

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: 2010 MY to Present Legacy
 2010 MY to Present Outback
 2012 MY to Present Impreza
 2013 MY to Present Crosstrek
 2014 MY to Present Forester

NUMBER: 03-67-12R
DATE: 06/22/12
REVISED: 09/28/15

SUBJECT: Remanufactured CVT Program

INTRODUCTION:

Subaru of America, Inc. has extended the availability of remanufactured CVT transmissions to include Crosstrek, Forester and Impreza applications. Please check applications and availability through normal parts channels prior to making vehicle repairs. Retailers are required to use a remanufactured unit for all repairs reimbursed by Subaru that require a major repair or replacement, except in the case of a “new” and “in-stock” vehicle.

COMPONENT REPAIRS:

The following component repairs are required to be performed to the vehicle’s transmission when it is determined that such repairs will correct a failure. In the event more extensive repairs than those listed below are required, a remanufactured unit must be used.

- 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
- 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
- Axles and seals
- Primary Revolution Sensor
- Front Wheel Speed Sensor
- Oil pressure test parts and drain plug
- Parking Pawl and spring

NOTE: Remanufactured transmissions may not be used to repair new in-stock vehicles.

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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.

REPLACEMENT PROCEDURE:

Remanufactured units can be easily identified; they have the part number label shown below attached to the unit.



Each remanufactured transmission will have an Installation Tag attached explaining the installation procedures and precautions. These procedures must be followed otherwise non-warranty failures could occur.

IMPORTANT

Before replacing a transmission with a remanufactured unit, it is critical that the installing technician performs the following:

- Ensure that the transmission radiator cooler and lines are clear of all debris and are not kinked or obstructed. The transmission oil cooler must be properly flushed per Subaru Service Bulletin 16-42-90R. Claims for transmission replacement or repair that fail to perform this procedure are subject to rejection or debit.
- If applicable for the model, install or replace the auxiliary filter.
- Check the remanufactured unit to ensure that it is the correct transmission for the application and not damaged in any way.
- Ensure all shipping plugs are removed from the remanufactured transmission prior to installation.
- Ensure the front differential and transmissions are filled with the proper gear oil and ATF:
 - All 5AT units (2006MY & after) must use “ATF-HP/PS Fluid” in the transmission.
 - All CVT units in vehicles with naturally aspirated H4 engines must use “CVTF-II” fluid in the transmission, which is green. Remanufactured CVT’s for 2010-2014MY vehicles may contain a residual amount of the old “CVT C-30” fluid, which is blue. Mixing green and blue fluids in pre-2015MY vehicles is acceptable. Any 2015MY and up CVT should never contain, and cannot use, the blue “CVT C-30” fluid.
 - All CVT units in vehicles with turbo H4 or H6 engines must use “CVT ATF High Torque” fluid in the transmission, which is orange.
- **Depending on model and model year of vehicle, learning procedures may be required. Please refer to Subaru Service bulletin 16-72-07 for details. Failure to perform the learning procedures could result in performance issues.**

P/N 1000-TAG

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The transmission oil cooler must be properly flushed per Subaru Service Bulletin 16-42-90R. Confirm the procedure has been performed by including technician notes and the proper part number for transmission flush on the repair order. Claims for transmission replacement or repair that fail to perform this procedure are subject to rejection or debit.

Transmissions are shipped dry. Refer to the service manual for proper filling procedures and fluid type for both the front differential and transmission.

Depending on model and model year of vehicle, learning procedures may be required. Please refer to Subaru Service bulletin 16-72-07 for details. Failure to perform the learning procedures could result in performance issues

RETURN PACKING/SHIPPING PROCEDURES:

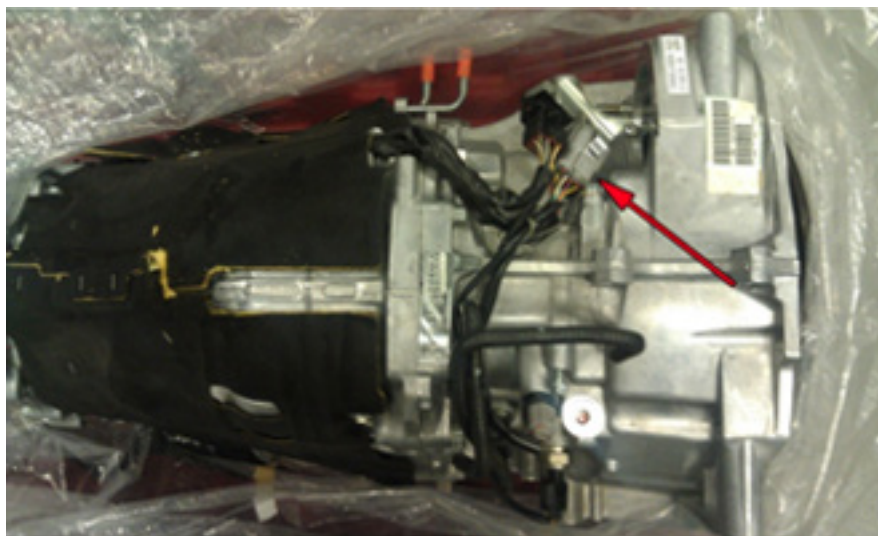
All transmissions replaced with a remanufactured transmission (warranty or non-warranty) are returned to Subaru of America/ YRC Reverse Logistics at the Grove City, OH address. The procedure is outlined on Subarunet in the Parts Policy/Procedures manual section 12.3 Core Returns – Reman. All other transmissions replaced under warranty must be shipped to the location indicated on the Parts Return Notice.

