

- 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 PROGRAM BULLETIN

APPLICABILITY: 2025 Solterra **NUMBER:** WRF-25R
SUBJECT: Solterra Power Distribution Box Replacement **DATE:** 05/01/25
Revised: 04/02/26

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2025 model year Solterra vehicles equipped with a rear window defogger which is connected to a power distribution box by a wire harness.

REASON FOR THIS SERVICE PROGRAM

A terminal on the power distribution box supplying power to the rear window defogger may have been installed at an incorrect orientation. In this condition, there could be a poor connection or no connection. This could result in the rear window defogger becoming inoperative and reduce visibility through the rear window if there is moisture/condensation on that window while driving.

AFFECTED VEHICLES

The number of U.S. vehicles included in this service program is 94.

Model Year	Carline	Production date range
2025	Solterra	December 17th, 2024 - December 23, 2024

Not all vehicles in the production date range listed above may be included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

DESCRIPTION OF THE REPAIR

Subaru retailers will replace the power distribution box at no cost to the customer.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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RETAILER RESPONSIBILITY

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 (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

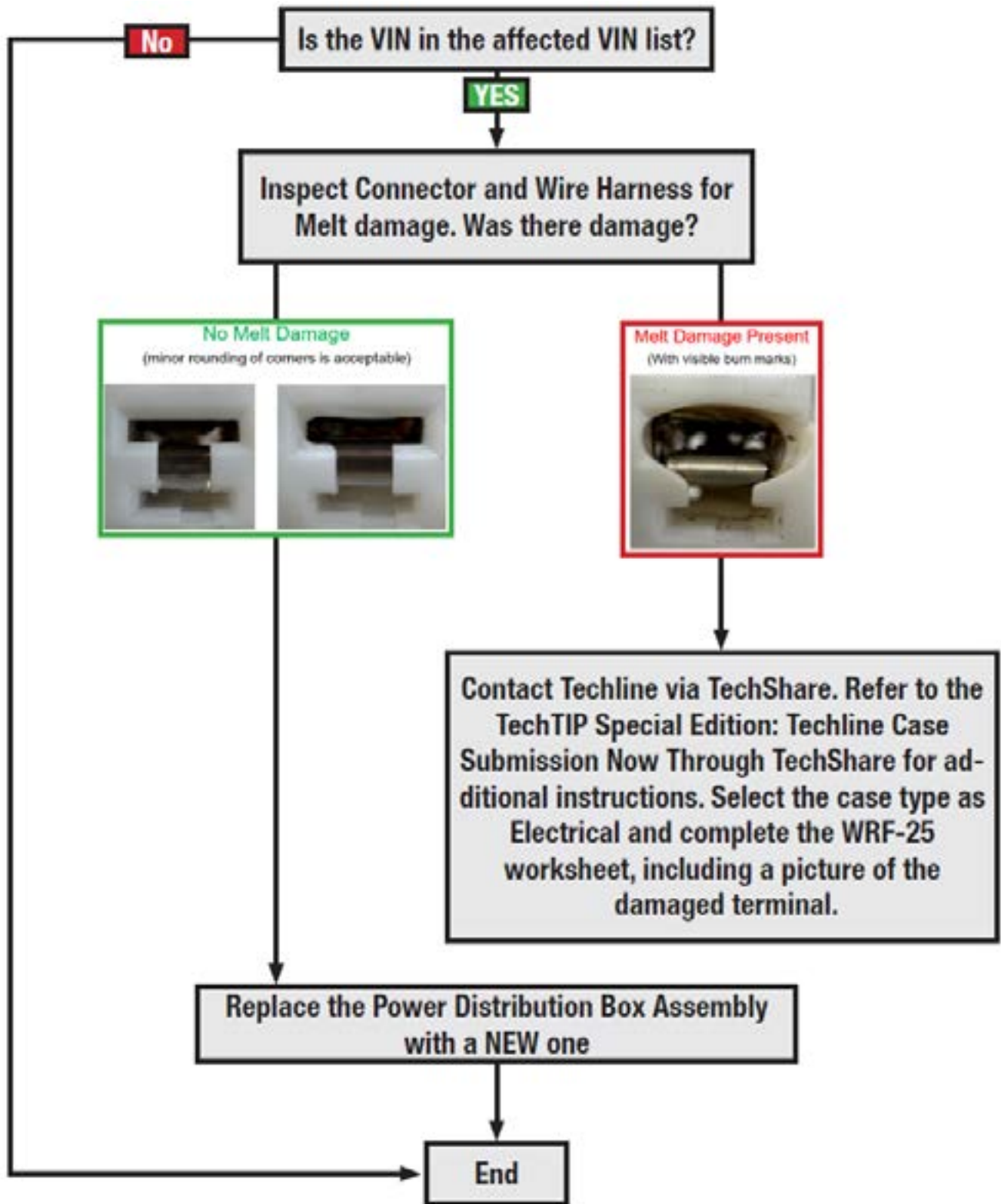
Subaru will notify affected vehicle owners by first class mail on January 22, 2026.

