



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

January 30, 2020

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NEF-109 ela
Ref. No. 11220113

[REDACTED]
St. Louis, MO [REDACTED]

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2016 Subaru Crosstrek vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. While researching your transmission issue we located a Subaru Warranty Extension Program (Bulletin No. 16-115-18) that may be of interest to you (enclosed). Subaru has issued an extension of the New Car Limited Powertrain Warranty coverage for the Continuously Variable Transmission (CVT) on MY 2016 through MY 2017 Crosstrek vehicles. This Extended Coverage increases the New Car Limited Warranty on the CVT from the original 5 years or 60,000 miles to a period of 10 years or 100,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. We recommend you contact your local dealer or Subaru for information about the Warranty Extension Program.

Please note that manufacturers may issue a Warranty Extension Program to address a known problem and to restore customer satisfaction. However, the issuance of a special coverage program does not necessarily reflect the existence of a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA has no jurisdiction over repairs, expenses or reimbursement requests associated with such programs.

The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you contact Subaru and/or continue to work with your local dealer to resolve this matter.



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Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

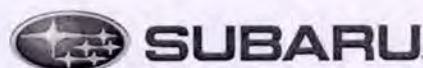
Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

- 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: 2016-17MY Legacy/ Outback 2.5L NA CVT
 2016-17MY Legacy/ Outback 3.6L NA CVT
 2016-17MY Impreza 2.0L NA CVT
 2016-17MY Crosstrek 2.0L NA CVT
 2016MY Crosstrek Hybrid CVT
 2016-17MY Forester 2.5L NA CVT
 2016-17MY Forester 2.0L Turbo CVT
 2016-17MY WRX 2.0L Turbo CVT

NUMBER: 16-115-18

DATE: 09/06/18

SUBJECT: CVT Warranty Extension

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Powertrain Warranty coverage for the Continuously Variable Transmission (CVT) on the above listed models and model years from the original five (5) years or sixty thousand (60,000) miles (whichever comes first) to ten (10) years or one-hundred thousand (100,000) miles (whichever comes first). This change is not in response to any specific condition, rather it is to provide customers with added assurance regarding the function and overall performance of their CVT. Additionally, vehicles which are beyond one-hundred thousand (100,000) miles at the time customer notification letters are mailed are being offered additional coverage for a period of one-year from the date of the customer notification letters. For these vehicles, retailers must contact Subaru Claims Helpline prior to claims submission at 1-866-SUBARU2 (1-866-782-2782). A copy of the customer letter is attached to this bulletin as reference.

NOTES:

- **ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair.** See sample inquiry result below.

EXTENSIONS							
COVERAGE	REASON	ADDT'L MONTHS	ADDT'L MILES	EFFECTIVE DATE	EXPIRATION DATE	UPDATE DATE	USER
WC	CVT	60	40,000	XX XX	XX XX	XX XX	SADMIN

- There is no **mandatory inspection** required for this warranty extension. **Only those vehicles where the customer is currently experiencing a concern with the CVT should be inspected.**

Continued...

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.

IMPORTANT: The CVT warranty extension is subject to the same terms and conditions set forth in the New Car Limited Powertrain Warranty. The CVT warranty extension is only applicable to the original equipment CVT and Genuine Subaru replacement CVT assemblies including those remanufactured by Subaru of America, Inc. It does not apply to salvage yard CVTs, rebuilt salvage vehicles, or CVTs which have been overhauled, remanufactured or rebuilt by parties other than those approved by Subaru of America, Inc. See individual vehicle Powertrain Warranty coverage for details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Claims Policies and Procedures guide.

Effective September 7th, 2018 for 2016-17MY vehicles:

