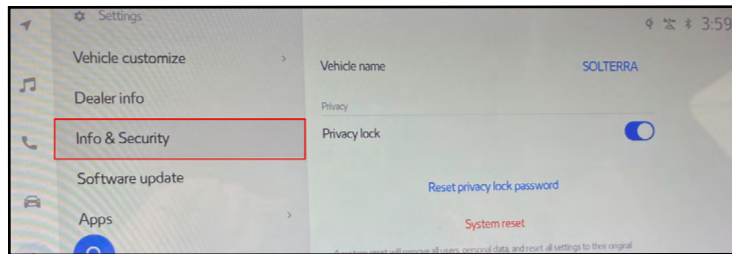
7. Select “Add vehicle” in the Solterra Connect App on the phone being used.

The current tester (or Technician) profile needs to be the primary driver profile to complete the 21mm head unit reset. In cases where the tester cannot be added as the primary driver, if there is an existing driver profile, getting the PIN associated with the existing profile may be necessary to complete the head unit factory reset.

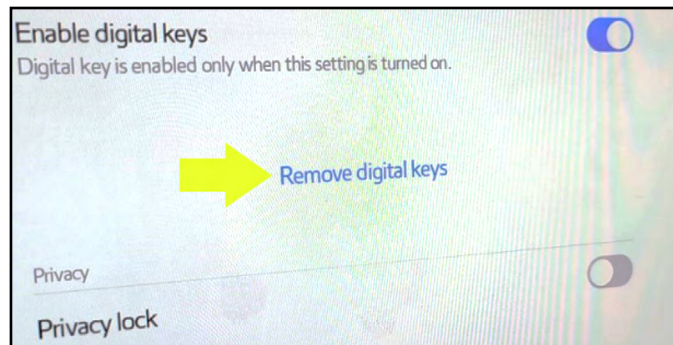
**IMPORTANT: Take note of any digital keys in use before performing a head unit factory reset. Failure to remove any digital keys before activating the system reset will cause the vehicle to become desynchronized and create new undesirable customer concerns.**

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

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, this is where digital keys will be displayed.
4. If Remove Digital Keys is illuminated, keys are registered to the vehicle. You must click on Remove Digital Keys before clicking the System Reset in red at the bottom of the screen.

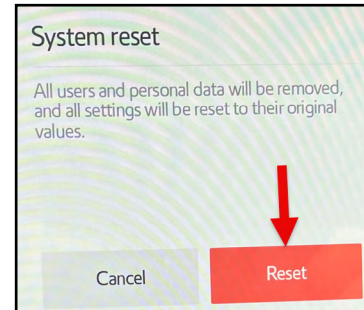
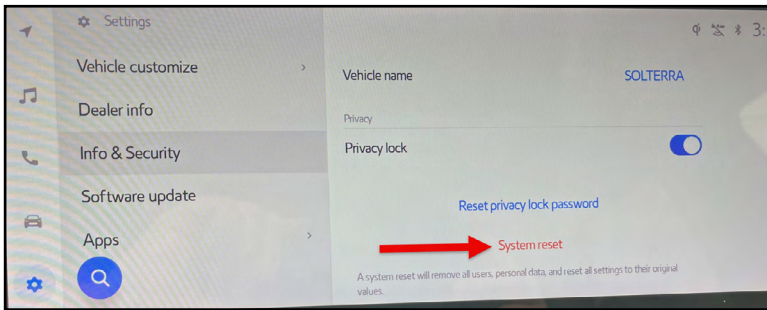


**IMPORTANT:** If the system reset button is not present or a PIN is asked requested to proceed, the head unit is in privacy mode. The best first option is to try to obtain the PIN from the customer. If the customer cannot remember the PIN or this is a trade-in or auction vehicle, it will be necessary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

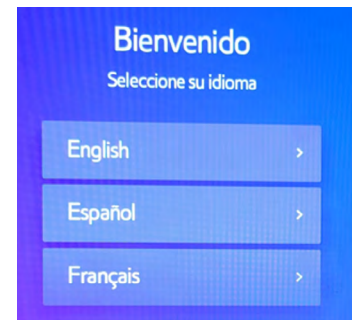
**NOTE:** There is no safety mechanism preventing skipping this step. The Technician must follow these directions before proceeding with the System Reset to avoid creating undesirable conditions with the vehicle.

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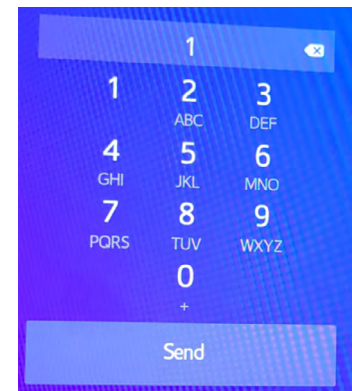
- Once the digital keys have been removed and the Remove Digital Keys are no longer displayed on the screen, click on the System Reset button in red at the bottom and the head unit will reboot at this time.



- After the reboot completes, the head unit should return to a state as if it was first activated, displaying the language selection screen. Select the appropriate language. This process aligns with STEP 1 of Appendix A.
- 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, provided in Appendix A.



- The customer's phone should be available now, and the Solterra Connect App open.
- If the customer still needs to complete registration with Solterra Connect, please click Register and complete now.
- 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



- Next, the QR code should appear on the screen.
- Confirm the customer's phone has the following:
  - Bluetooth, GPS, and Wi-Fi setting turned on.
  - Background data usage has been accepted.
  - The Service Communication Consent has been accepted.
  - The Master Data Consent has been accepted. This process aligns with STEP 4 of Appendix A.
- Complete linking of customers' phones for Bluetooth, Carplay / Android Auto, Digital Keys, etc.

### CRITICAL NOTES:

- It is **imperative** to link the vehicle key fob to the profile to ensure the customer has the best in-car experience.
- Pairing may take 1-24 hours to sync with the backend. Wait and recheck before proceeding.