PART INFORMATION:

Part Description	Part Number	Qty	Image
BLOCK ASSY, JUNCTION	0400528242	1	
BLOCK ASSY DRIVER SIDE (POWER DISTRIBUTION BOX ASSEMBLY)		1	
BRACKET, JUNCTION BL (JUNCTION BLOCK BRACKET NO.1)		1	
BRACKET, JUNCTION BL (JUNCTION BLOCK BRACKET NO.2)		1	






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SERVICE PROCEDURE FLOW CHART:

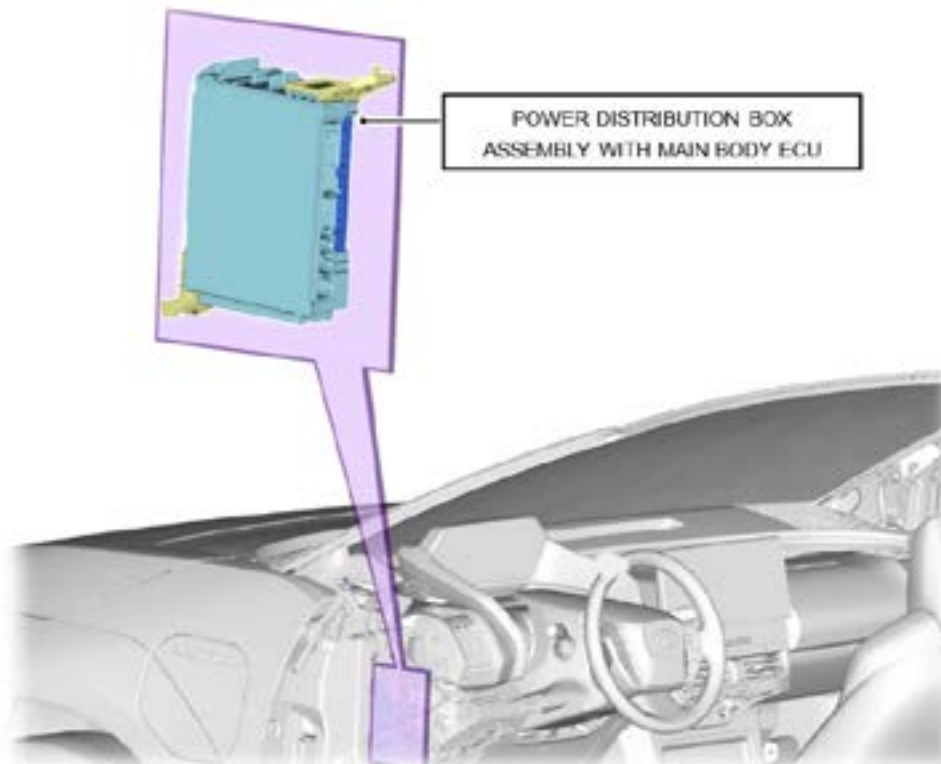


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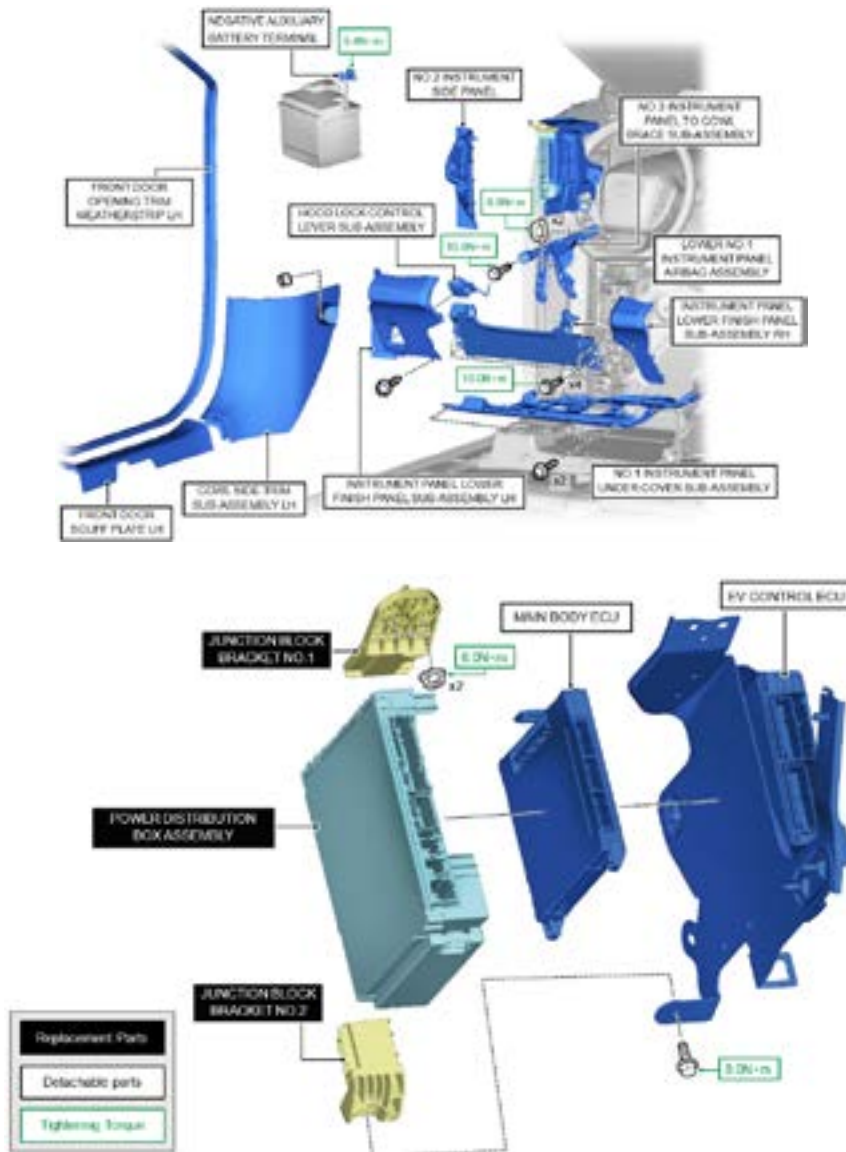
REQUIRED TOOLS & MATERIALS:

Description	Image	Details
General hand tools		For part removal and installation
Torque Wrench		Required for torquing hardware
