

- 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:** 2020-22MY Outback & Legacy  
 2019-21MY Forester  
 2021MY Crosstrek

**NUMBER:** 09-119-24  
**DATE:** 04/04/24

**SUBJECT:** Thermo Control Valve Warranty Extension

**INTRODUCTION:**

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty coverage for the Thermo Control Valve (TCV) used in the above listed models and model years to (15) fifteen years / 150,000 miles. This change is in response to an identified condition which in some cases of DTCs P2682 and/or P26A\*\* detected by the Engine Control Module (ECM) due to coolant vapor intrusion into the sensor portion of the control valve. A new TCV has been developed with an enhanced internal stainless steel shaft providing optimized durability along with advanced water proofing for the sensor. Subaru of America will reimburse customers who have previously paid for repairs or replacement related to the Warranty Extension due to conditions normally being covered if the vehicle was affected by the terms of the New Vehicle Limited Warranty.

**NOTE:** ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this Warranty Extension before proceeding with any repair. See sample vehicle inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type- Description	Addl Miles	Addl Months	Status
XXXXX	XXXXX	Thermo Control Valve Warranty Extension	90,000	120	Active

**PART INFORMATION:**

Part Description	Part Number
VALVE ASSEMBLY-THERMO CONTROL	21319AA010 & 21319AA040

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

**IMPORTANT NOTE:** All parts with **p.n. 21319AA040** number have been fitted with the design change. The design change cut off for **p.n. 21319AA010** can be determined by reading the production date code. Refer to **TSB 09-80-21R** for more detailed information.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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 style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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>
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## SERVICE PROCEDURE / INFORMATION:

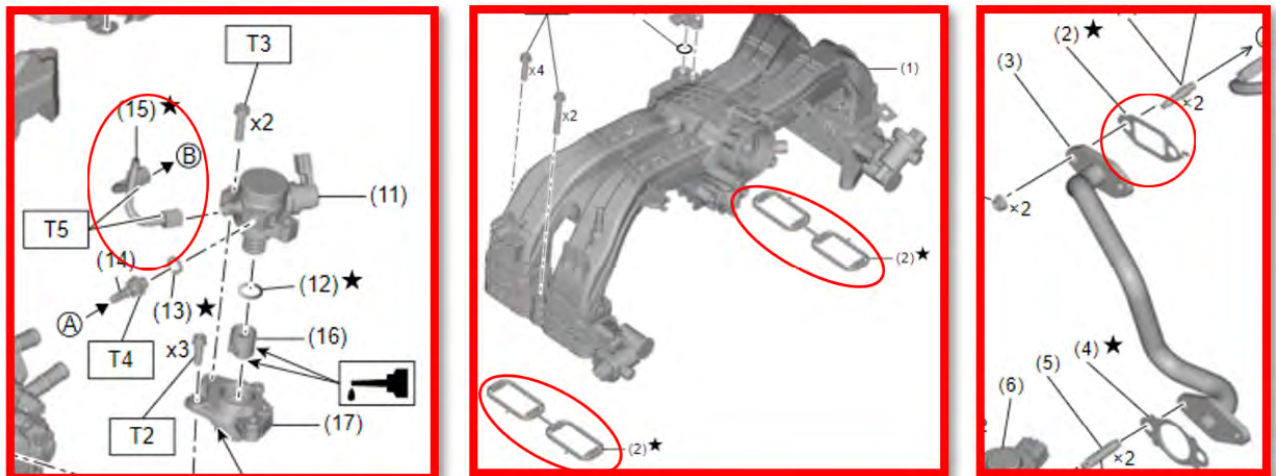
Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.

The service procedures for the Thermo Control Valve remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to the applicable Service Manual: Engine > COOLING > Thermo Control Valve Assembly.

## CRITICAL INFORMATION:

The Service Manual uses a **black star (★)** in the component breakdown illustrations to indicate one-time use parts. The high-pressure fuel delivery pipe, intake manifold gaskets, and EGR cooler gaskets are one-time use parts (shown below).



Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

## REIMBURSEMENT ELIGIBILITY:

- Customers are eligible for reimbursement if they paid for a vehicle's Thermo Control Valve replacement after the expiration of the original Basic New Car Limited Powertrain Warranty period, but before this announcement of this newly extended warranty period of Fifteen (15) years/ 150,000 miles.
- A customer must have paid an out-of-pocket expense for a repair that would have been covered had it occurred during the warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.

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- Customers previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- Customers are not eligible to recover any repair costs previously reimbursed or paid for by any third- party, including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.

**APPLICATION FOR REIMBURSEMENT:**

A customer is to complete the claim form online at [subaruclaims.autosolutionteam.com](http://subaruclaims.autosolutionteam.com) and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing repair will meet this requirement. The invoice must show the affected vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing the amount paid for the repair.
- Customers preferring to apply for reimbursement by mail must send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

**Thermal Control Valve**

**P.O. Box 9103**

**Camden, NJ 08103**

**Attn. Customer Advocacy Department**

**NOTE:** It will take up to 45 days for the reimbursement to be processed. Failure to include proper documentation may delay the reimbursement.

**WARRANTY / CLAIM INFORMATION:**

If Thermo Control Valve replacement is required and the vehicle is within the parameters of this Warranty Extension, use the coding below to submit a Warranty Claim:

Labor Description	Labor Operation #	Labor Time	Fail Code
THERMO CONTROL VALVE ASSY R&R	A455-061	2.6	CGO-43

States	Original Warranty	Warranty Extension
US PZEV States (Under CA State Emission)	7 Years / 70K Miles	15 Years / 150K Miles
US Non-PSEV States	5 Years / 60K Miles	15 Years / 150K Miles

**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.