

- 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: 2023 MY Solterra

NUMBER: WRE-23R

SUBJECT: Solterra Hub Bolt Torque

DATE: 02/10/23

REVISED: 02/22/23

NHTSA ID: 23V-064

Subaru of America, Inc. (Subaru) has initiated this new safety recall for certain 2023 model year Solterra vehicles to inspect the hub bolts and, if necessary, retorque them to the proper specification.

Until the inspection/remedy is completed, these vehicles should not be driven.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The vehicles included in this new safety recall had previously been contained at specific port processing facilities for repair which included the replacement and tightening of the hub bolts before delivery to Subaru retailers. The original hub bolts required replacement, because they had characteristics that could cause them to loosen under certain conditions of vehicle use. A third-party contractor was engaged to perform the repair work.

A certain contractor team did not properly complete the repair procedure resulting in the potential for under-torqued bolts. Data indicates the recall population is limited to a certain contractor team at two port locations; however, out of an abundance of caution, the recall population includes all vehicles repaired at all port locations supported by the third-party contractor.

Under-torqued hub bolts could result in all the hub bolts on a wheel to loosen to the point where they can detach. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

REMEDY

For all potentially affected vehicles, Subaru dealers will inspect the hub bolts and, if necessary, retorque them to the proper specification at no cost to the customer.

Until the inspection/remedy is completed, customers will be instructed not to drive their vehicle and to make arrangements with their Subaru retailer to have the vehicle towed for inspection. Towing will be provided at no cost to the customer.

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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AFFECTED VEHICLES

A total of 1,182 U.S. Subaru Solterra vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2023	Solterra	March 30, 2022 – June 4, 2022

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

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 \$22,423 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 on or about March 1, 2023.

REQUIRED TOOLS:

- A ½ Inch Digital Torque Wrench with a Calibration within 12 months. The Snap On® 1/2" Drive TechAngle® Electronic Torque Wrench (15–300 ft-lb) is shown below as an example.



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- If wheel removal and installation is required, a wheel stud pilot pin can be used to help prevent the wheel from falling and prevent damage or injury. A recommended wheel stud pilot pin set can be purchased through the Subaru Tools and Equipment site. Solterra requires a 14 X1.50 wheel stud pilot pin.

<https://www.subaruretailersolutions.com/equipment/product/15828>



SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

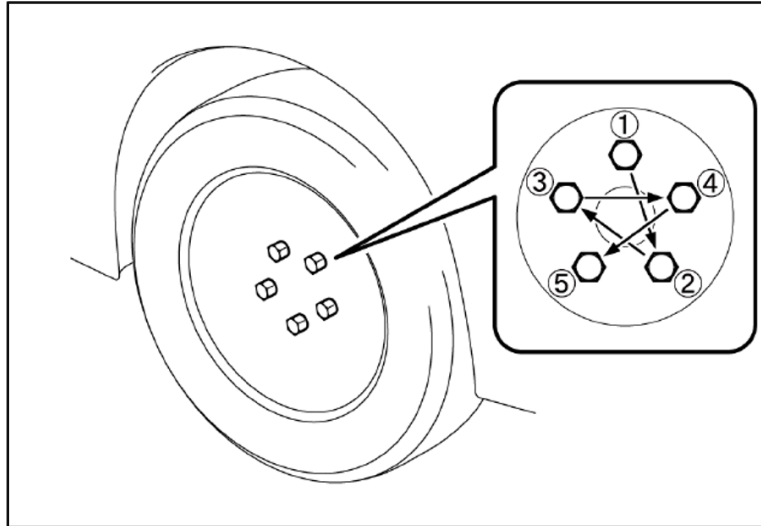
IMPORTANT NOTE: This procedure requires a total of three (3) torque checks. An initial check at 90 ft-lbs to see if additional inspection is required followed by two (2) different patterns (star and circular) of 103 ft-lbs. Every wheel bolt should receive a total of three (3) torque checks to complete the recall with a final torque of 103 ft-lbs.

STEP 1: Mark every bolt and wheel using a water-based paint marker or waxed pen so any movement of the bolt will be visible. Ensure you mark both the bolt and wheel in a straight line, so any change can be identified after torque is applied to the bolt.