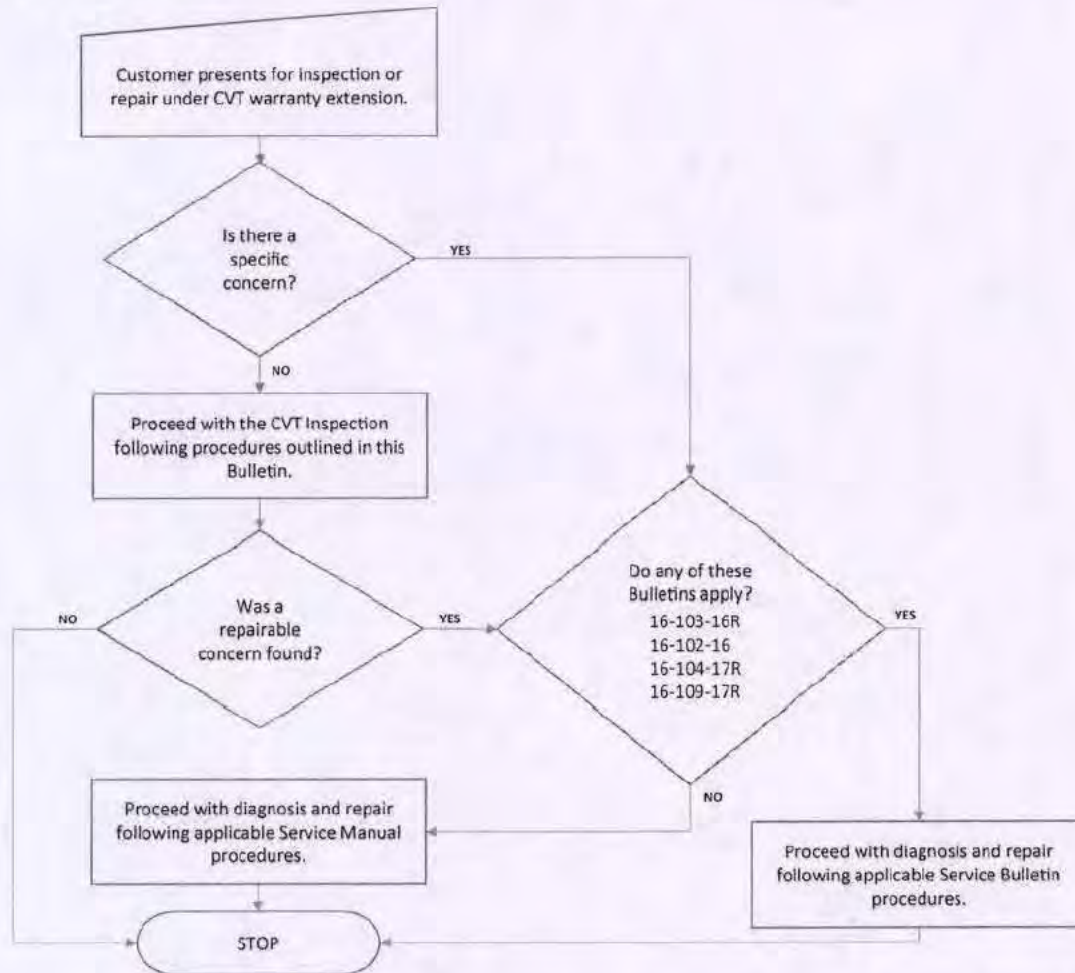
- For vehicles with 100,000 or more miles, retailers must contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for an authorization prior to replacing a CVT assembly under this extension. **Inspections and repairs on those vehicles with 100,000 or more miles as of September 30th, 2018, must be completed prior to the September 30th, 2019 expiration date.**
- For repairs where the total claim amount will exceed \$10,000, retailers must contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for authorization **prior to** replacing a CVT assembly under this extension.

After September 30th, 2019, this coverage extends the vehicle's Powertrain Limited Warranty as it applies to Continuously Variable Transmission (CVT) to 10 years or 100,000 miles (whichever comes first) from the original warranty start date. This will provide additional coverage for some vehicles. All inspections and repairs must be completed prior to expiration of this 10 year / 100,000 mile Warranty Extension.

As a reminder, when calling the Subaru Claims Helpline to obtain a Warranty repair authorization, the caller must have the following information available for review. Please compile this information **before** calling and be prepared to answer basic questions regarding the vehicle breakdown and repair needs:

- o Your Retailer number
- o Repair Order number
- o Vehicle Identification Number (VIN)
- o Vehicle mileage
- o Customer name
- o Technician findings including all diagnostic readings, troubleshooting and results
- o A complete estimate of the total repair cost (parts and labor)
- o Repair labor operation numbers and failure code.

