

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

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2026MY Solterra

NUMBER: WRG-26R

SUBJECT: Battery ECU Reprogramming

DATE: 06/23/26

REVISED: 08/20/26

NHTSA ID: 26V-393

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2026 model year Solterra vehicles to update the software of the battery ECU.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The subject battery electric vehicles (BEV) are equipped with a battery that supplies electricity to the drivetrain. This battery is controlled by an onboard ECU that contains two integrated circuits where one could immediately overwrite data in the same memory address location that the other had just written to. If this occurs, the memory can fail an operational check. If there are multiple failed attempts, an “EV System Malfunction” warning message will be displayed, and multiple malfunction indicator lamps for different systems will illuminate. While power steering and power assisted braking continue to operate, the electric drive system will shut down. This can cause a loss of motive power while driving at a higher speed, increasing the risk of a crash.

REPAIR

Subaru retailers will update the software of the battery ECU at no cost to the customer.

AFFECTED VEHICLES

A total of **4,757** U.S. vehicles will be included in this safety recall as listed below.

Model Year	Carline	Production Date Range
2026	Solterra	September 17, 2025 - April 13, 2026

**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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RETAILER RESPONSIBILITY

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$27,874 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

Any vehicles listed in any recall/campaign that are in retailer stock must be:

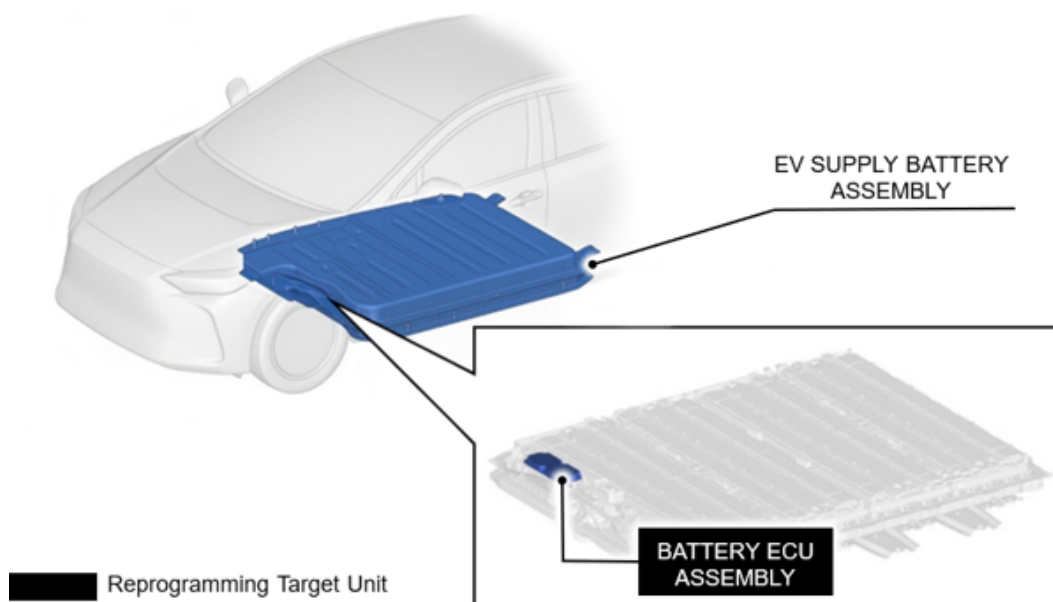
- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when owner notification is scheduled.