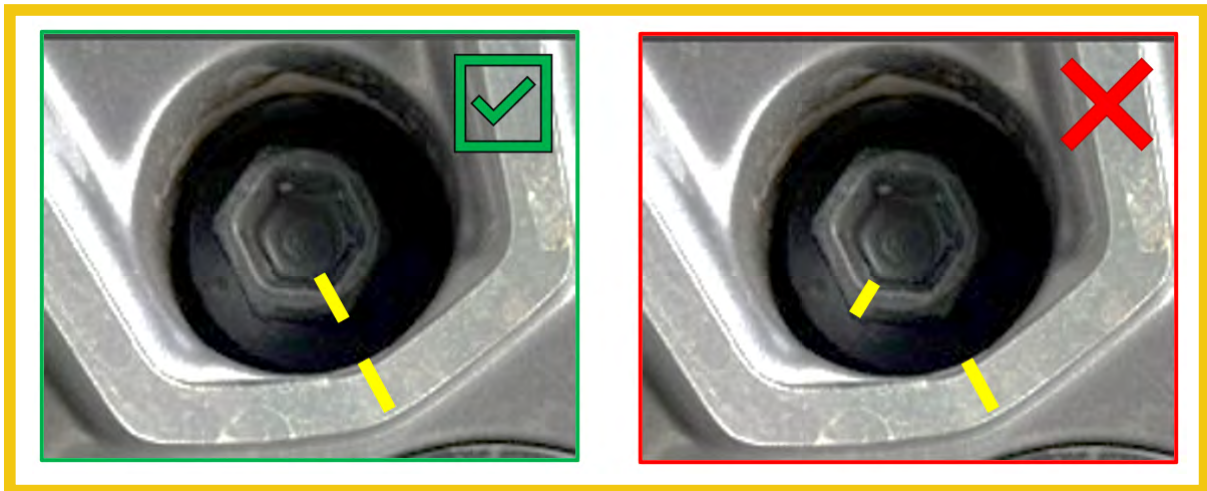
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STEP 2: Using a Digital Torque Wrench, set the torque wrench to 90 ft-lbs (122 Nm). **CAREFULLY** torque **ALL** wheel bolts on **ALL** wheels in the pattern shown below.



STEP 3: Inspect each wheel bolt identification mark for a deviation from the identification mark on the wheel. If any of the wheel bolts required tightening or showed movement based on the marks, before reaching a torque value of 90 ft-lb (122 Nm), mark the bolt head using a water-based paint marker or waxed pen.

CAUTION: DO NOT allow the vehicle to move while performing this procedure. Vehicle movement may cause an inaccurate torque result.



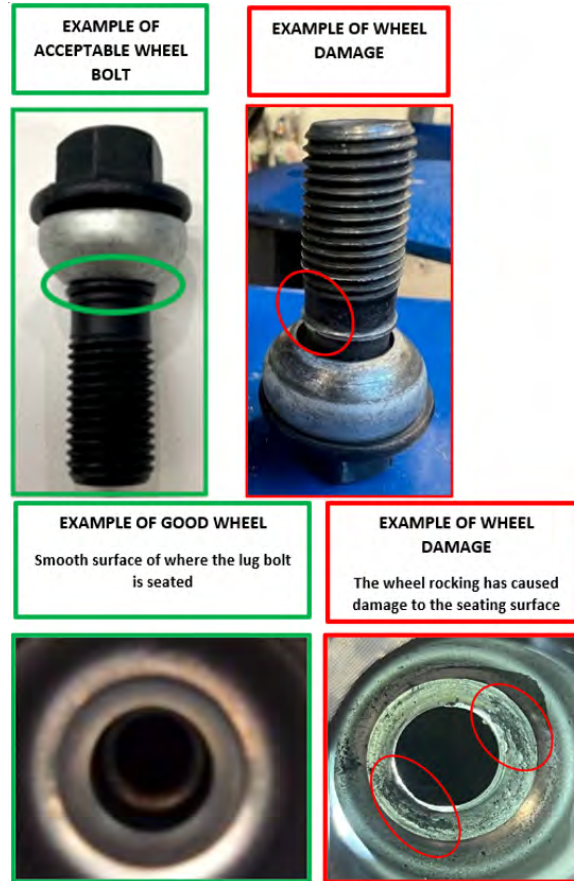
Did any of the wheel bolts move before reaching a torque of 90 ft-lbs (122 Nm).?

YES – Proceed to STEP 4.

NO – Proceed to STEP 7.

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STEP 4: Remove each affected bolt one at a time and inspect the wheel and bolt for any signs of damage, reinstalling and torquing each bolt to 103 ft-lbs. after each inspection detailed in the following Steps. See the example images below.



STEP 5: Is there any damage detected on any of the affected wheel(s)?

YES – Replace the affected wheel(s) and the associated bolt(s) and proceed to STEP 7.

NO – Proceed to STEP 6.

