



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations  
**Date:** **June 30, 2025**  
**Re:** ***CVT Warranty Extension - certain 2019-2020 MY vehicles***

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As part of Subaru’s dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the New Car Powertrain Limited Warranty for the CVT for certain 2019-2020MY vehicles. This will extend coverage under the New Car Powertrain Limited Warranty on vehicles sold or leased in the United States. Coverage applies to the 2019-2020MY vehicles listed below that are equipped with the following CVT transmission:

Model Name	Model Year	EG Type	TM Type
Legacy / Outback	2019MY	FB25	TR580
Legacy/ Outback	2020MY	FA24	TR690
Ascent	2019-2020MY	FA24	TR690
Impreza	2019-2020MY	FB20	TR580
Crosstrek	2019MY	FB20	TR580
Forester	2019-2020MY	FB25	TR580

Please note the following important details regarding this program and review them with all appropriate personnel:

**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:**

- A one-year coverage period is available for all eligible vehicles listed above regardless of mileage and warranty start date, effective from the date on this customer notification.
- The coverage period extends the vehicle’s New Car Powertrain Warranty as it applies to the CVT from five years (5) or sixty thousand (60,000) miles (whichever comes first), to ten (10) years or one hundred thousand (100,000) miles (whichever comes first).

- Inspections or repairs under this coverage period must be completed prior to the expiration of this warranty extension.

### **Owner Notification**

Subaru is sending a letter to all owners of affected vehicles. A copy of the Customer Notification Letter [is linked here](#) for reference. Customer letters will begin mailing the week of June 30, 2025.

### **Technical Instructions / Claim Procedures**

Detailed instructions regarding the repair and warranty claim procedures will be provided in an update to Technical Service Bulletin **16-155-25**. The extension was applied to all affected vehicles and can currently be seen on Vehicle Inquiry for any associated VIN. When encountering a vehicle experiencing a CVT concern, follow the Technical Service Bulletin instructions FIRST and then if needed the standard Warranty practices related to diagnosis and / or repair as outlined in the applicable Service Manual. Refer to the Labor Time Guide for the applicable claim submission information.

### **New and Pre-owned Vehicles in Retailer Inventory:**

Subaru requests, for all pre-owned vehicles covered by this program, all retailers inform customers at the time of sale the vehicle is covered by a Warranty Extension program. Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) is strongly recommended to ensure this information is fully communicated.

### **Reimbursement Eligibility**

- Customers may be eligible for reimbursement if, prior to receiving this notice, they paid to have your vehicle's CVT repaired or replaced after the expiration of the original Powertrain Limited Warranty period of five (5) years or sixty thousand (60,000) miles, but before the announcement of this newly extended warranty period of ten (10) years/ 100,000 miles.
- Customers must have paid out-of-pocket expenses 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.
- If a customer has been 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.

## **Customer Reimbursement**

Subaru is reimbursing customers who previously paid for repair or replacement related to the CVT Transmission due to conditions that would normally have been covered if the vehicle was still under the terms of the New Vehicle Powertrain Warranty. If a customer has paid to have a repair or replacement performed sometime in the past, they may be eligible for reimbursement under the terms of this Warranty Extension.

Customers can apply for reimbursement online by going to <http://subaruclaims.autosolutionteam.com>.

## **Coverage Questions**

Any questions regarding warranty coverage should be directed to the Subaru Claims Helpline by calling 1-866-SUBARU2 (1-866-782-2782).