

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: 2012-23MY Impreza
 2013-19MY Crosstrek 2.0L
 2014-23MY Forester 2.5(excluding Wilderness)
 2013-19MY Legacy & Outback 2.5L

NUMBER: 16-156-25R
DATE: 09/15/25
REVISED: 05/13/26

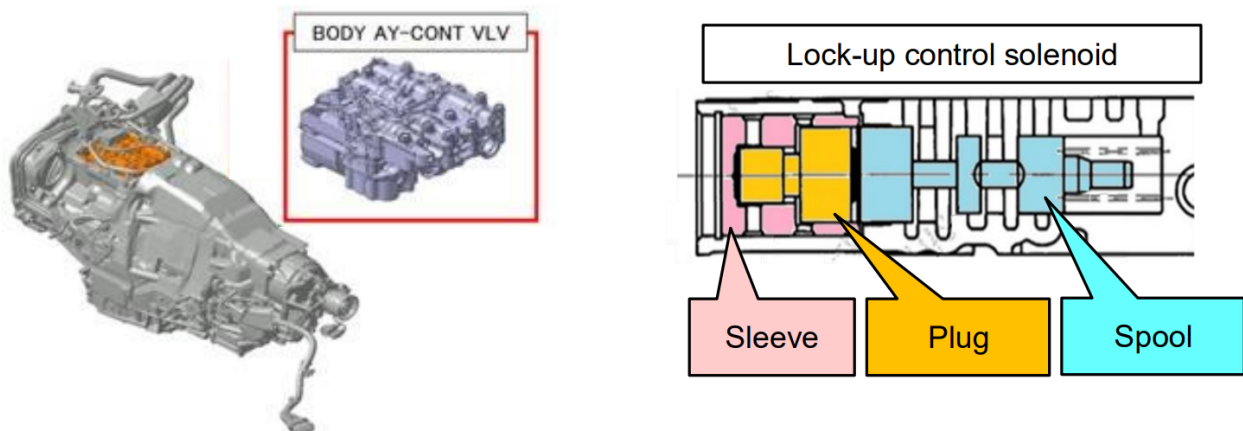
SUBJECT: CVT Control Valve Body Design
 Change / P2757, P2762, P06EF, & Shudder

INTRODUCTION:

This bulletin announces a design change made to the CVT Control Valve Body. The updated valve body incorporates an enhanced valve sleeve to improve durability. This design enhancement was implemented to prevent abnormal operations that may cause the following symptoms:

- DTC P2757 Torque Converter Clutch Pressure Control Solenoid Control Circuit Performance/Stuck Off and P2762 Lock-Up Duty Solenoid Malfunction
- DTC P06EF Engine Restart Performance (2014-16MY Crosstrek Hybrid Only)
- No forward movement after releasing the brake from EV stop (2014-16MY Crosstrek Hybrid Only)
- Shudder while accelerating from a stop
- Shudder while decelerating to a stop

If any of these symptoms are reported, follow the diagnostic procedure outlined below.



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 / INFORMATION:

For Non-Hybrid Vehicles

Step 1: Check for Diagnostic Trouble Codes (DTCs)

Are any DTCs present other than P2757 or P2762?

Yes – Perform the diagnosis according to DTCs other than P2757 or P2762.

No – Go to step 2.

Step 2: Check for Diagnostic Trouble Codes (DTCs)

Are DTCs P2757 or P2762 present? If so follow the troubleshooting tree outlined in the applicable Service Manual for DTCs P2757 or P2762. Did the troubleshooting lead to the replacement of the valve body?

Yes – Replace the valve body and go to Step 5 of this TSB.

No – Go to Step 3.

Step 3: Vehicle Shudder During Acceleration or Deceleration

Does the vehicle shudder when accelerating from a stop or decelerating to a stop?

Yes – Go to Step 4.

No – Go to Step 5.

