

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

© 2016 Subaru of America, Inc. All rights reserved.

SERVICE PROGRAM

APPLICABILITY: 2017 MY Subaru Forester (non-Turbo) with CVT **NUMBERS:** WTJ-70

SUBJECT: Service Campaign – Forester CVT Low Fluid Level **DATE:** 09/1/16

INTRODUCTION:

Subaru of America, Inc. (Subaru) has determined that certain 2017 model year Forester normally aspirated vehicles equipped with CVT transmissions will require additional CVT fluid.

The CVT fluid (CVTFII) 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).

AFFECTED VEHICLES:

- Some 2017 model year Forester (non-Turbo) vehicles with CVT Transmission

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data is now available.

Model Year	Model	Starting Production Date	Ending Production Date
2017	Forester	February 15, 2016	August 4, 2016

RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone office when owner notification begins.

SUBARU RETAILER PROGRAM RESPONSIBILITY:

Retailers are strongly requested to promptly perform the applicable service procedures to correct all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this Service Program is taken into inventory or brought in for service, necessary steps should be taken to ensure these repair procedures have been performed before selling or releasing the vehicle.

<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>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>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Continued...

TOOLS REQUIRED:

- Sharpie (or equivalent permanent marker) to mark CVT case when completed
- 3/8" Drive Ratchet
- 12mm Socket (under cover removal)
- Flat Blade Pocket Screwdriver (under cover removal)
- 8mm Hex Bit Socket (as shown) for filler plug removal
- 3/8" Torque Wrench



PART INFORMATION:

- CVTFII can be ordered by the quart (case of 12): SOA427V1660* or 5 Gallon pail: SOA427V1610*
- Gasket 18x24x1.0, p.n. 803918060 Qty: 1

***NOTE:** Only 700ml of CVTFII is required per repair.

SERVICE PROCEDURE / INFORMATION:

IMPORTANT: BEFORE proceeding with this procedure, always confirm the following:

- If you find a paint mark in this area, this procedure has already been completed. **STOP.** No further action is required.
- If there is not a paint mark, proceed with the balance of this bulletin.



Continued...

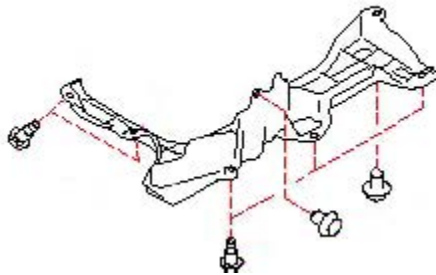
Procedure for In-Stock / Undelivered Vehicles:

Adjust the CVTFII level following the process outlined in the applicable Service Manual as outlined here for your reference.

- Connect the SDS Notebook and DST-I to the vehicle. Select SSM4 from the GUI.
- When SSM4 opens select Diagnosis.
- After the vehicle specification populates, click OK.
- Select Each System followed by Transmission and click Next.
- Select Data Monitor and Select the data for “ATF TEMP” and click OK

Caution:

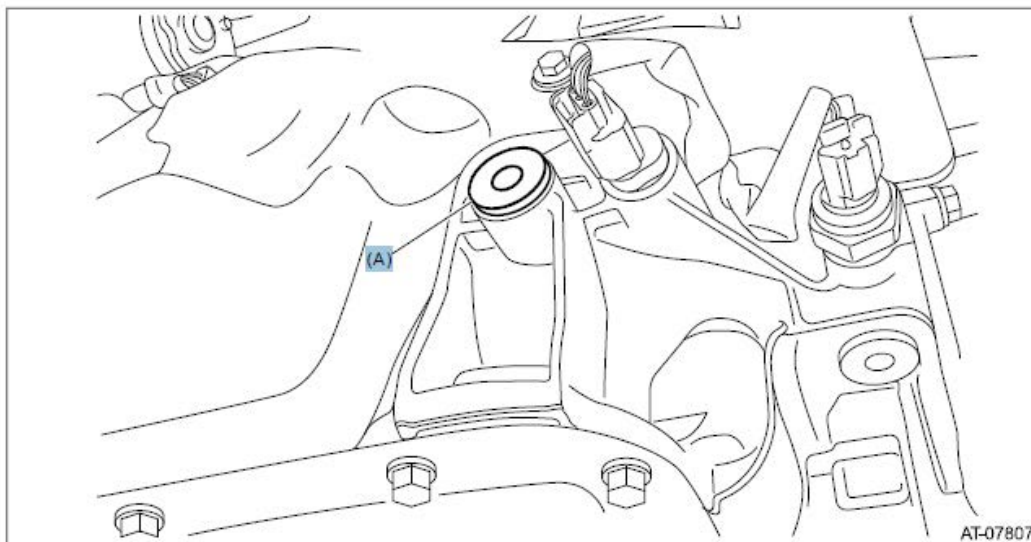
- **CVTFII level changes along with CVTFII temperature. When inspecting CVTFII level, observe the specified CVTFII temperature.**
 - **Always use specified CVTFII. Using other fluid will cause malfunction.**
1. Idle the engine to raise CVTFII temperature to 35 — 45°C (95 — 113°F) on Subaru Select Monitor.
 2. Operate the select lever in P → R → N → D and D → N → R → P to circulate CVTFII with the engine idling.
 3. Lift the vehicle while the engine is running.
 4. Remove the under cover front - transmission.



