

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: 2019-22 Crosstrek Hybrid
 2023 Solterra

NUMBER: 07-210-22R

DATE: 08/29/22

REVISED: 05/04/23

SUBJECT: Hybrid & EV Battery / High Ambient Temperatures-
 Precautionary Work Procedures

INTRODUCTION:

This Service Information Bulletin announces the precautionary measures to be followed in order to limit high ambient temperature exposure to the hybrid battery. Lithium-ion battery performance may deteriorate when exposed to temperatures higher than 140°F (60°C). Follow the precautions outlined below to avoid such battery performance deterioration.

SERVICE PROCEDURE / INFORMATION:

If the hybrid or EV battery is expected to have high ambient temperature exposure for more than one hour such as body paintwork, the battery will require proper removal and storage.

- **ONLY** technicians who have received the Subaru training for high voltage systems should be allowed to perform service or maintenance of high voltage circuits.
- For hybrid battery removal and installation refer to STIS: Body & Electrical/WIRING SYSTEM > HYBRID ELECTRIC VEHICLE > HIGH VOLTAGE BATTERY
- For EV battery removal and installation refer to STIS: Engine / Hybrid System > EV BATTERY SYSTEM > EV BATTERY
- The hybrid and EV battery **MUST** be stored in an environment with the following conditions:
 1. The ambient temperature is between 22°F and 140°F (-30°C to 60°C).
 2. The storage area is free from any flame exposure.
 3. There is no water or moisture in the storage area.
 4. The area **MUST** be free from children.

CAUTION: Failure to meet these requirements may cause personal injury and/or damage to the battery.

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| <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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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.