ATTENTION:
GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2023-26MY Solterra

NUMBER: 15-334-25

DATE: 12/12/25

SUBJECT: 12-Volt Accessory Battery Depletion and Parasitic/Dark Current Draw Diagnosis

INTRODUCTION:

This Service Information Bulletin outlines the diagnostic procedures to be followed when identifying dark current/parasitic draw concerns caused by third-party mobile applications on Solterra vehicles. A customer may experience 12-Volt battery drain due to unconfirmed causes. Refer to the information supplied in this bulletin when diagnosing 12-Volt battery drain concerns on Solterra models.

SERVICE PROCEDURE / INFORMATION:

STEP 1: Customer Interview and App Inventory (CRITICAL)

A detailed customer interview **MUST** be performed by Service Advisor prior to performing diagnosis. The following information is to be recorded and documented on the repair order.

- **VEHICLE HISTORY:** Document the frequency and conditions under which the 12-Volt battery failure occurs.
- **APP INVENTORY:** Create a documented inventory of any third-party mobile applications the customer is using that interact with the vehicle.

A. Ask the customer specifically if they have provided their SubaruConnect login credentials (username and password) to any other app or service for purposes such as:

1. Home charging management (**e.g., Optiwatt**).
2. Charging network management.
3. Vehicle data monitoring or tracking.
4. Smartwatch/Wearable applications (e.g., Apple Watch companion for Solterra).

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- **REPAIR ORDER DOCUMENTATION:** Note all listed apps/services and the customer's response regarding login sharing on the Repair Order.

Category	App Name(s)	Notes on Integration and Parasitic Draw
EV Smart Charging / Telematics	**Optiwatt**	**Explicitly mentioned** in some consumer reports as a known potential cause. It uses the vehicle's API (likely by logging in through the SubaruConnect App credentials) to monitor and schedule charging, which can lead to excessive polling and parasitic draw.
EV Smart Charging / Monitoring	Other similar EV telematics/ management apps	Apps with similar functionality to Optiwatt—such as **EV Passport, Smartcar, Chargepoint** (for home charging integration if it uses the vehicle's API instead of the charger's), and services like **Tesla charging** (though direct integration may be limited to specific platforms/adapters)—could potentially operate via excessive polling. Any third-party app requiring the owner's SubaruConnect App login should be scrutinized.
Public Charging Networks	ChargePoint, Electrify America, Blink, etc.	These apps are primarily used to initiate and pay for public charging and typically communicate with the charging station itself, not the vehicle's API, making them **low risk** for parasitic draw. However, if a user attempts to use a feature to monitor the Solterra's charge status through the vehicle's API via a linked account, the risk would increase.
Utility/Energy Monitoring	Emporia Energy (as an example of an app in the same category)	While primarily focused on home energy management, if these apps offer EV-specific features that require vehicle login credentials to pull live data, they could cause parasitic draw through frequent wake-ups.
Wearable Tech Companion	Wear OS (Google) / watchOS (Apple) companion apps	The **SubaruConnect** app has a Wear OS companion. If the watch app is set to constantly update vehicle status, the frequent polling from the watch-to-phone-to-car communication could contribute to a continuous **wake-up state,** though this is technically an extension of the OEM app.

STEP 2: PARASITIC DRAW/DARK CURRENT TESTING (AS REQUIRED)

IMPORTANT: This Step is **ONLY** required in cases when the customer interview indicates the use of third-party apps that may be polling the vehicle, or the vehicle has a documented history of repeated 12-Volt battery failures.

A. Initial Draw Test:

1. Ensure the 12-Volt battery is fully charged or replaced.
2. Follow the procedures in the Subaru Technical Information System (STIS) for parasitic draw testing, including all setup and required vehicle "sleep" wait times (critical 25 minutes post-vehicle preparation).
3. Document: Record the initial parasitic draw level detected on the Repair Order.

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B. Draw Threshold:

1. If the measured draw is **below 120 mA,** proceed to standard (non-parasitic draw-related) battery system checks.
2. If the measured draw is **120 mA or greater,** proceed immediately to Step 3.

STEP 3: ISOLATION OF CUSTOMER DEVICES AND PROFILES (PHONE APP SUSPECT)

If a high parasitic draw (120 mA or greater) is detected, the next step is to eliminate the customer's mobile environment before physical component testing.

A. Vehicle Reset:

1. Reconnect the 12-Volt battery.
2. Access the vehicle's multimedia system.
3. **Unpair all customer mobile phones** (Bluetooth and Wi-Fi).
4. **Delete all customer driver profiles** from the vehicle system.

B. Second Parasitic Draw Test (Customer Profile Elimination):

1. Re-perform the parasitic draw test following all STIS setup and wait procedures.
2. **Document:** Record the **parasitic draw level** detected with no customer devices paired and no customer profiles active.

C. Diagnosis:

1. **If the draw is now below 120 mA,** the root cause is likely a high-polling third-party application on a customer device. Proceed to **Step 4** for confirmation.
2. **If the draw is still 120 mA or greater,** the parasitic draw is likely internal to the vehicle's components or wiring. Proceed to **Step 5** for component isolation.

STEP 4: CONFIRMATION OF THIRD-PARTY APP INTERFERENCE (IF DRAW ELIMINATED)

A. Technician Confirmation Test:

1. Use a known-good testing phone that has **ONLY the official SubaruConnect app installed.**
2. Create a new, temporary driver profile and pair the technician's phone.
3. Ensure the SubaruConnect app is configured to allow full access to location, background data, and master data.

B. Final Parasitic Draw Test (Technician Profile):

1. Re-perform the parasitic draw test following all STIS setup and wait procedures.
2. **Document:** Record the **parasitic draw level** using the technician's phone, ensuring it is only paired with SubaruConnect.

C. Conclusion & Repair Order Finalization:

1. If the draw remains below 120 mA, the diagnosis is confirmed: **The customer's 12-Volt battery depletion is caused by an excessive polling rate from a third-party application using the SubaruConnect API.**
2. Advise the customer to uninstall the problematic app(s) or revoke their API access.

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STEP 5: STANDARD COMPONENT ISOLATION (IF DRAW IS STILL CURRENT)

1. If, at the end of Step 3 (Second Parasitic Draw Test), the draw is still **120 mA or greater,** then proceed with the standard STIS procedures for **component isolation** (e.g., fuse pulling, fuse voltage drop testing, and component disconnection).

2. **R/O Documentation:** In addition to the inventory and draw readings, the technician must document the **root cause indication** (e.g., "Telematics Control Unit (TCU) faulty") and the v**alue of the parasitic draw post-component replacement** to confirm the repair.

WARRANTY / CLAIM INFORMATION:

There have been no changes made to the Labor Time Guide regarding these procedures.

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.