STEP 6: Is there any damage detected on the affected bolt(s)? Check for damage to the O-ring or to the conical washer or threads would indicate a need to replace the bolt(s).

YES – Replace the affected bolt(s) and proceed to STEP 7.

NO - Proceed to STEP 7.

IMPORTANT NOTE: When wheel or bolt replacement is required, a detailed QMR (Quality Monitoring Report) with clear photos **MUST** be submitted for claim approval, the following must be added to the QMR:

- An itemized list of each part and quantity that requires replacement.
- Pictures identifying each individual wheel or bolt that has damage.
*Pictures of bolts can be combined if the failure can be identified on each bolt in the picture, but each failed bolt on the replacement parts list must be pictured. (Example: When requesting 5 bolts, there must be a picture of 5 bolts)
- -VOR Order Number.

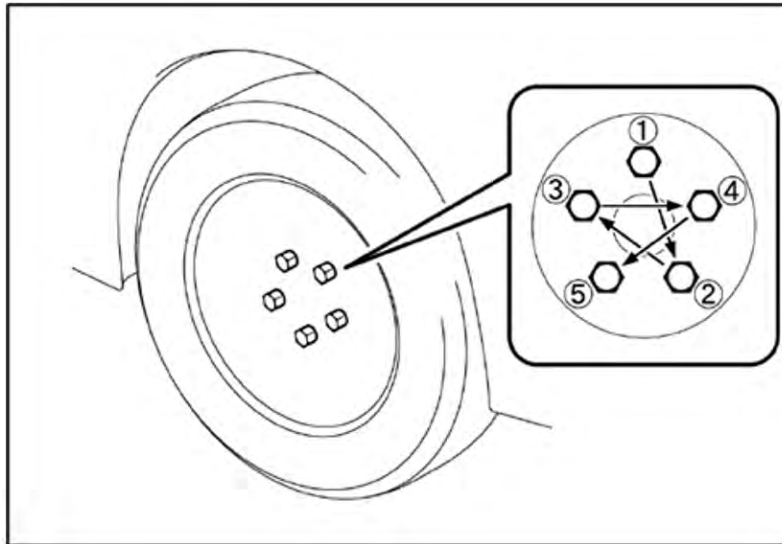
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STEP 7: Adjust the Digital torque wrench to 103 ft-lbs (140 Nm).

CAREFULLY torque **ALL** wheel bolts in a star pattern to 103 ft-lbs (140 Nm). as shown below.

NOTE:

- Follow the tightening order as shown in the illustration below
- The number 1 bolt is always closest to the air valve and the movement is clockwise
- Do Not continue to tighten the bolt once the torque is reached



STEP 8: **CAREFULLY** torque **ALL** wheel bolts to 103 ft-lbs (140 Nm) a second time in a clockwise circular pattern starting at the bolt closest to the air valve. This procedure will confirm the proper torque value has been reached.

NOTE: DO NOT allow the vehicle to move while performing this procedure. Vehicle movement may cause an inaccurate torque result.

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 Completion Labels (contains one sheet of 20 labels)	1

SUBARU

Campaign Code

WRE-23

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.

Labor Description	Labor Operation #	Labor Time	Fail Code
INSPECT/TORQUE ALL WHEEL BOLTS	A113-130	.2	WRE-23
INSPECTION/TORQUE - REPLACE ONE OR ALL WHEEL BOLT	A113-139	.4	
INSPECT/ TORQUE - REPLACE ONE OR ALL WHEEL BOLT, ONE WHEEL R&R	A113-146	0.7	
INSPECT/ TORQUE - REPLACE ONE OR ALL WHEEL BOLT, TWO WHEEL R&R	A113-147	1.0	
INSPECT/ TORQUE - REPLACE ONE OR ALL WHEEL BOLT, THREE WHEEL R&R	A113-148	1.3	
INSPECT/ TORQUE - REPLACE ONE OR ALL WHEEL BOLT, FOUR WHEEL R&R	A113-149	1.6	

Mobile Service:

The torque procedures outlined in this campaign can be performed by mobile technicians. If any further work is required such as wheel or bolt replacement, the vehicle must be transported to a retailer for further completion of the campaign.

Rental for remote inspection

When performing the inspection remotely, SOA will allow a \$50 reimbursement of one SSLP/CPO per day, per technician, when completing multiple mobile recall inspections. Rental used for remote inspection should be submitted as Policy Adjustment and should NOT be included when submitting the recall claim. Please carefully review the information below to regarding how to submit a Policy Adjustment claim for a CPO or SSLP vehicle used by a Technician.