BATTERY ECU ASSEMBLY LOCATION:



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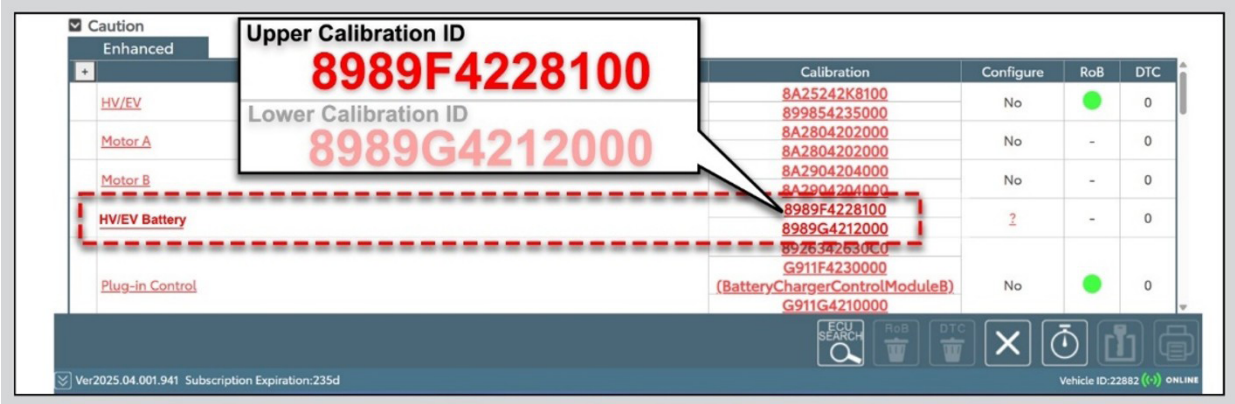
REPROGRAMMING FILE INFORMATION:

File Description	System	Calibration ID	
		Current	NEW
8989F4228300.cuw	HV/EV Battery	8989F422 8100	8989F422 8300

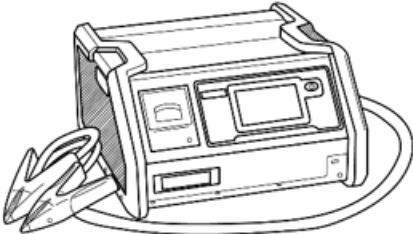
NOTE: ONLY the upper HV/EV battery system Calibration ID is updated after performing the reprogramming procedure.

8989F422 “**8100**”: [Reprogramming required](#).

8989F422 “**8200**” / “**8300**”: [Reprogramming NOT required](#) (updated software already applied).

