

**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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**SUBARU**

QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2019MY Legacy & Outback 2.5L  
 2020MY Legacy & Outback 2.4L  
 2019-20MY Impreza 2.0L CVT  
 2019MY Crosstrek 2.0L CVT (Excluding Hybrid)  
 2019-20MY Forester 2.5L NA CVT  
 2019-20MY Ascent

**NUMBER:** 16-155-25R  
**DATE:** 05/01/25  
**REVISED:** 04/24/26

**SUBJECT:** CVT Warranty Extension

### INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Powertrain Warranty coverage for the Continuously Variable Transmission (CVT) on the above listed models and model years from the original five (5) years or sixty thousand (60,000) miles (whichever comes first) to ten (10) years or one-hundred thousand (100,000) miles (whichever comes first). This change is not in response to any specific condition, rather it is to provide customers with added assurance regarding the function and overall performance of their CVT. A copy of the customer letter is attached to this bulletin as reference.

**NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair.** See sample inquiry result below.

| Extensions     |                 |                             |            |             |        |
|----------------|-----------------|-----------------------------|------------|-------------|--------|
| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|                |                 |                             |            |             |        |

**IMPORTANT:** The CVT warranty extension is subject to the same terms and conditions set forth in the New Car Limited Powertrain Warranty. The CVT warranty extension is only applicable to the original equipment CVT and Genuine Subaru replacement CVT assemblies including those remanufactured by Subaru of America, Inc. It does not apply to salvage yard CVTs, rebuilt salvage vehicles, or CVTs which have been overhauled, remanufactured or rebuilt by parties other than those approved by Subaru of America, Inc. See individual vehicle Powertrain Warranty coverage for details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Claims Policies and Procedures guide.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

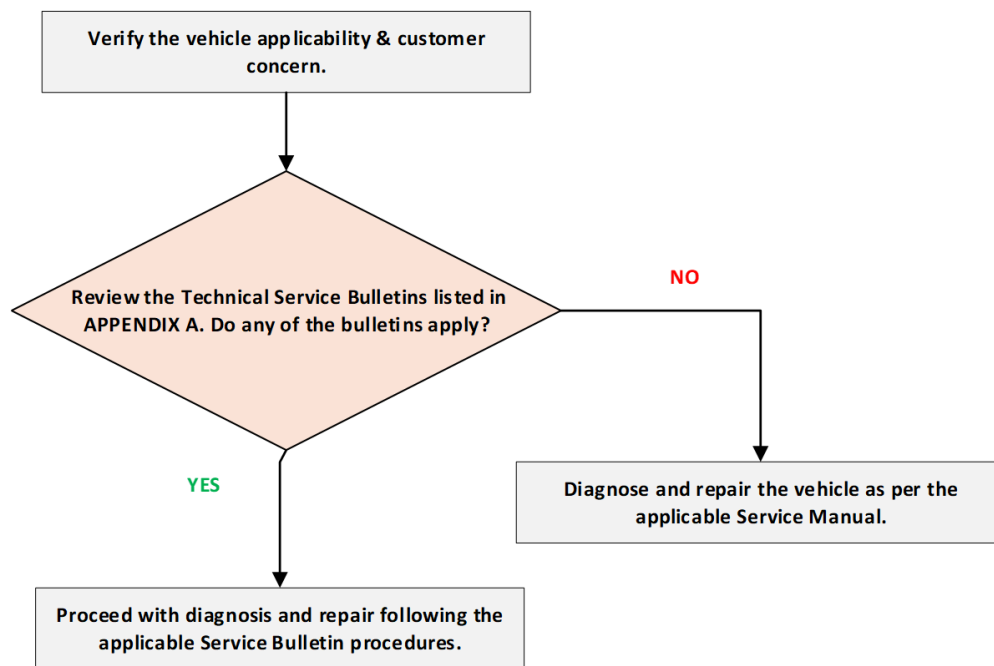
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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.

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## SERVICE PROCEDURE FLOWCHART:



## ORIGINAL AND REMANUFACTURED CVT REPAIR AND REPLACEMENT POLICIES:

Further detailed information regarding the vehicle's CVT Transmission (original or remanufactured) can be found in the [Subaru Retailer Claims Policies and Procedure Manual](#).

### NOTES:

- In the event more extensive repairs than those listed above are required, a remanufactured exchange unit must be used (when reman supply becomes available\*) except in the case of a "new" or an "in-stock" vehicle.
- Review Technical Service Bulletin 16-42-90R revised 07/21/20 for the proper cooler flushing procedure during replacement of any CVT transmission. It is mandatory that the transmission cooler flush be supplied by SOA for all claims submitted to SOA for reimbursement.