GTS+		Required for checking DTCs
Laptop DST-i or DST-010		Required for checking DTCs
Tape		Required for part protection

COMPONENT CONFIGURATION:



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SERVICE PROCEDURE / INFORMATION:

Step 1: Using GTS+, connect to the vehicle and perform a health check. Ensure that no Diagnostic Trouble Codes (DTCs) are present. If any DTCs are detected, perform the necessary repairs according to the applicable Service Manual.

Step 2: Remove the Main Body ECU as per the applicable Service Manual

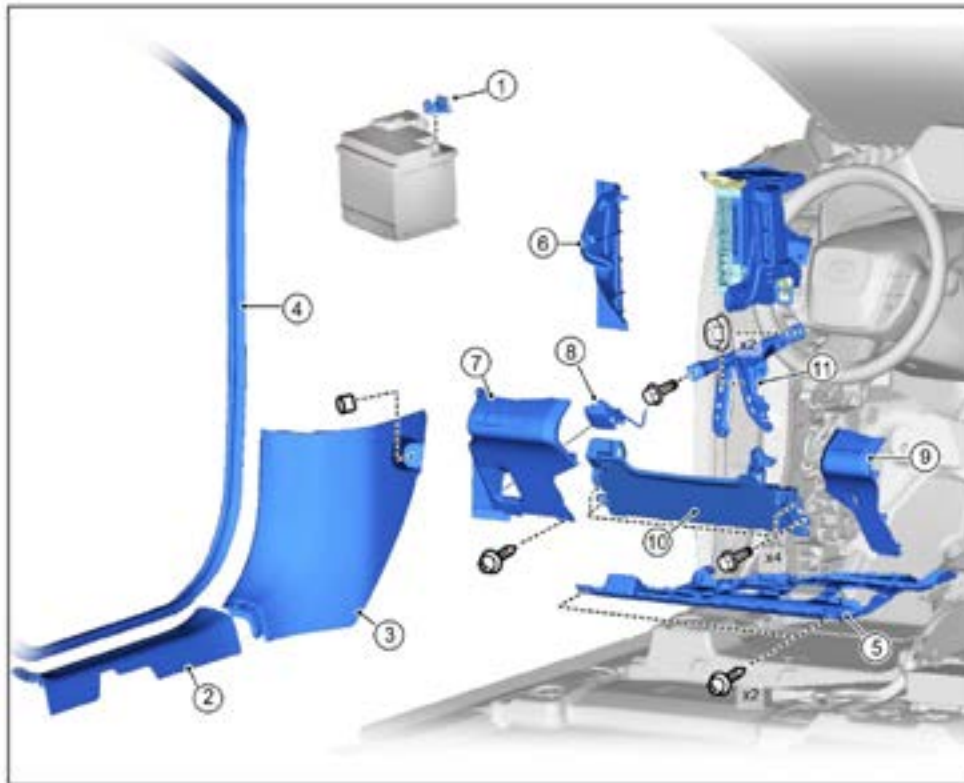
Power Source / Network > POWER DISTRIBUTION > MAIN BODY ECU > REMOVAL