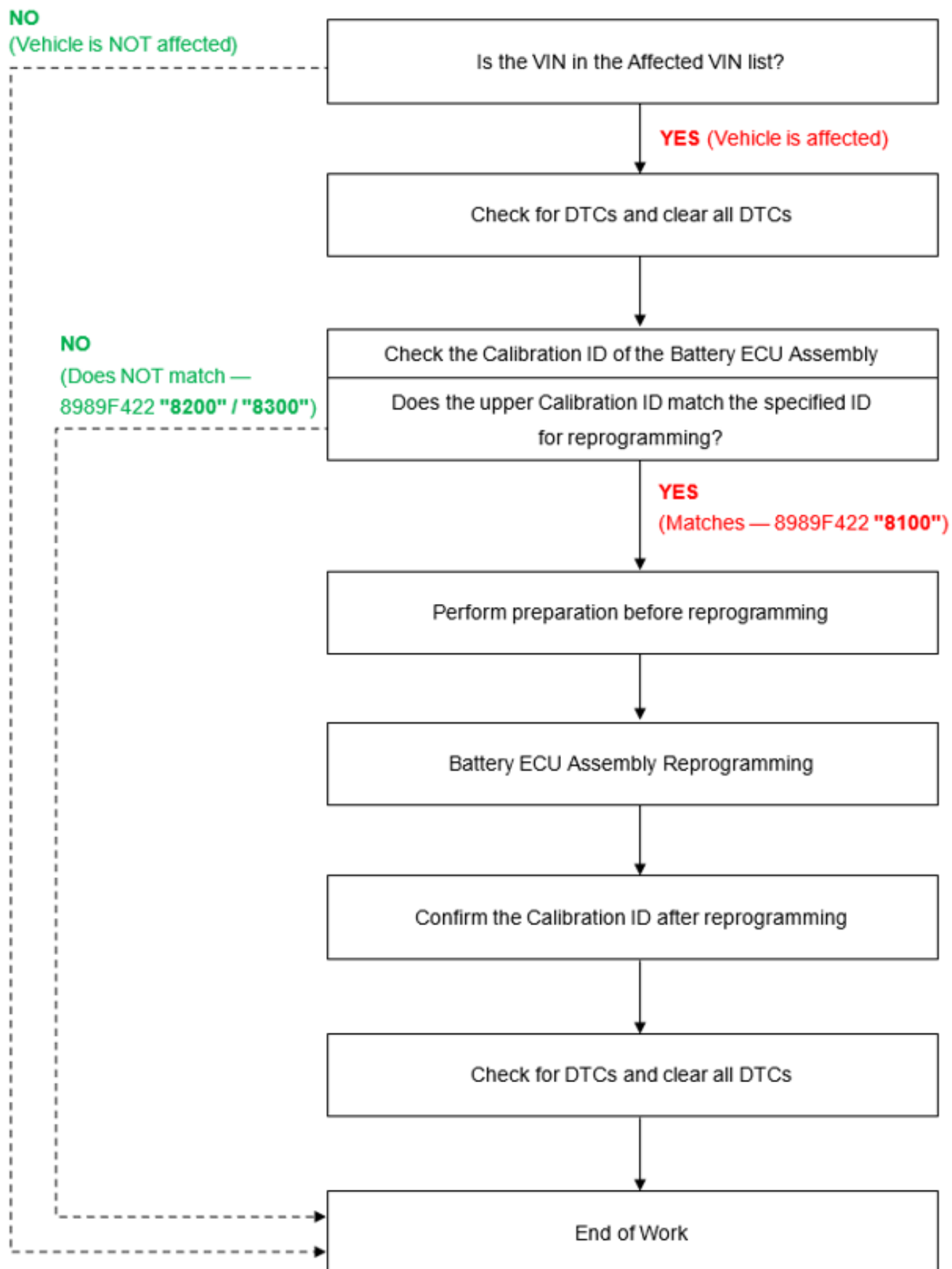


REQUIRED EQUIPMENT:

Tool Description	Details	Image
Laptop and DST-i or DST-010	For DTC scanning and reprogramming	
Global Techstream Plus (GTS+)		
Midtronics DCA-8000	For 12V battery charging and testing	

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SERVICE PROCEDURE FLOWCHART:



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SERVICE PROCEDURE:

STEP 1: Confirm the GTS+ software version is up to date with version Ver2025.04.001.941 or later. The software version is displayed at the bottom left of the GTS+ screen.



CAUTION: ALWAYS use the latest version of GTS+ available. Using an outdated version may result in improper operation.

STEP 2: Inspect for DTCs and clear if required by connecting the GTS+ to the vehicle and performing a Health Check. If any DTCs are detected, repair the DTC by referring to the applicable Subaru Service Manual. Once resolved, clear all DTCs. Reprogramming cannot be performed if any DTCs are stored.

CAUTIONS:

- Failure to clear DTCs may result in the prevention of entering reprogramming mode.
- DO NOT close GTS+ after completing the Health Check. Keep GTS+ running.

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STEP 3: Check the upper Calibration ID of the “HV/EV Battery System”. Confirm it matches the specified Calibration ID for reprogramming.

Decision

Does the upper Calibration ID match the specified ID
for reprogramming?

Result	Calibration ID	Next Step
YES (Matches)	8989F422 8100	Reprogramming is required. Proceed to Step 4.
NO (Does NOT match)	8989F422 8200 8989F422 8300	Reprogramming is NOT required

STEP 4: Prepare the reprogramming file by selecting the Subaru Desktop lower taskbar. Select the TechStream Files icon and open the EcuData folder. Locate and open the folder titled “WRG-26 BECM reprogramming on certain 2026 Solterra”.