## WARRANTY / CLAIM INFORMATION:

The New Car Limited Powertrain Warranty for CVTs on these vehicles is five (5) years or sixty thousand (60,000) miles. SOA is extending this original warranty for CVT coverage ONLY for an additional five (5) years or forty thousand (40,000) miles, whichever occurs first.

**Vehicles outside the coverage but have the Warranty Extension applied (vehicles over 100,000 miles):** A one year coverage period is available regardless of mileage and warranty start date. The effective date of this coverage is 6/30/2025 (the date of owner notification) and this coverage will expire on 6/30/2026.

SOA will inform vehicle owners of this warranty extension via a customer letter. Customers whose vehicles are experiencing any concerns can schedule an appointment with an authorized Subaru retailer for a free inspection of their CVT. Should such an inspection result in no problem found, submit for reimbursement for the inspection only using the claim coding provided below.

All repairs performed within this warranty extension period should follow existing warranty

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procedures and be claimed using existing warranty coding as found in the Labor Time Guide (LTG) or applicable TSBs.

**NOTE:** Inspection time is included in existing warranty times for most repairs. Diagnostic times may be claimed where applicable using the times listed in the LTG related to the specific repair performed.

| Labor Description                                                                           | Labor Operation # | Labor Time | Fail Code |
|---------------------------------------------------------------------------------------------|-------------------|------------|-----------|
| CVT WARRANTY EXTENSION, ROAD, STALL AND TIME LAG TESTING, INSPECTION ONLY, NO REPAIRS MADE* | B383-128*         | 0.5h       | MFG-48    |

**\*This operation may not be used if any current or future repair is planned. In those cases, refer to the LTG for how to claim diagnostic time where applicable.**

#### **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.

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# APPENDIX A

## RELATED TECHNICAL SERVICE BULLETINS:

Refer to the table below for CVT related TSBs applicable to models covered by this Warranty Extension:

| SERVICE BULLETIN SUMMARY TABLE |                                                                                                                                                 |                  |             |           |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|-----------|
| TSB #                          | Subject                                                                                                                                         | Model            | Starting MY | Ending MY |
| 16-102-16                      | DTC P0841 Diagnosis                                                                                                                             | Outback & Legacy | 19          | 19        |
|                                |                                                                                                                                                 | Forester         | 19          | 20        |
|                                |                                                                                                                                                 | Impreza          | 19          | 20        |
|                                |                                                                                                                                                 | Crosstrek        | 19          | 19        |
| 16-131-20R                     | DTCs Diagnosis: P0962, P0966, P0970, P0973, P0976, P2720, P2729, P2764, P2769, P0963, P0967, P0971, P0974, P0977, P2721, P2730, P2763 and P2770 | Outback & Legacy | 19          | 20        |
|                                |                                                                                                                                                 | Forester         | 19          | 20        |
|                                |                                                                                                                                                 | Impreza          | 19          | 20        |
|                                |                                                                                                                                                 | Crosstrek        | 19          | 19        |
|                                |                                                                                                                                                 | Ascent           | 19          | 20        |
| 16-136-22                      | Vibration & possible judder concern when turning under acceleration                                                                             | Outback & Legacy | 20          | 20        |
|                                |                                                                                                                                                 | Ascent           | 19          | 20        |
| 16-140-23                      | Judder concern during low-speed acceleration                                                                                                    | Ascent           | 19          | 20        |
| 16-144-23                      | DTC P0711, P0712, & P0713 Diagnosis                                                                                                             | Ascent           | 19          | 20        |
| 16-146-24                      | MPT Clutch                                                                                                                                      | Ascent           | 19          | 20        |
| 16-150-24R                     | Diagnosis: Jerk or judder during braking with air conditioning on and/or shudder with screeching type sound.                                    | Outback & Legacy | 20          | 20        |
|                                |                                                                                                                                                 | Ascent           | 19          | 20        |
| 16-151-24R                     | TR690 Chain slip, judder, shudder & hesitation diagnosis                                                                                        | Outback & Legacy | 20          | 20        |
|                                |                                                                                                                                                 | Ascent           | 19          | 20        |
| TBD                            | CVT Control Valve Body diagnosis for DTCs: P2757, P2762, and P06EF                                                                              | Outback & Legacy | 19          | 19        |
|                                |                                                                                                                                                 | Impreza          | 19          | 20        |
|                                |                                                                                                                                                 | Crosstrek        | 19          | 19        |
|                                |                                                                                                                                                 | Forester         | 19          | 20        |