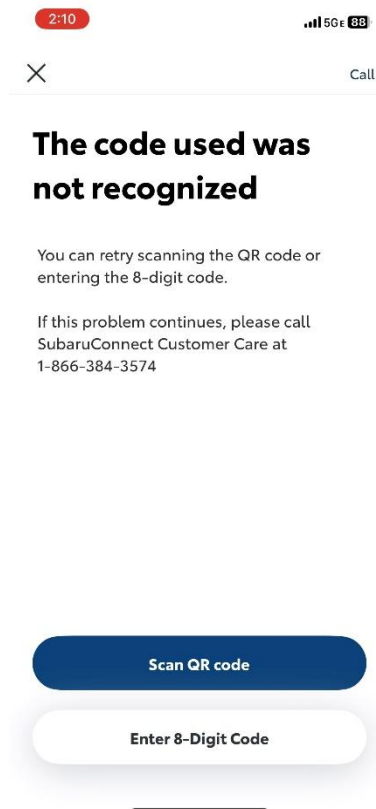




To: All Subaru Retailers
From: Subaru of America, Inc. – Connected Vehicle
Date: February 9, 2026
Re: ***Solterra Customers - Connected Services Pairing Issue***

Customers of newly purchased Solterra vehicles may be unable to pair their vehicle with their SubaruConnect app account. When attempting to pair the vehicle using the numeric code or QR code displayed on the head unit, customers may receive the message **“The code used was not recognized,”** which prevents enrollment in connected services.

This issue appears to affect vehicles that were recently purchased and have never previously been paired with a SubaruConnect app account.



Emergency Services in the vehicle are still working as expected.

Toyota Motors North America is actively working on a fix, and we will provide regular updates as more information becomes available.