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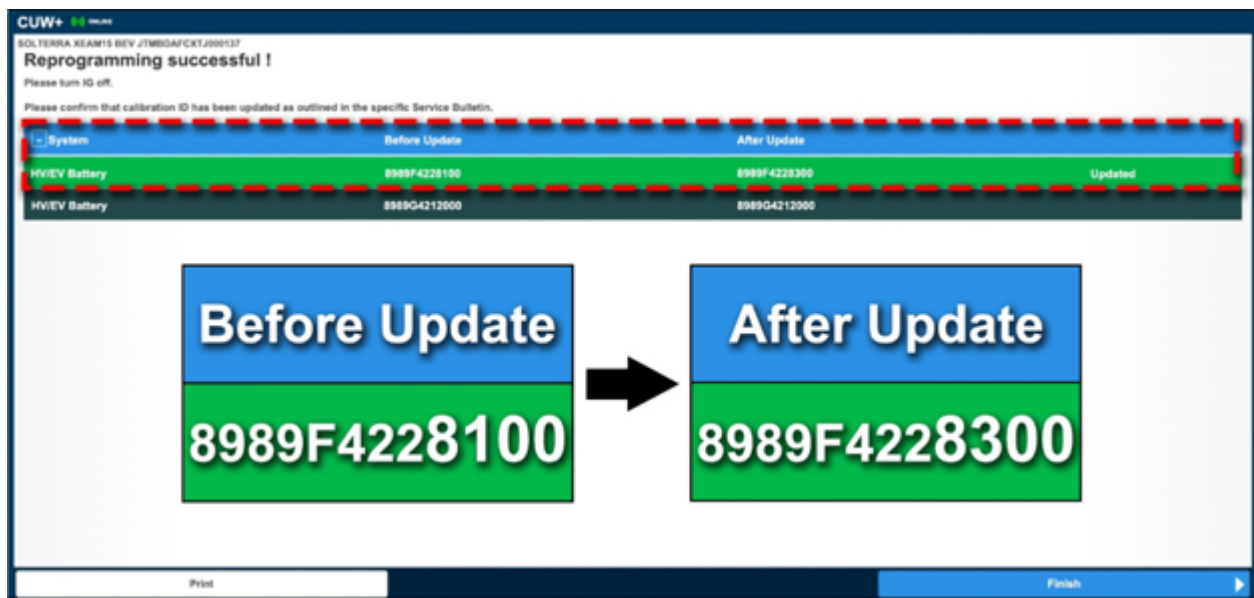
CAUTIONS:

- ALWAYS connect the DCA-8000 to the vehicle using the power supply function before starting reprogramming. Unstable voltage may prevent reprogramming or cause errors.
- Confirm the Toughbook being used is connected to an external power source. Loss of power or reduced PC performance may cause reprogramming errors.
- Close all applications except GTS+ and Calibration Update Wizard. Other applications may slow down processing and cause reprogramming errors.
- Perform reprogramming with the EV system in “Ready Off” mode and the ignition “On”. Reprogramming cannot be performed if the EV system is in “Ready On” mode.
- ALWAYS apply the parking brake to prevent the vehicle from moving

STEP 5: Double-click the file named **8989F4228300.cuw**. The calibration Update Wizard program will launch, and a new window will appear. Follow the on-screen instructions and perform the GTS+ reprogramming procedure.