Transmissions incorrectly shipped will result in the loss of the core credit or a debit of the claim for a part not returned as requested. The retailer will be responsible to trace and return the unit to the correct location at their own expense.

Packaging: There are now three distinct remanufactured transmission returnable containers in circulation (4AT, 5AT, and CVT). The CVT container is easily identifiable by the red extruded top. Retailers must make sure to use the correct returnable packaging for the correct style of transmission (top, bottom, insert).

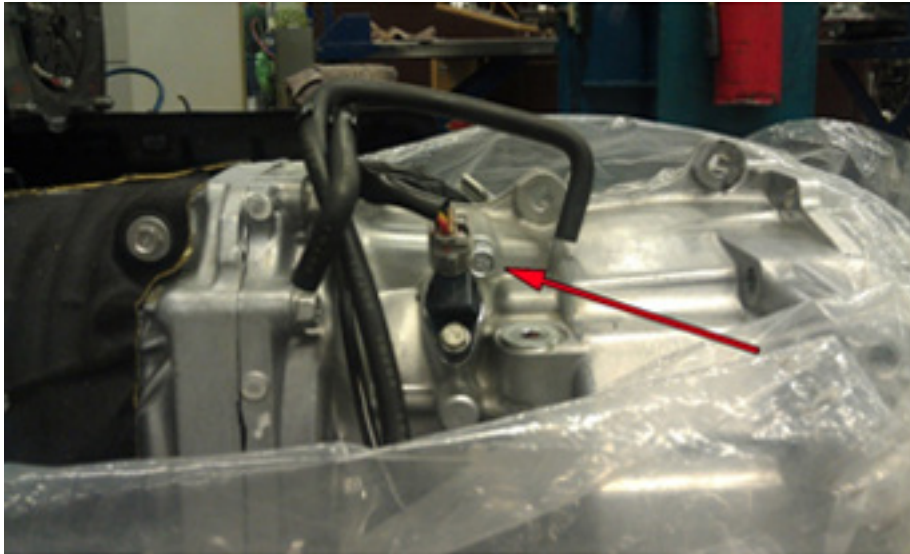


Shipping Precaution: Due to packaging constraints, CVTs will not ship with the uppermost bracket attached. It will be safely tucked below the top surface of the CVT case to prevent shipping damage. The bracket can be attached as soon as the container is opened (and should be attached prior to installation in the vehicle).



Harness and bracket tucked away.

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Loosen this bolt to mount harness bracket.



Bracket attached, CVT ready for installation.

All CVT returns must be shipped with the bracket removed and the harness tucked safely away from the top of the container. Failure to do so may cause damage to the unit. Damage due to improper shipping would be the responsibility of the retailer.

CORE CREDIT:

To ensure full core credit: Navigate to Subarunet.com/Fixed Ops-Inventory Ops>Returns Shipping. Click into the core return section. Follow the instructions and enter the core part numbers to be returned. Each field on the Credit Request and Diagnosis Form needs to be populated. The reference number on the form will automatically populate with a unique reference number when you are finished. Keep a copy of the Credit Request and Diagnosis Form with the vehicle records.

Failure to comply with these requirements may result in a full or partial debit of the core credit. (For more information on remanufactured transmission core charges, please refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual supplied to the Retailer Parts Department.)

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WARRANTY/CLAIM INFORMATION:

For vehicles within the Basic New Car, Powertrain and/or Remanufactured Transmission Limited Warranty period or with an active Added Security Classic, Powertrain or Gold Service Agreement, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION	FAIL CODE	LABOR TIME
Reman Transmission R&R	A139-301	TMA* or TMB**	See Labor Time Guide for model specific labor hours

Choose the correct fail code based on the transmission being replaced.

*TMA – Replace OE or NEW A/T with REMAN A/T

**TMB – Replace Reman A/T with Reman A/T

NOTE: Includes transfer of all components, adjustments, electrical/line pressure testing, cleaning of the transmission cooler and filling out necessary paperwork. Also includes transmission learning.