



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: July 31, 2017
Re: *CVT Warranty Extension Update*

Effective August 1st, 2017, the following update is being made to the CVT Warranty Extension Service Bulletin (16-107-17R) regarding authorizations for vehicles within the one year coverage period and all CVT repairs where the total claim amount exceeds \$10,000:

- For vehicles more than ten (10) years old or those 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 more than ten (10) years old or with 100,000 or more miles as of July 31, 2017, must be completed prior to the July 31, 2018 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 July 31, 2018, 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:

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

Should you have any questions, please contact the Subaru Claims Helpline team.