SERVICE PROCEDURE



****IMPORTANT:** See prior authorization requirements outlined on page 2.

References:

- **16-103-16R**- 2010-2015MY All Models equipped with TR690 CVT- Transmission Fluid Seepage- CVTF seepage accumulates under torque converter case. Source is leak from CVT oil pump chain cover due to gasket material sealing failure.
- **16-102-16**- All Models- P0841 Secondary Oil Pressure Sensor Performance Diagnostics
- **16-104-17R**- 2015MY Legacy and Outback- “Bump” Feeling from CVT at Idle in Drive- Customer may experience sensation like being “bumped” from behind by another vehicle.
- **16-109-17R**- All Models with TR580 and TH58A CVT Transmissions - Fluid Service Plug Design Change

CVT Repair and Replacement Policies

8.4.33.1.3 Original CVT Transmission

Effective August 1, 2011 the following component repairs are required to be performed to the vehicle's original CVT Transmission when it is determined that such repairs will correct a failure:

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- Control Valve Body replacement as long as an internal failure has not contaminated the fluid
- Control Valve Body Harness
- Front Oil Pump Seal
- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal
- Oil Inlet and Outlet Pipes
- Cooler Pipes
- All external sensors or switches
- Oil pressure test parts and drain plug
- Parking Pawl and spring

NOTES:

- In the event more extensive repairs than those listed above are required, a remanufactured exchange unit must be used, except in the case of a "new" and "in-stock" vehicle.
- **Review Technical Service Bulletin 16-42-90R revised 09/03/15 for the proper cooler flushing procedure during replacement of any 4AT, 5AT, 6AT or CVT transmission. It is mandatory that the transmission cooler flush be supplied by SOA for all claims submitted to SOA for reimbursement.**

8.4.33.1.4 Remanufactured CVT Transmission

The following component repairs are required to be performed to the vehicle's remanufactured transmission when it is determined that such repairs will correct a failure:

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- Control Valve Body replacement as long as an internal failure has not contaminated the fluid
- Control Valve Body Harness
- Front Oil Pump Seal

Continued...

- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal
- Oil Inlet and Outlet Pipes
- Cooler Pipes
- All external sensors or switches
- Oil pressure test parts and drain plug
- Parking Pawl and spring

NOTES:

- In the event more extensive repairs than those listed above are required, a remanufactured exchange unit must be used, except in the case of a “new” and “in-stock” vehicle.
- Review Technical Service Bulletin 16-42-90R revised 09/03/15 for the proper cooler flushing procedure during replacement of any 4AT, 5AT, 6AT or CVT transmission. It is mandatory that the transmission cooler flush be supplied by SOA for all claims submitted to SOA for reimbursement.

CVT Inspection:

- The following may only be performed and claimed if the customer presents for a CVT inspection under the terms of the CVT warranty extension with no specific concern noted.
- If a specific concern was noted by the customer, follow the diagnostic flow found in the Service Procedure section of this bulletin.
- **NOTE:** The one-year and extended coverage will still apply regardless if this CVT inspection was performed or not. Coverage is not dependent upon these testing results. This option is made available for customers who request an inspection of their CVT after receiving the notification letter but have no specific concern with the function of the CVT.
- If the vehicle passes inspection now but fails later, coverage will be available if applicable.
- If the vehicle fails the inspection and is repaired, but fails later within the one-year coverage period, coverage under the warranty extension will be available if applicable. In such a case, Parts Warranty coverage may apply secondarily.

Continued...

INSPECTION PROCEDURES:

Perform Road Test, Stall Test, and Time Lag Test procedures as outlined in the applicable Service Manual. Document all outlined checks and test results on the repair order

IMPORTANT REMINDERS: HAND TOOLS ONLY whenever removing or installing any inspection or fluid service plugs. See **TSB 16-109-17R** for important information regarding Fluid Service Plugs.

- If no concerns are noted- **STOP- Submit a claim for inspection only using the labor operations listed in this bulletin.**
- If any concerns are noted, follow the remaining diagnostic flow shown in the Service Procedures section of this bulletin.
- If a concern is found requiring repair/ replacement, claim for the needed repair and diagnostic time, where applicable, using the Labor Time Guide (LTG). **DO NOT claim for this CVT inspection using the operation listed in this bulletin.** Use the Labor Time Guide (LTG) to claim for the specific repair times using the related LTG listed operations for diagnostic times where applicable.
- **DO NOT** submit a claim using the coding found in this bulletin if a repair is performed or is planned to be performed. Refer instead to the LTG for appropriate coding including diagnostic time where applicable.