Caution:

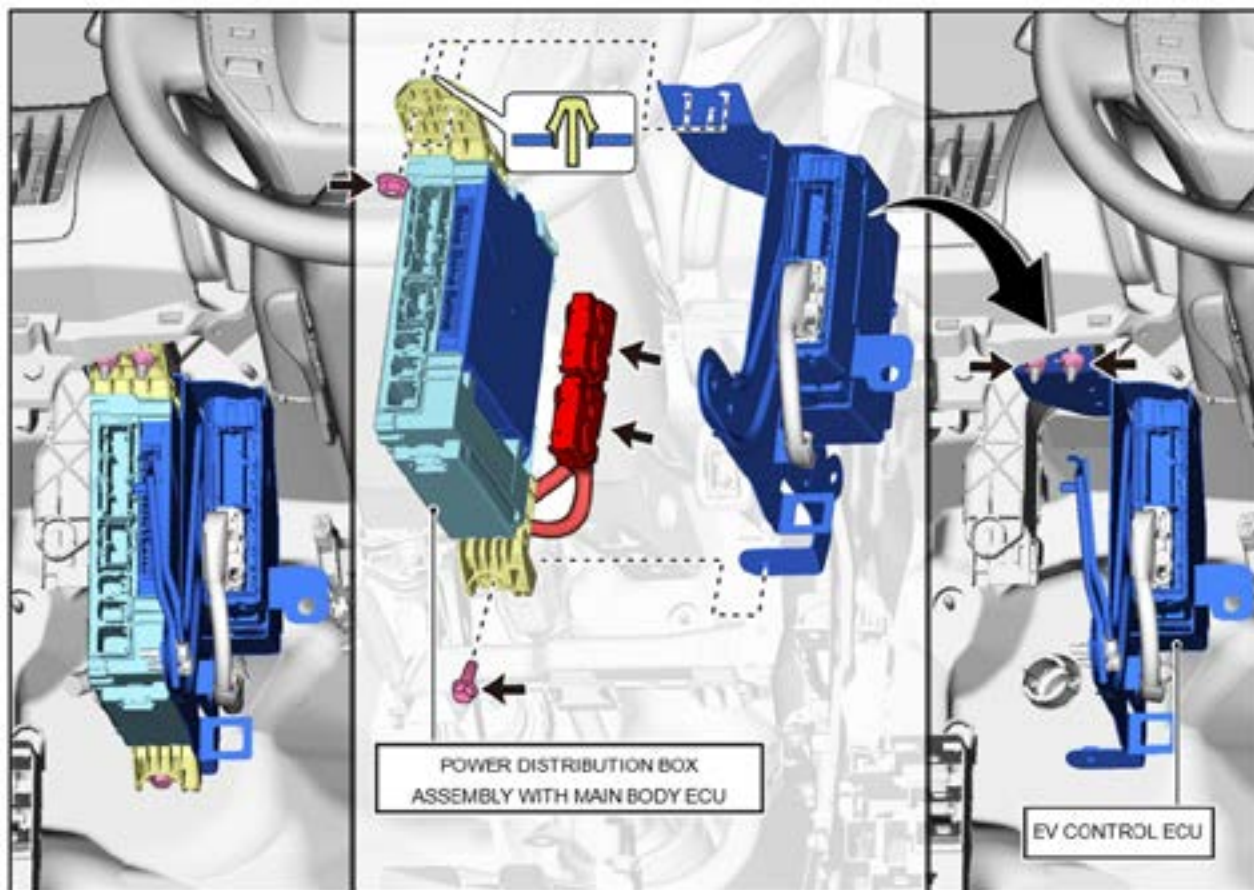
To record the various settings of the navigation system, wait at least 3 minutes after turning the IG OFF before disconnecting the negative battery terminal.

