

- 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: 2018MY Legacy and Outback 2.5L NA CVT
 2018MY Legacy and Outback 3.6L NA CVT
 2018MY Impreza 2.0L CVT
 2018MY Crosstrek 2.0L CVT
 2018MY Forester 2.5L NA CVT
 2018MY Forester 2.0L Turbo CVT
 2018MY WRX 2.0 Turbo CVT

NUMBER: 16-117-18

DATE: 10/09/18

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. A copy of the customer letter is attached to this bulletin as reference.

NOTE: 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					
Effective Date	Expiration Date	Coverage Type - Description	Addl Miles	Addl Months	Status

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.

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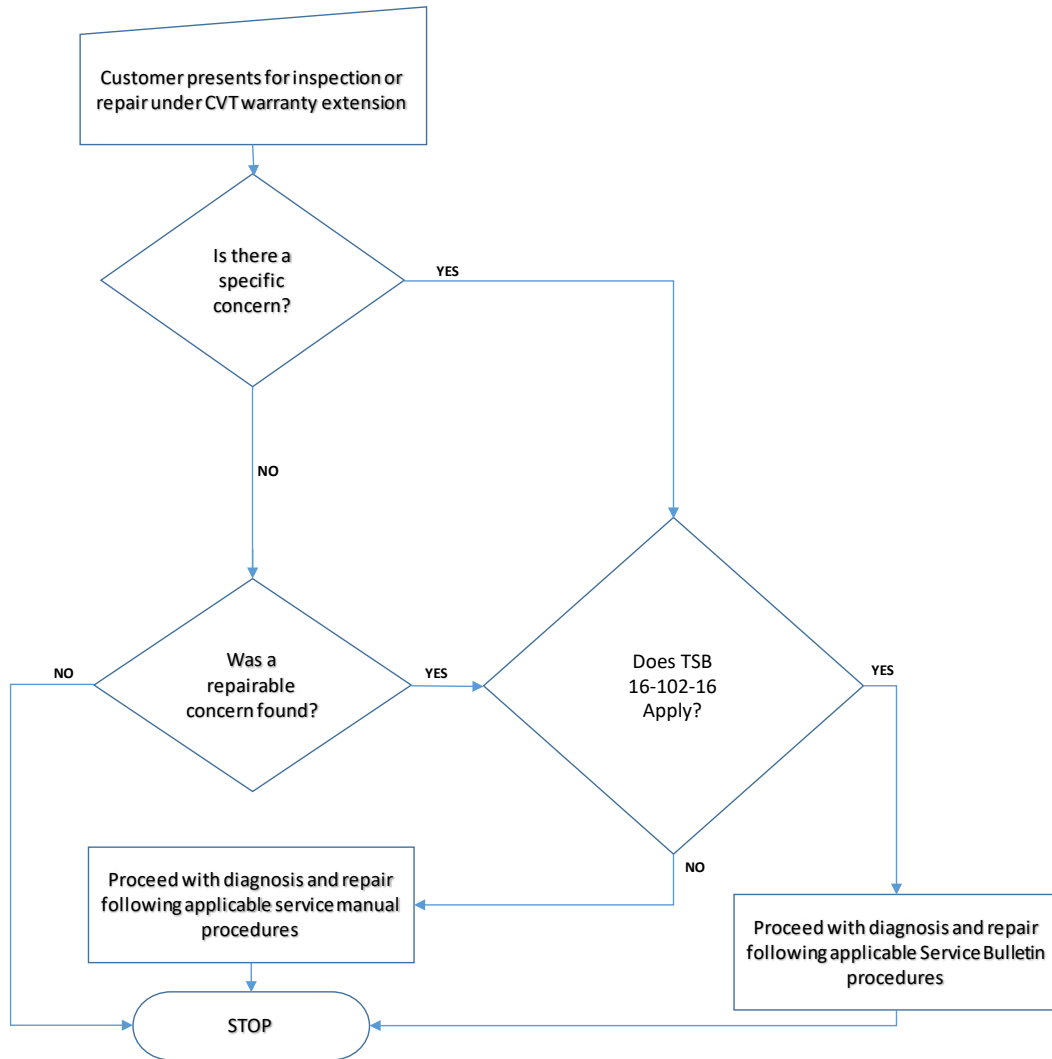
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

SERVICE PROCEDURE:



REFERENCE:

- [16-102-16](#)- All Models- P0841 Secondary Oil Pressure Sensor Performance Diagnostics

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

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
- Axles and seals
- 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 (when reman supply becomes available*) except in the case of a “new” or an “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.

*Until reman supply is available, follow the 90% repair /replacement policy as outlined in the Claims Policies and Procedures Manual, Section 8.4.8: Assemblies for full details.

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
- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components

Continued...

- 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
- All external sensors or switches
- Oil pressure test parts and drain plug
- Parking Pawl and spring

NOTES:

- 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:

- If a customer presents for a CVT inspection under the terms of this CVT warranty extension with any concern, follow the standard Warranty practices related to diagnosis and / or repair as outlined in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

Refer to the Labor Time Guide for the applicable claim submission information.

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.

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Important Notice:

Warranty Extension for Continuously Variable Transmission (CVT) 2018 Legacy/Outback, Impreza, WRX, Crosstrek, and Forester

Dear Subaru Owner:

As part of Subaru of America'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). As the warrantor of Subaru vehicles in the United States, Subaru of America 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.

CVT Warranty Extension

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

For all vehicles listed above:

- 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.

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. Additional information can be found online at: www.cvtclaim.subaru.com

Sincerely,

Subaru of America, Inc.