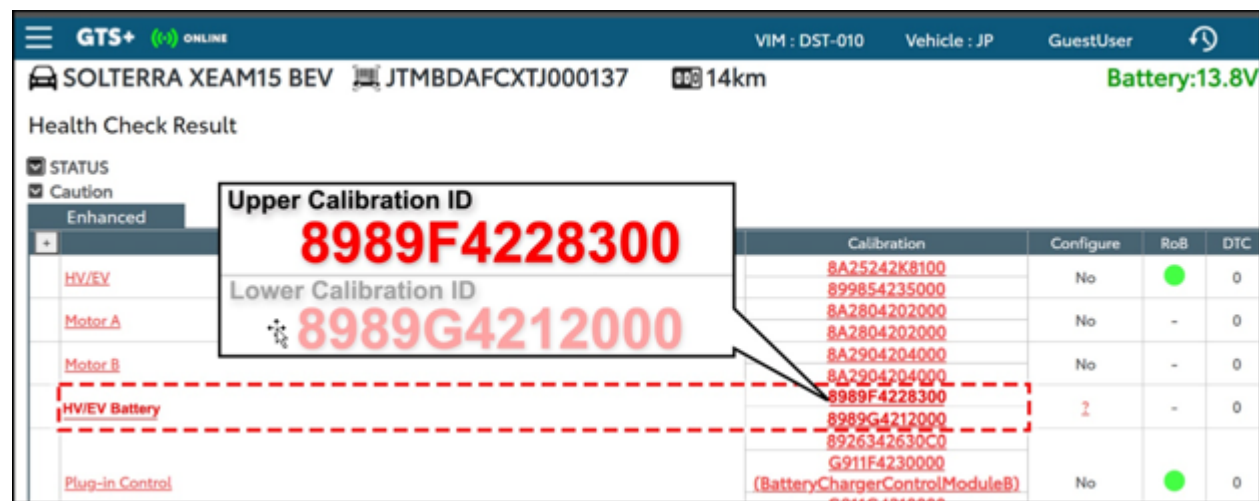
NOTE: Additional information on GTS+ reprogramming can be found in **TSB 14-30-24R** and in the **GTS+ Manual FTMUE03**.

STEP 6: After the reprogramming procedure is completed, confirm the Calibration ID has been updated by comparing the “Before Update” and “After Update” values.



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STEP 7: Perform a Health Check and clear any DTCs acquired during reprogramming. View the Health Check result screen and confirm the upper Calibration ID of the “HV/EV Battery System” has been updated to “8989F4228300”.



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 left side radiator support bracket located behind the driver side headlamp. 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 Completion Labels (contains one sheet of 20 labels)	1

SUBARU

Campaign Code

WRG-26

COMPLETED

DIST./DEALER NO.

SERIAL NO.

DO NOT REMOVE

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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.

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

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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IMPORTANT SAFETY RECALL

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

Subaru Safety Recall WRG-26
NHTSA Recall ID 26V-393
August 2026

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Subaru of America, Inc. (Subaru) has decided that a defect which relates to motor vehicle safety exists in certain 2026 model year Solterra vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle is equipped with a battery that supplies electricity to the drivetrain. Due to a software issue in the Electronic Control Unit (ECU) of your vehicle's battery, the system may fail an internal operational check. If this occurs repeatedly, an "EV System Malfunction" warning message may be displayed and multiple warning lamps for different systems may illuminate. After multiple failed operational checks, the electric drive system could shut down, resulting in a loss of drive power while driving.

While power steering and power-assisted braking would continue to operate, a loss of drive power while driving may increase the risk of a crash.

WHAT SUBARU WILL DO

Subaru will update the software of the battery ECU, free of charge.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately to schedule an appointment to have this safety recall completed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The electrical control unit software update will take less than 45 minutes. However, it may be necessary to leave your vehicle for a longer period of time to allow your Subaru retailer flexibility in scheduling.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

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

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

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Please submit the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number online at <https://subaruclaims.autosolutionteam.com>, or send to the address listed below:

Subaru of America, Inc.
Attention: WRG-26 Recall
2670 Executive Dr
Indianapolis, IN 46241

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

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.wrg26.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to <https://www.subaru.com/support/customer-support.html> and select 'Email 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:
Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to:
<https://www.nhtsa.gov/email-subscriptions>.

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

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.nhtsa.gov>.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and 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.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION

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