

- 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 BULLETIN

APPLICABILITY: 2014-16MY XV Crosstrek Hybrid
 2019-23MY Crosstrek Hybrid
 2026+MY Crosstrek Hybrid
 2025+MY Forester Hybrid
 2023+MY Solterra
 2026+MY Trailseeker
 2026+MY Uncharted

NUMBER: 19-02-26
DATE: 06/01/26

SUBJECT: High-Voltage Battery Service Procedures

INTRODUCTION

The repairs permitted to be performed on high-voltage batteries at the retailer level depend on the vehicle type (hybrid or BEV) and model year. This service information bulletin provides information on how to identify which high voltage battery repairs can be performed at the retailer level. Repair procedures and serviceability vary depending on the type of vehicle being serviced. It is important to review the information supplied in this bulletin prior to performing any service procedures on high-voltage batteries.

SERVICEABILITY AND SERVICEABLE COMPONENTS

Depending on the vehicle type, retailer Technicians may or may not be authorized to open the high voltage battery assembly. Some retailers may not be eligible to perform service procedures depending on vehicle type and location of retailer.

PHEV & SHEV

Plug-in Hybrid (PHEV) and Strong Hybrid (SHEV) battery assemblies may be opened and serviced by properly trained technicians following all applicable service procedures and safety requirements. The following components are serviceable for PHEV and SHEV

Battery Energy Control Module / Battery ECU	High Voltage Main Fuse	Junction Block with System Main Relays	On-Board Charging Module/Assembly	Charger Cooling Fan	Charger Cable Assemblies
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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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BEV

Battery Electric Vehicle (BEV) traction batteries MUST NOT be opened without the presence and guidance of an SOA representative trained in battery disassembly procedures. The following components are serviceable for BEV high voltage battery.

	Battery Voltage Sensors	Battery ECU	Junction Blocks/ Traction Battery Devices 1 & 2	Battery Harness / Traction Battery Wire
2023 Solterra	No	Yes	Yes	Yes
2024 ~ BEV Vehicles	Yes	Yes	Yes	Yes

NOTE: Always confirm parts availability for your vehicle's VIN prior to attempting a repair. Part names and availability are subject to change between different year and model vehicles.

IMPORTANT NOTES:

- Only technicians who have completed all required high voltage training through Star-U are authorized to perform BEV high voltage battery service, in the presence and guidance of a trained SOA representative. An unqualified individual who has not had the proper training should never attempt to work on the high voltage system due to the serious risk of personal injury or damage.
- Battery stacks (cells) are not a serviceable component and should never be removed or disassembled. If the trouble tree result for any DTC results in instructions to replace the battery stack, contact Techline with the appropriate information as there may be additional requests.

HIGH VOLTAGE SAFETY REQUIREMENTS

Always use appropriate personal protective equipment (PPE), high voltage rated tools, and equipment when working with systems containing HV components. Do not carry metal objects that can be dropped accidentally and cause a short circuit while servicing the high voltage battery. Remove all metal rings, necklaces, belt buckles, or other metal accessories you may be wearing. Wear safety glasses and high voltage insulating gloves when working on or around HV systems.

High voltage insulating gloves rated Class 0, Type 1(1000 VAC / 1500 VDC) have a sufficient rating. Before using HV insulation gloves, always check them for cracks, tears, and other types of damage. Reminder: Subaru of America, Inc. recommends glove replacement or recertification every six months from the date stamped on the gloves (even if unopened).

Follow all cautions and steps listed in the Service Manual DTC trouble tree for the vehicle you are servicing. If you are unsure of any diagnosis results, please contact Techline with the appropriate information.

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STOP CONDITIONS (DO NOT PROCEED - IMMEDIATE ESCALATION REQUIRED)

If any of the following conditions are present, STOP diagnosis immediately. Do not continue testing. Document findings and isolate the vehicle. Any indication of damage due to outside influence is considered not a matter for warranty. Techline contact will still be required to initiate battery replacement once repairs have been approved.

- Indications of rodent damage
- Indications of water damage or flooding
- Physical damage due to impact or accident
- Indications of a leaking battery stack (cells)
- Indications of overheating or arc flashing

PHEV & SHEV DIAGNOSIS FLOW

If a hybrid vehicle is presented with high voltage system DTCs, follow the appropriate trouble tree to diagnose the DTCs stored and use the appropriate PPE. If the trouble tree indicates that high voltage components inside of the battery must be inspected, continue with diagnosis.

If any STOP conditions listed above in the “STOP CONDITIONS (DO NOT PROCEED - IMMEDIATE ESCALATION REQUIRED)” section are observed, immediately stop all diagnosis and document the condition. If the STOP condition is due to outside influence, this is not considered a matter for warranty. If you are unsure of any diagnostic results, contact Techline with the appropriate information.

