



**To:** All Subaru Retailers

**From:** Subaru of America, Inc. – Service Quality

**Date:** June 18, 2026

**Re:** WRG-26 Solterra Battery ECU Reprogramming FAQs

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To assist with customer inquiries regarding the WRG-26 Battery ECU Reprogramming, we have compiled a list of frequently asked questions. Please refer to these FAQs as a consistent means of communicating with customers.

**1. Question: What does the WRG-26 Battery ECU Reprogramming entail?**

**Answer:** For impacted customers, Subaru retailers will update the software of the Battery ECU at no cost to the customer. While the actual programming time should take about 45 minutes, customers should consult with their local retailer on expected completion times and schedule appointments accordingly.

**2. Question: What models are impacted by the WRG-26 Recall?**

**Answer:** The WRG-26 Recall is only applicable to certain 2026 Solterra models produced between September 17<sup>th</sup>, 2025, and April 13<sup>th</sup>, 2026. It's important to note that not all vehicles in the production range are affected by this safety recall. Coverage must be confirmed by the retailer using the Vehicle Inquiry – Coverage function on Subarunet prior to repair.

**3. Question: What actions should a retailer take?**

**Answer:** There are a couple of things the retailer should do:

- For all vehicles in retailer inventory that are potentially affected by this recall and associated stop sale, retailers should confirm coverage using Vehicle Inquiry on Subarunet to check for active coverage. Once coverage is confirmed, retailers should perform the battery ECU reprogramming as outlined in the WRG-26 campaign and submit a claim for reimbursement.
- Once claims are submitted, the retailer can sell the vehicle as normal.

**4. Question: How can a retailer identify what vehicles in their inventory require the software update prior to selling the car?**

**Answer:** A list of vehicles in retailer inventory needing this reprogramming has been provided to the SOA field team, who will work with retailers to identify affected vehicles. Additionally, the Inventory Dashboard Report in the Vehicle/Sales menu on Subarunet can be used. The Inventory dashboard includes a list of vehicles in retailer inventory with details like model option spec and color, along with information regarding whether the vehicle is available to sell.

**5. Question: How can an owner or retailer verify whether a vehicle is eligible for the software update involved in the WRG-26 Recall?**

**Answer:** Retailers should verify affected in-stock inventory by referencing the stop-sale inventory list provided by SOA and by validating coverage in Vehicle Inquiry on Subarunet. Retailers should verify customer vehicle coverage by referencing the Vehicle Coverage Inquiry on Subarunet. Customers will be notified by SOA if their vehicle is impacted by this safety recall, and customers can check related information on Subaru.com - Owners – Owner Support.

**6. Question: How can an owner or retailer verify whether the software update has been successfully performed?**

**Answer:** The retailer can verify the correct software through a Calibration Identification verification. Calibration Identification Numbers ending in **8200** or **8300** are OK and do not require an update. This can be communicated to the customer for their service records, and customers can check in-vehicle software versions in the Software section of the center-consol display screen.

**7. Question: How will Subaru notify owners of this Recall?**

**Answer:** SOA will notify affected vehicle owners by first class mail within 60 days of the issuance of this recall.

**8. Question: How can a retailer submit a claim for this Recall?**

**Answer:** When this software update is performed using the process outlined in the WRG-26 Campaign Bulletin, a retailer can submit a claim using the information below:

Warranty Type	Labor Description	Labor Operation #	Labor Time	Fail Code	Skill Level
RC	Battery ECU Assembly Reprogramming (include Calibration ID Check)	100130	0.7h	WRG26	SG 13 / SL 2
RC	Calibration ID Check	100132	0.2h	WRG26	SG 13 / SL 2