5. Remove the filler plug.

Caution: Pay special attention to the following operations as the engine is at idle.

Note: CVTFII is at the specified level when it is up to the filler plug hole lower section.



(A) Filler plug

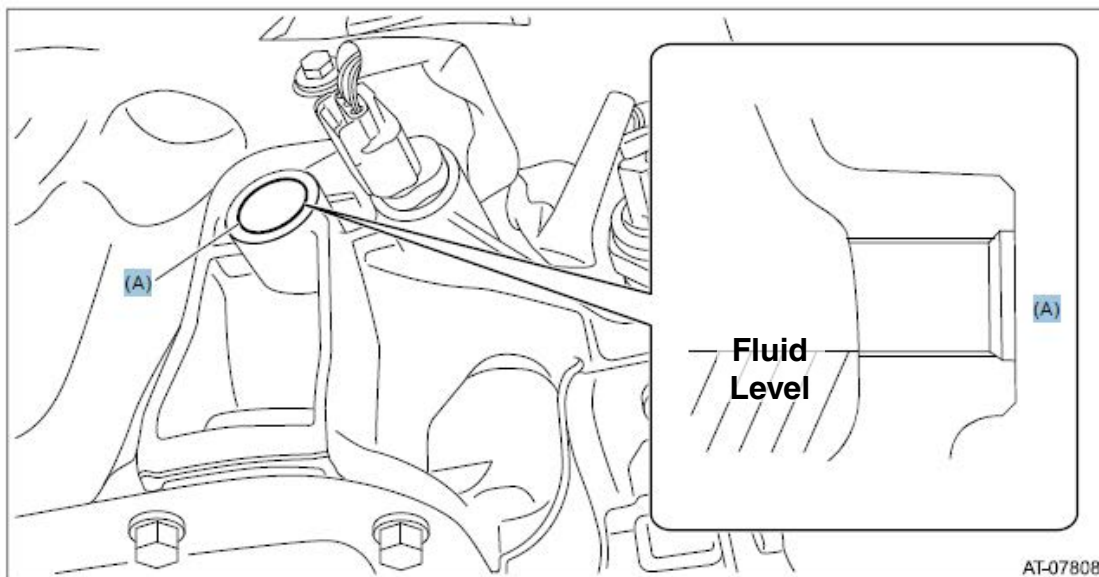
Continued...

6. When there is no CVTFII leakage from the transmission, add the specified fluid up to the filler plug hole lower section.
A small amount of CVTFII may drain initially from the plug hole due to the presence of residual fluid in the access port. It is expected that 700 ml of fluid will need to be added to achieve correct fill in all cases. If the CVT appears to need significantly more or less than 700ml, confirm that the fluid temperature is still correct for inspection and that the engine is running.

Specified fluid: CVTFII by the quart (Part# SOA427V1660 – 12 quart case) or 5 Gallon pail (SOA427V1670)

Caution:

Note that when CVTFII is added up to the lower section of filler plug while the transmission is in cold condition, overfilling of CVTFII occurs, causing the oil to spill out.



(A) Filler plug hole

7. Install the filler plug.
Note: Use a new Filler Plug Gasket part number 803918060
Tightening torque:
50 N·m (5.1 kgfm, 36.9 ftlb)
8. Install the under cover front - transmission.
Tightening torque:
18 N·m (1.8 kgfm, 13.3 ftlb)

IMPORTANT: Mark the CVT case for visual verification of the completed repair as shown in the photo below.



Continued...

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this Service Procedure will be based on the submission of properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on subarunet.com. One quart of CVT Transmission Fluid, p.n. SOA635304 can be claimed for each fluid level adjustment.

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
CVTFII TOP-OFF ONLY	A130-371	0.3	WTJ-70	RC

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.