- Check in advance whether the security lock setting is enabled.
- Depending on multi-display settings, the program may continue on operating in the background even if you turn IG OFF, so be sure to check the “ACC customize” settings beforehand.
- Service Manual reference>Audio / Visual / Telematics > AUDIO / VIDEO > NAVIGATION / MULTI INFO DISPLAY > NAVIGATION SYSTEM > PRECAUTION

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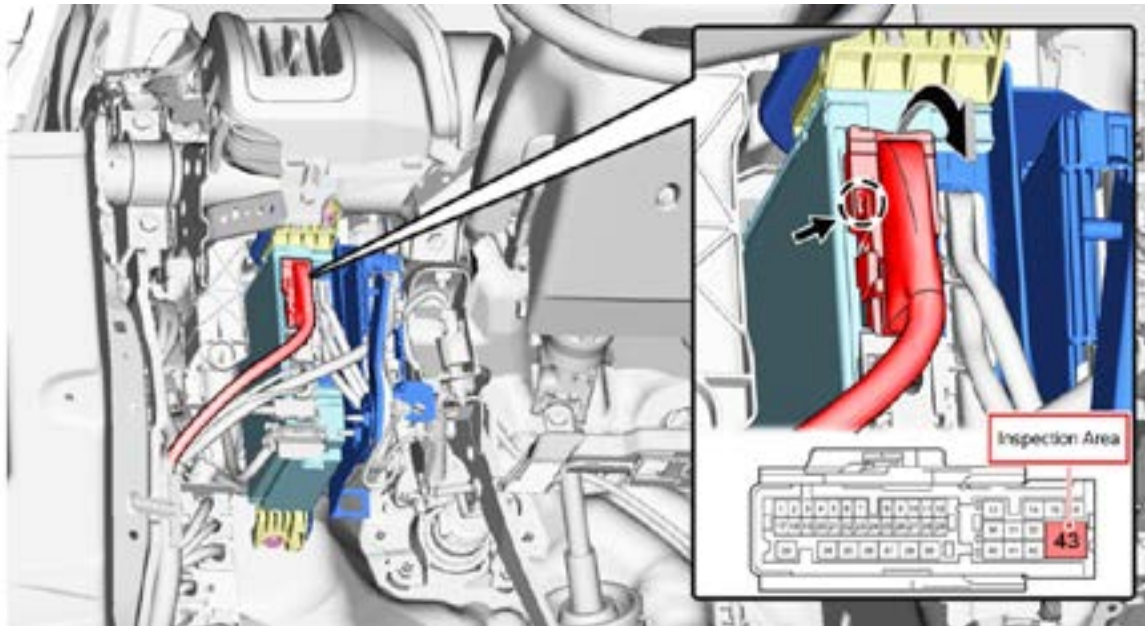
Hint: When removing the power distribution box assembly and the main body ECU, it is helpful to reinstall the EV control ECU and loosely install the nuts to hold it in place.



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Step 3: Inspect connector No. K123, terminal 43, for any signs of damage. Minor rounding of the corner is acceptable - refer to the image below for examples.

If no damage is found, continue to Step 4. If terminal 43 is damaged, contact Techline via TechShare. Refer to the TechTIP Special Edition: *Techline Case Submission Now Through TechShare* for additional instructions. Select the case type as **Body Electrical** and complete the **WRF-25** worksheet, ensure to attach clear pictures that clearly show the condition of the connector, terminal, and wiring harness.



OK	<p>No Melt Damage (minor rounding of corners is acceptable)</p> 	<p>Continue with replacing the power distribution box assembly with a new one.</p>
NG	<p>Melt Damage Present (With visible burn marks)</p> 	<p>Contact Techline via TechShare. Refer to the TechTIP Special Edition: <i>Techline Case Submission Now Through TechShare</i> for additional instructions. Select the case type as Electrical and complete the WRF-25 worksheet, ensure to attach a picture of the damaged terminal.</p>

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Step 4: Remove the Main Body ECU from the power distribution box assembly.