CPO Rental Reimbursement for remote inspection

When a CPO vehicle is being used for a remote inspection, a Repair Order should be opened for the CPO VIN for the day in use. Service Manager, Service Director or their designee must sign repair order in lieu of a customer signature. Record VINs repaired while using the CPO vehicle. The CPO vehicle will be reimbursed at \$50 per day, once per day. Fuel is not included.

Please use the guide below when submitting your claim:

- VIN: The claim should be entered using the CPO VIN used by the technician.
- Claim Type: Policy Adjustment
- Alternate Transportation: Enter \$50 in Alternate Transportation area in the claim.

Continued...

- **Claim Specific Data:** SOA Amount field= enter \$50
Customer Last name: enter CPO
Customer Zip Code- use retailer zip code
- **Claim Notes:** The claim notes must include the RO#, Job, VIN and Recall Claim ID for each customer inspection completed that day.
- Please use the labor operation and fail code information below:

Claim Type	Labor Operation #	Labor Description	Labor Time	Fail Code
Policy Adjustment	A101-102	Rental Only	0.0	RNT-00

NOTE: If wheel and/or bolt replacement is found to be required upon inspection, towing should be set up to get the vehicle into the retailer for parts replacement. While the retailer can work with the customer to provide a loaner vehicle, a CPO vehicle cannot be used by a customer as a loaner vehicle.

SSLP Rental Reimbursement for remote inspection

When a SSLP vehicle is being used for a remote inspection, a Repair Order should be opened for the SSLP VIN for the day in use. Service Manager, Service Director or their designee must sign repair order in lieu of a customer signature. Record VINs repaired while using the SSLP vehicle. The SSLP vehicle will be reimbursed at \$50 per day, once vehicle per day. Fuel is not included.

Please use the guide below when submitting your claim:

- **VIN:** The claim should be entered using the SSLP VIN used by the Technician.
- **Claim Type:** Policy Adjustment
- **Alternate Transportation:** Enter \$50 in Alternate Transportation area in the claim.
- **Claim Specific Data:** SOA Amount field= enter \$50
Customer Last name: enter SSLP
Customer Zip Code- use retailer zip code
- **Claim Notes:** The claim notes must include the RO#, Job, VIN and Recall Claim ID for each customer inspection completed that day.
- Please use the labor operation and fail code information below:

Claim Type	Labor Operation #	Labor Description	Labor Time	Fail Code
Policy Adjustment	A101-102	Rental Only	0.0	RNT-00

NOTE: If wheel and/or bolt replacement is found to be required upon inspection, towing should be set up to get the vehicle into the retailer for parts replacement. While the retailer can work with the customer to provide a loaner vehicle, a CPO vehicle cannot be used by a customer as a loaner vehicle.

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Please be aware of the following SSLP Administration Requirements under this Program:

- An SSLP Service loaner contract must be opened in WebDrive when a retailer is using it for remote inspection or when left with a customer to be used when additional repair is necessary.
- Customers must sign SSLP loaner contract for any SSLP vehicles left in their possession.
- Each Service loaner contract opened and closed will count towards overall SSLP retailer incentive utilization and individual vin utilization.
- The retailer must utilize Subaru SSLP vehicles; rental units from outside rental companies (ie: Enterprise, Hertz, etc.) are not eligible for the \$50 per day reimbursement.

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.

IMPORTANT SAFETY RECALL
This notice applies to the VIN below



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

Subaru Safety Recall WRE-23
NHTSA Recall ID 23V-064
February 2023

Dear Subaru Owner:

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

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 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

The hub bolts that attach the wheels to your vehicle may have been under-torqued prior to delivery to the Subaru dealership where you purchased or leased your vehicle. Under-torqued hub bolts could loosen to the point where the wheels could detach.

If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will inspect the hub bolts on your vehicle and, if necessary, retorque them to the proper specification at no cost to you.

WHAT YOU SHOULD DO

Please do not drive your car until this recall repair has been performed by an authorized Subaru retailer.

You should contact any authorized Subaru retailer (dealer) to have your vehicle towed to them for this recall repair, at no cost to you. For your convenience, your retailer may provide you with a loaner or rental vehicle at no cost until the repair can be performed.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at 1-800-261-2155.

HOW LONG WILL THE REPAIR TAKE?

The time required for this repair is less than 30 minutes. 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.

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 update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

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.

Please send 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 to the address listed below:

Subaru of America, Inc.
Customer Advocacy Department, Attention: WRE-23 Recall
P.O. Box 9103, Camden, NJ 08101-9877

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.wre23.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"
- 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

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

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

You may also contact the 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.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

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