WARRANTY / CLAIM INFORMATION:

The New Car Limited Powertrain Warranty for CVTs on these vehicles is five (5) years or sixty thousand (60,000) miles. SOA is extending this original warranty for CVT coverage **ONLY** for an additional five (5) years or forty thousand (40,000) miles, whichever occurs first.

SOA will inform vehicle owners of this warranty extension via a customer letter. Customers whose vehicles are experiencing any concerns can schedule an appointment with an authorized Subaru retailer for a free inspection of their CVT. Should such an inspection result in no problem found, submit for reimbursement for the inspection only using the claim coding provided below.

All repairs performed within this warranty extension period should follow existing warranty procedures and be claimed using existing warranty coding as found in the Labor Time Guide (LTG).

NOTE: Inspection time is included in existing warranty times for most repairs. Diagnostic times may be claimed where applicable using the times listed in the LTG related to the specific repair performed.

Labor Description	Labor Operation #	Model / Labor Time	Fail Code
CVT WARRANTY EXTENSION, ROAD, STALL AND TIME LAG TESTING, INSPECTION ONLY, NO REPAIRS MADE*	B383-128*	All EXCEPT Crosstrek HEV- 0.5 Crosstrek HEV- 0.6	MFG-48

***This operation may not be used if any current or future repair is planned. In those cases, refer to the LTG for how to claim diagnostic time where applicable.**

Continued...

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.



SUBARU

Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08103-9103
1-844-373-6622
www.subaru.com

September 2018

Important Notice:

Warranty Extension for Continuously Variable Transmission (CVT) 2016-2017 Legacy/Outback, Impreza, WRX, Crosstrek, and Forester

Dear Subaru Owner:

As part of Subaru's dedication to customer satisfaction, this letter is to inform you of an extension to the New Car Powertrain Limited Warranty for your vehicle's Continuously Variable Transmission (CVT). Subaru is implementing a CVT Warranty Extension program which extends warranty coverage for the CVT on the models listed above that were sold or leased in the United States.

Please note that this is not a recall, and it does not impact the safety of your vehicle. If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.

The CVT Warranty Extension extends the affected vehicle's original New Car Powertrain Limited Warranty as it applies to the CVT.

For all vehicles listed above:

- A one-year coverage period is available for all eligible vehicles listed above regardless of mileage and warranty start date and is effective now through September 30, 2019.
- For vehicles that are more than ten (10) years old or have more than one hundred thousand (100,000) miles, inspections or repairs under this one-year coverage period must be completed on or before September 30, 2019.
- For vehicles less than 10 years old with 100,000 miles or less after September 30, 2019:
- The coverage period extends the vehicle's New Car Powertrain Limited Warranty as it applies to the CVT to ten (10) years or one hundred thousand (100,000) miles (whichever occurs first).
- Inspections or repairs under this coverage period must be completed prior to the expiration of that ten-year or one-hundred-thousand mile period (whichever occurs first).

Only if you have a concern with your CVT would you need to schedule an appointment with an authorized Subaru retailer for a free inspection. The inspection will take approximately forty (40) minutes. However, it may be necessary to leave your vehicle for a longer time on the day of your scheduled appointment to allow your retailer flexibility in scheduling.

Reimbursement Eligibility

- You may be eligible for reimbursement if you paid to have your vehicle's CVT repaired or replaced following the expiration of the original New Car Powertrain Limited Warranty period of five (5) years or sixty thousand (60,000) miles, but before the newly extended warranty period of ten (10) years, one hundred thousand (100,000) miles.
- You must have paid an out-of-pocket expense for a repair or replacement of the CVT that would have been covered had it occurred during the newly extended warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.
- If you have been previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third party including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.

To Apply for Reimbursement

Please apply for reimbursement online at: www.cvtclaim.subaru.com. Complete the online claim form and attach the required documentation listed below:

- Attach a copy of the receipt or invoice for the repair. A copy of the repair invoice or work order showing CVT repair and/or replacement will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- Attach proof of payment, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

**Subaru of America Inc.
CVT Warranty Extension
Customer Retailer Services
P.O. Box 9103
Camden, NJ 08103-9877**

Your request for reimbursement must be postmarked no later than December 31, 2018.

Please allow 6-8 weeks for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

If you have questions about this notice or need help contacting an authorized Subaru retailer, please contact the CVT Extension Hotline at 844-373-6622.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION