

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: September 4, 2025

New Safety Recall and Stop Sale: WRD-25 Solterra HVAC ECU reprogramming

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2023-2025 model year Solterra Vehicles to update the HVAC control ECU software.

Description of the Defect and Safety Risk

The subject vehicles are equipped with Heating, Ventilation, and Air Conditioning (HVAC) systems that, among other things, control the windshield defroster function. Due to the programming of the HVAC control ECU software, under certain conditions, such as a specific failure mode of the electric compressor, the HVAC system will enter a failsafe mode that suspends the heater operation of the system and affects defroster function.

In some cases, when the vehicle is operated in certain low temperatures, the defrosting performance reduces and may not remove frost, ice and/or fog from the windshield glass. This can reduce driver visibility and increase the risk of a crash in certain driving conditions.

Repair

Subaru retailers will update the HVAC control ECU software at no cost to the customer. For customer satisfaction, dealers will inspect and, if necessary, replace the electrical compressor free of charge.

Affected Vehicles

A total of 32,320 U.S. vehicles will be included in this safety recall as listed below.

Model Year	Carline	Production Date Range
2023-2025	Solterra	March 29, 2022 – June 3, 2025

Not all vehicles in the production range listed above are affected by this safety recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information will be available tomorrow afternoon.

Please be advised that the reprogramming files for this recall are not yet available. Therefore, the WRD25 recall coverage status for the affected VINs will be 'Open-Remedy not yet available' until the reprogramming files are available. We expect the files to be available within a few weeks, at which time the VIN status will be updated to allow repairs to begin. Retailers will be notified when this update occurs.

Service and Claim Instructions

For detailed service and claim instructions, please refer to the WRD-25 Service Program Bulletin on STIS, which will be available within a few weeks.

Retailer Responsibility

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$27,874 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

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 recall 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 within 60 days. Retailers will be advised when owner notification is scheduled.