

**Subarunet Announcement**



**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: October 4, 2016**

**Subject: UPDATE: Service Program: WTJ-70 – Forester CVT Low Fluid Level**

***This announcement supersedes the announcement previously posted August 30, 2016.*** In the interest of customer satisfaction, Subaru of America, Inc. is initiating a service program for certain 2017 model year Forester non-Turbo vehicles with CVT.

***Description***

The CVT fluid in affected vehicles was not filled to the proper specified level at the factory. The condition could cause a noticeable air vacuum noise or possibly even chain slip under high levels of shock load depending upon driving conditions (i.e. rapid acceleration or hill climbing). Extended driving under this low-fill condition is not recommended.

***Affected Vehicles***

Not all vehicles listed below are covered by this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data is now available.

<b>Service Program</b>	<b>Vehicle Models</b>	<b>Production Date Range</b>
WTJ-70	2017 Forester non-Turbo CVT	February 15, 2016 – August 4, 2016

***Repair***

Please refer to Service Program Bulletin WTJ70 now posted on STIS. ***Please note that the repair procedure has been updated from the previously published Service Bulletin.***

***Owner Notification***

Subaru is in the process of obtaining the current registration data for the affected vehicles. Owner notification will occur in ***early October***. Retailers will be notified when owner notification begins.

***Retailer Affected VIN Lists***

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

Important: Retailer affected VIN lists include owner name and address information for vehicles affected by these service programs. This information will enable retailers to follow up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of these service programs.