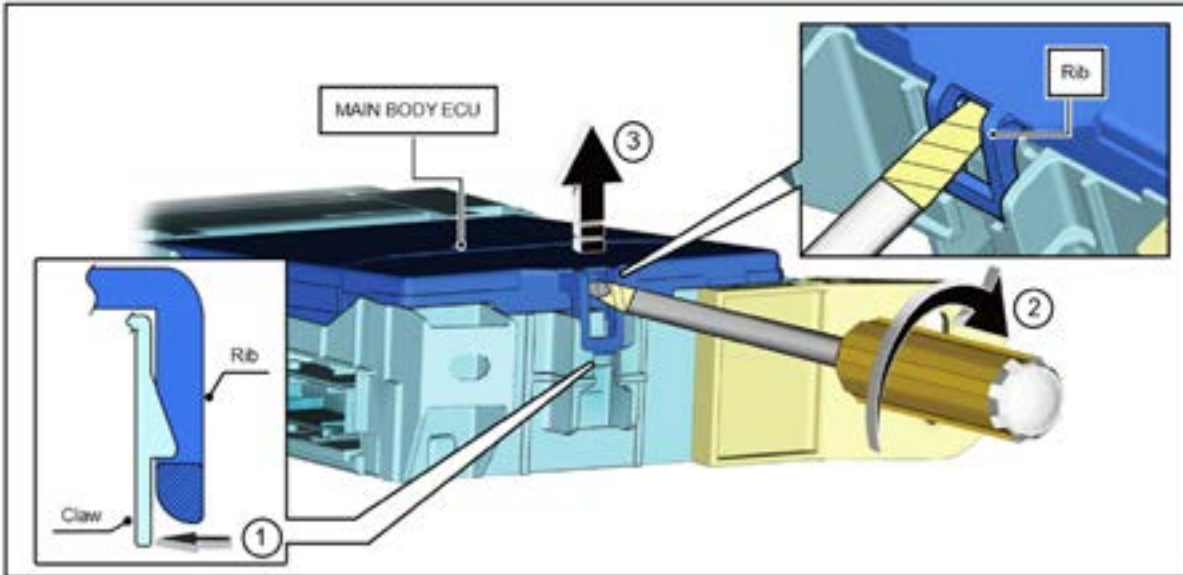
4.1 Press the claw on the distribution box assembly to unlock and hold it.

4.2 insert a flathead screwdriver wrapped in protective tape into the rib of the power distribution box assembly and pry in the direction of the arrow.

4.3 Lift until the terminals of the main body ECU connector detaches from the power distribution box

4.4 Lift the rib on the main body ECU and remove the guide.

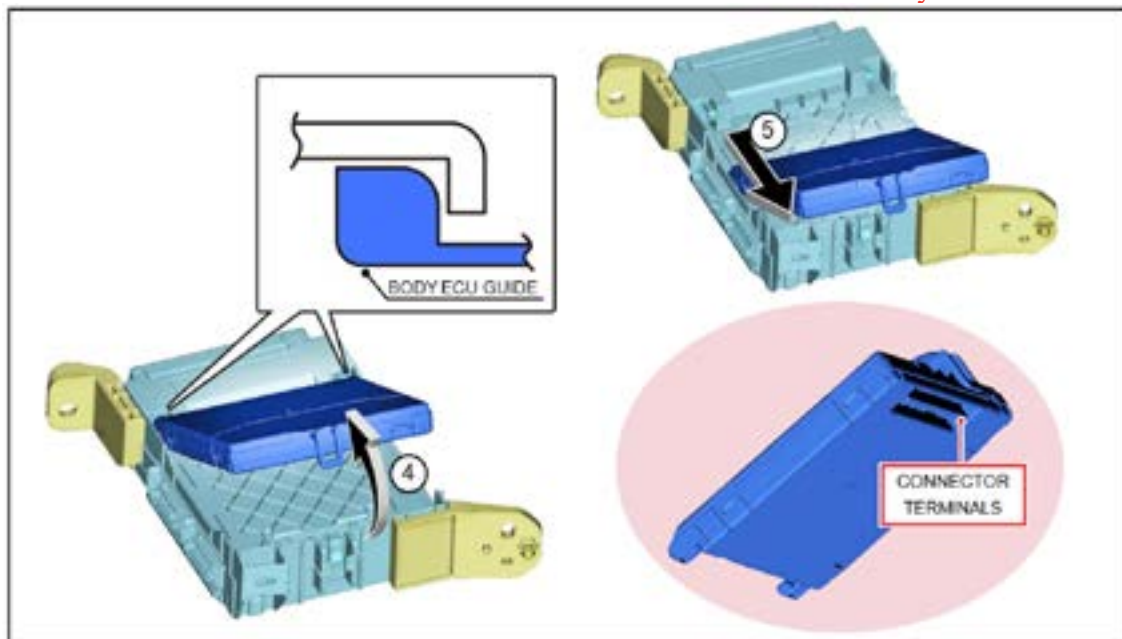
Caution: The main body ECU must not be damaged it will need to be reused.



