

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: 2019-23MY Crosstrek PHEV

NUMBER: 09-137-25

SUBJECT: Crosstrek Hybrid Front Exhaust Pipe Extension

DATE: 11/17/25

INTRODUCTION:

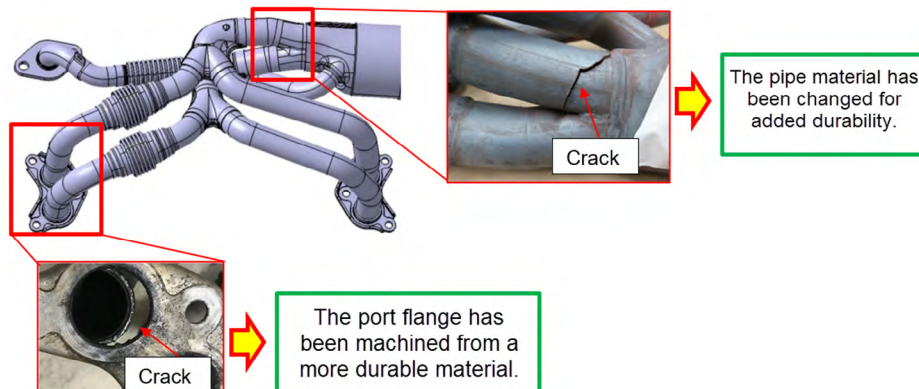
In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the Federal Emissions Extended Defect Warranty for the Front Exhaust Pipe (EPF) on 2019-23 model year Crosstrek Plug-in Hybrid vehicles from 8 years or 80,000 miles to 15 years or 150,000 miles (whichever comes first). Over time, applicable models may experience fatigue fractures or cracking in the front exhaust pipe at the exhaust manifold junction. Customers may report an odor or a fluttering noise caused by an exhaust leak. If it is determined that the odor or noise is caused by a cracked front exhaust pipe, the part will be covered under this warranty extension.

If the extended warranty period would be expired prior to 11/17/25, then there will be a one year coverage period that expires on 11/17/2026, regardless of vehicle age or mileage.

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
xxxxxx	xxxxxx	19-23 Crosstrek Hybrid Front Exhaust Pipe Extension	70,000	84	Active

DESCRIPTION OF DESIGN CHANGE:



<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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, DONOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p>Subaru of America, Inc. is ISO 14001 Compliant</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:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

The service procedures for EPF replacement 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 Subaru Service Manual: Engine > EXHAUST > front Exhaust Pipe

NOTES:

- The Service Manual uses a black star (★) in the component breakdown illustrations to indicate one-time use parts.
- 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.
- 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.

CATALYTIC CONVERTER REVISED SHIPPING PROCEDURE:

For the catalytic converter return procedure, please refer to 09-51-08R.

WARRANTY / CLAIM INFORMATION:

There have been no changes to the Warranty Labor Time Guide for front exhaust pipe repairs.

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.