



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: **November 17, 2025**
Re: **Front Exhaust Pipe (EPF) Warranty Extension - 2019-2023MY Crosstrek Plug-in Hybrid vehicles**

As part of Subaru's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the Federal Emissions Extended Defect Warranty for certain 2019-2023MY Crosstrek Plug-in Hybrid vehicles. This will extend coverage under the Federal Emissions Extended Defect Warranty on vehicles sold or leased in the United States.

Overtime, applicable models may experience a fatigue fracture or cracking in the front exhaust pipe at the exhaust manifold junction. This could result in an exhaust leak, causing an exhaust noise or odor.

EPF Warranty Extension

The Front Exhaust Pipe (EPF) Warranty Extension extends the terms of the vehicle's Federal Emissions Extended Defect Warranty Coverage *only* in the instance of cracking in the front exhaust pipe at the exhaust manifold junction. Labor and part costs for the authorized repair will be covered during the coverage terms of this warranty extension.

For all vehicles listed above:

- A coverage period is available for all eligible vehicles listed above regardless of mileage and warranty start date and is effective now through November 17, 2026.
- The coverage period extends the vehicle's Federal Emissions Extended Defect Warranty from eight (8) years/ 80,000 miles as it applies to the Front Exhaust Pipe to fifteen (15) years/ 150,000 miles, which ever comes first.
- Repairs under this coverage period must be completed prior to the expiration of the warranty extension period.

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 be mailed the week of November 17, 2025.

Technical Instructions / Claim Procedures

Detailed instructions regarding the repair and warranty claim procedures will be provided in an update to Technical Service Bulletin **09-137-25**. The extension was applied to all affected vehicles and can currently be seen on Vehicle Inquiry for any associated VIN.

New and Pre-owned Vehicles in Retailer Inventory:

Subaru requests, for all pre-owned vehicles covered by this program, that 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, you paid to have your vehicle's front exhaust pipe replaced for a fatigue fracture or crack following the expiration of the original Federal Extended Defect Warranty period of eight (8) years or eighty thousand (80,000) miles, but before the announcement of this newly extended warranty period of fifteen years (15) years/ 150,000 miles.
- Customers 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.
- Customer 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 front exhaust pipe due to conditions that would normally have been covered if the vehicle was still under the terms of the Federal Emissions Extended Defect 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 www.recallapps.com/app/Subaru.

Coverage Questions

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