4.5 Slide the main body ECU in the direction of the arrow to remove it.

4.6 Discard the power distribution box assembly.

Caution: Be careful not to touch the terminals of the main body ECU.

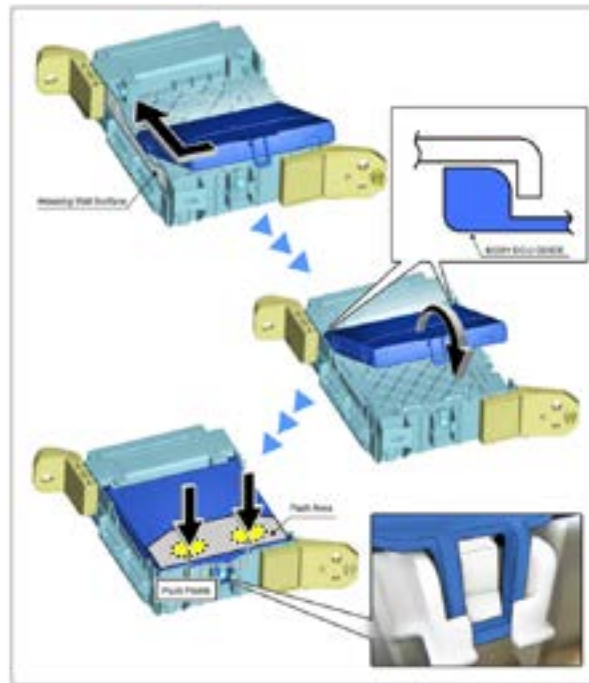


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4.7 Refer to the figure and install the main body ECU into the new power distribution box assembly

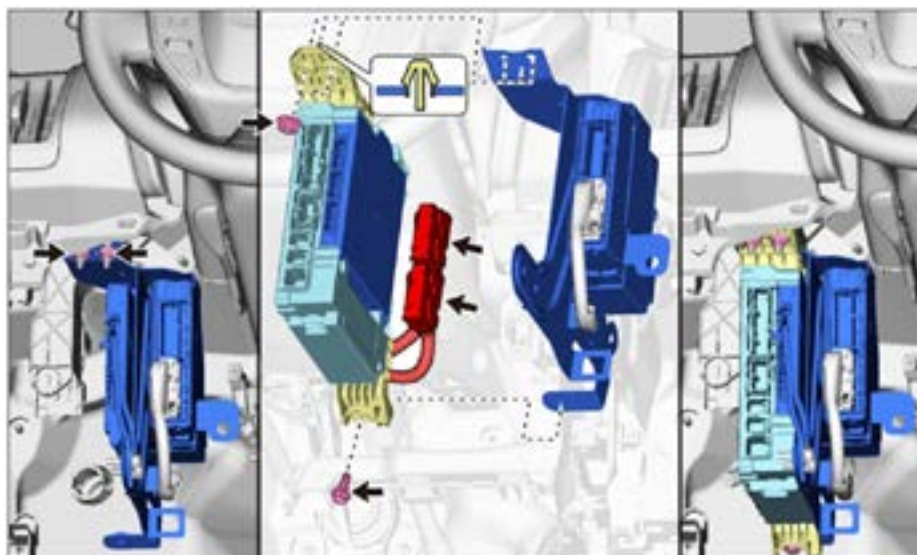
Caution:

- To avoid damaging the main body ECU, be sure to press the two points shown in the illustration below within the push area with both hands when installing.
- Confirm the engagement between the main body ECU and the power distribution box assembly by listening for a locking sound. If the locking sound is not heard, visually inspect the locking points and confirm that the power distribution box assembly is flush with the main body ECU.