BEV BATTERY SERVICE

During high voltage system diagnosis, it is possible to come across DTCs which indicate that a component inside of the High Voltage Battery must be inspected or replaced. Battery Electric Vehicle (BEV) traction batteries must not be opened without the presence of an SOA representative trained in battery disassembly. Please contact your local DSQM in advance to arrange support. Improper servicing by an untrained technician can result in component damage, personal injury, complete battery replacement, or denied warranty claim.

BEV DIAGNOSIS FLOW

While diagnosing a high voltage concern on BEV vehicles, the trouble tree may indicate that a component inside of the traction battery assembly must be inspected or replaced.

Do not attempt to open the traction battery assembly.

If a DTC trouble tree step requires internal inspection of the BEV battery, do not perform this step. Review the remainder of the trouble tree and complete all remaining external diagnostic steps for that trouble tree. If you are unsure of any diagnostic results or have exhausted all trouble tree steps external to the traction battery for that DTC, contact Techline with the appropriate information.

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If any STOP conditions listed above in the “STOP CONDITIONS (DO NOT PROCEED - IMMEDIATE ESCALATION REQUIRED)” section are observed, immediately stop all diagnosis and document the condition. If the STOP condition is due to outside influence, this is not considered a matter for warranty.

APPROPRIATE INFORMATION FOR TECHLINE

- When contacting Techline, have the following formation for the initial contact:
- Customer Concern
- Mileage
- Vehicle Data Files

GTS+: Health Check with RoBs

SSM: All DTC Scan and Vehicle Control History of the HVECM

- Documentation of the trouble tree steps and results
- Photos of STOP condition, if any

Techline will review the data and provide guidance on the next steps.

ORDERING & HANDLING OF REPLACEMENT HIGH VOLTAGE BATTERIES

Lithium-Ion high voltage batteries used in the PHEV, SHEV, and BEV vehicles cannot be ordered through normal means, and must be released through the Retailer HelpLine Team. While an order for the battery is placed through normal parts ordering procedure, a TechLine case must be started with the following minimum information needed to begin the process of releasing a battery order:

- Vehicle Data Files

GTS+: Health Check with RoBs

SSM: All DTC Scan and Vehicle Control History of the HVECM

- All Trouble Tree results leading to HV battery replacement
- Trouble Tree results for isolation testing
- Documentation of STOP conditions if any
- A picture of the battery serial/identification number

Once the appropriate information is submitted, TechLine submits the information to PICs, who will contact your retailer to confirm the shipping portion of the order.

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BATTERY MOVEMENT & EQUIPMENT REQUIREMENTS


For forklift requirements, please refer to the Subaru Minimum Required Equipment List on SubaruNet. The Subaru Minimum Required Equipment List can be found on SubaruNet under the Service Operation & Technical > Service Tools and Equipment. Scenario 1 refers to movement of PHEV and SHEV batteries, Scenario 2 refers to movement of BEV batteries.






Service Tools & Equipment

Subaru Minimum Special Service Tool Requirements List
 Items that comprise the Subaru Minimum Special Service Tool Requirements List are listed below. Unless otherwise noted, all items are required. These are minimum quantities and many retailers will require more to work effectively.

Below list comprises Subaru specific tools that are required to be on-hand at all Subaru service facilities and represents all components of the New Retailer Kit (NRK). Available in PDF and Excel.

 [Subaru Essential Tool List](#)

 [Subaru Essential Tool List](#)

-  [Subaru Essential & Special Tools](#) - The approved source for all Subaru specific Special Service Tools including Subaru Essential Tools.
-  [Subaru Minimum Required Equipment List](#) - This list comprises the equipment that is required to be on-hand at all Subaru Service Facilities. If specific make, model or particular features of the equipment are required, it will be denoted in the list.
-  [Subaru Retailer Equipment](#) - The approved source for tools and equipment tailored to meet your shop's needs.
-  [RISE Equipment](#) - This list comprises items necessary to maintain and operate the required wireless network and Subaru Diagnostic System (SDS) equipment. Minimum standards apply to all retailers. Larger retailers may require additional equipment.
-  [RISE Program](#) - The approved source for the Subaru Retailer Infrastructure Support Environment (RISE).

DAMAGED DEFECTIVE RECALL CONTAINER HANDLING

Lithium-Ion batteries shipped VIA Damaged Defective Recall Containers (DDR) must be handled with care. When placing the battery inside of the DDR and packaging the original battery, observe the following:

Do	Do Not
Wrap the battery in its original plastic packaging with absorbent mats underneath the battery	Leave the DDR container outside
Use the supplied ratchet straps to secure the battery in the container	Rest the lid of the DDR container on the lock assemblies
Use carboard around the edges of the battery to protect the ratchet straps	Lift the entire DDR assembly by the lid
Cover any high voltage connections using insulation tape	Allow the battery or packaging to get wet or packaging the battery wet

MHEV REFERENCE

For 2014-2016 XV Crosstrek Mild Hybrid (MHEV) high voltage battery assemblies, please refer to sections 9.3 and 9.4 of the Fixed Operations Policies and Procedures Manual.

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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.