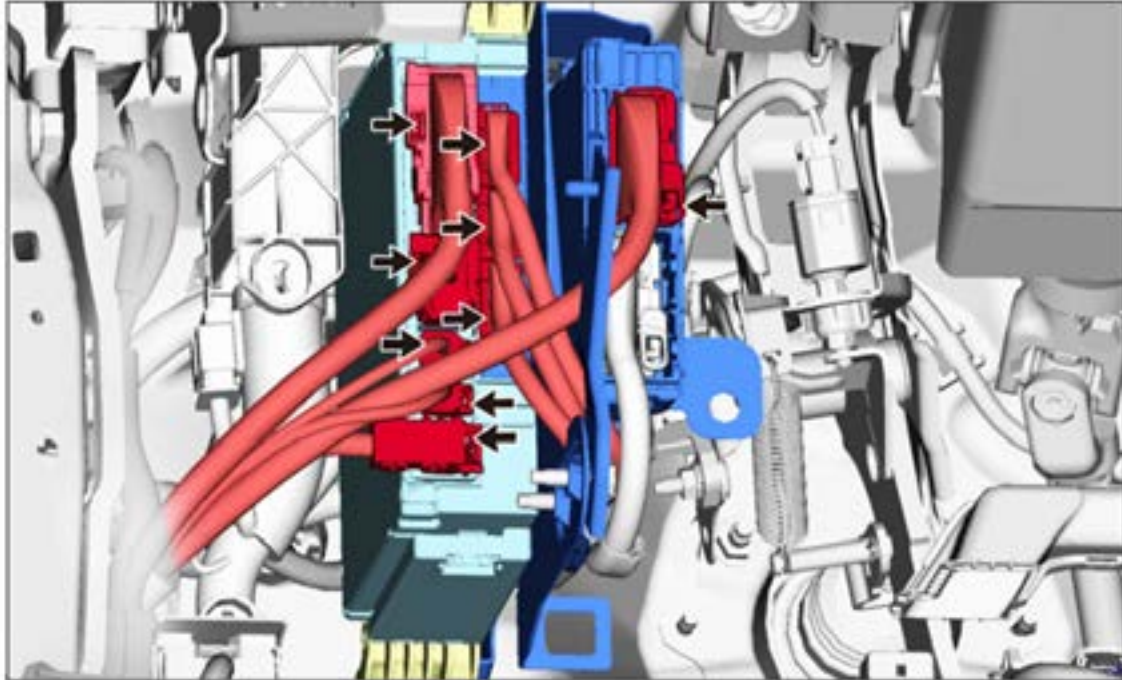
Step 5: Reinstall power distribution box assembly

5.1 Remove the nuts that temporarily secured the EV control ECU, connect the connector for the power distribution box assembly with main ECU and secure it with two nuts and one bolt. **Torque the nuts to 6.0 N·m (53.10 in-lb) and the bolt to 8.0 N·m (70.8 in-lb)**



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5.2 Connect all connectors to the power distribution box assembly main ECU and EV control ECU. Ensure all connections are fully secured.



Step 6: Reinstall all interior components removed to access power distribution box assembly.

6.1 Reconnect the battery terminal and perform learning procedures

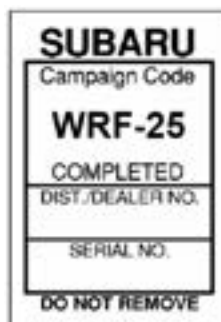
General / SETUP / WHEN DISCONNECTING OR RECONNECTING BATTERY TERMINAL / AUTOMATIC LEARNING CHART

6.2 Using GTS+ check for any DTCs if no DTCs are present procedure is complete.

SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle's upper radiator support. Additional labels are available through normal parts ordering channels. The part number is MSA6P1302, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Identification Label(contains one sheet of 20 labels)	1



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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
POWER DISTRIBUTION BOX ASSEMBLY REPLACEMENT	A100-322	1.3h	WRF-25

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.

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This notice applies to the VIN identified in the address section printed below



Subaru of America, Inc
PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

**Subaru Service Program WRF-25
January 2026**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2025 model year Solterra vehicles equipped with a rear window defogger with an incorrectly assembled power distribution box. You have received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS SERVICE PROGRAM

A terminal on the power distribution box supplying power to the rear window defogger may have been installed at an incorrect orientation. In this condition, there could be a poor connection or no connection. This could result in the rear window defogger becoming inoperative and reduce visibility through the rear window if there is moisture/condensation on that window while driving.

REPAIR

Subaru retailers will replace the power distribution box at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The actual time to perform this repair is approximately 1.5 hours. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer'.

For additional information, please go to: <http://www.wrf25.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com, Customer Support and select 'Contact Us'
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.,
Attn: Customer Advocacy Department,
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,
Subaru of America, Inc.