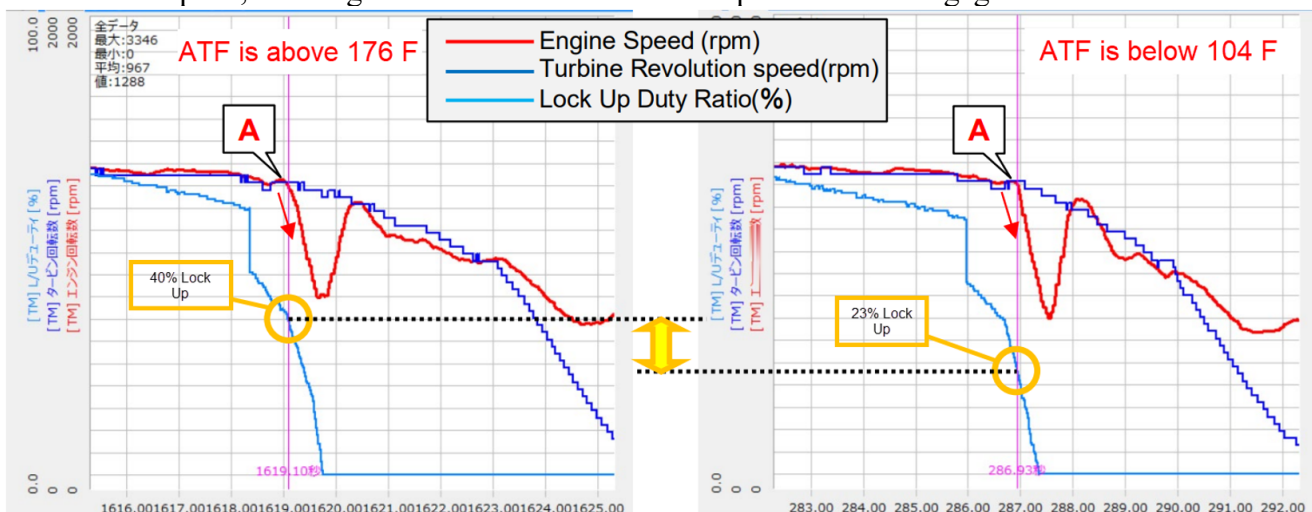
Step 4: Data Recording and Lock-Up Duty Ratio Analysis

Perform a test drive while recording data using the Subaru Select Monitor, ensuring that all TCM data PIDs are captured. During the test, decelerate the vehicle from 25 mph to a complete stop twice when the CVT fluid temperature is below 104°F, and then twice more when the temperature is above 176°F. Graph the recorded data, set torque converter speed and engine speed range of 0 to 3000 rpm. Analyze the deceleration events where engine speed and torque converter speed no longer overlap on the graph (see example graphs below). At these points, determine whether there is a 10% or greater difference in the Lock-Up Duty Ratio (%) between the data recorded at 176°F and 104°F, specifically when the torque converter clutch is released.

Yes – Replace the valve body and go to Step 5.

No – Go to Step 5.

NOTE: 'A' indicates a point where a difference occurs between the engine speed and the turbine revolution speed, marking the moment when the lock-up clutch is disengaged.



Example: 40%-23%=17%

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Note: To determine the difference of Lock-Up duty Ratio Subtract the Lock-Up Duty Ratio when ATF temperature is below 104°F from the Lock-Up Duty Ratio when ATF temperature is above 176°F.

Step 5: Torque Converter Relearn Procedure

Perform the [Torque Converter Relearn Procedure](#).

Did this improve the symptoms?

Yes – Diagnosis complete.

No – Re-perform Step 5.

For Hybrid Crosstrek

Step 1: Check for Diagnostic Trouble Codes (DTCs)

Are any DTCs present other than P2757, P2762, or P06EF?

Yes – Perform the diagnosis according to DTCs other than P2757, P2762 or P06EF.

No – Go to step 2.

Step 2: Check for Diagnostic Trouble Codes (DTCs)

Confirm one or more of the following DTCs are present: P2757, P2762 or P06EF. Read the three possible diagnostic results below to confirm the next course of action.

A: If DTC P2757 or P2762 are detected, follow the troubleshooting tree outlined in the applicable Service Manual. If the troubleshooting process leads to valve body replacement, replace the valve body and proceed to Step 7 of this TSB.

B: If DTC P2757 or P2762 are detected, follow the troubleshooting trees outlined in the applicable Service Manual. If the troubleshooting process results in a repair other than valve body replacement, perform the recommended repair and proceed to Step 3 of this TSB.

C: If P06EF or no DTCs were detected go to step 3 of this TSB.

Step 3: Vehicle Shudder During Acceleration or Deceleration

Does the vehicle shudder when accelerating from a stop or decelerating to a stop?

Yes – Go to Step 5.

No – Go to Step 4.

Step 4: Brake Release Behavior

Does the vehicle hesitate or behave abnormally after releasing the brake from an EV stop?

Yes – Go to Step 5.

No – Go to Step 6.

Step 5: Data Recording and Lock-Up Duty Ratio Analysis

Perform a test drive while recording data using the Subaru Select Monitor, ensuring that all TCM data PIDs are captured. During the test, decelerate the vehicle from 25 mph to a complete stop twice when the CVT fluid temperature is below 104°F, and then twice more when the temperature is above 176°F. Graph the recorded data, set torque converter speed and engine speed range of 0 to 3000 rpm. Analyze the deceleration events where engine speed and torque converter speed no longer overlap on

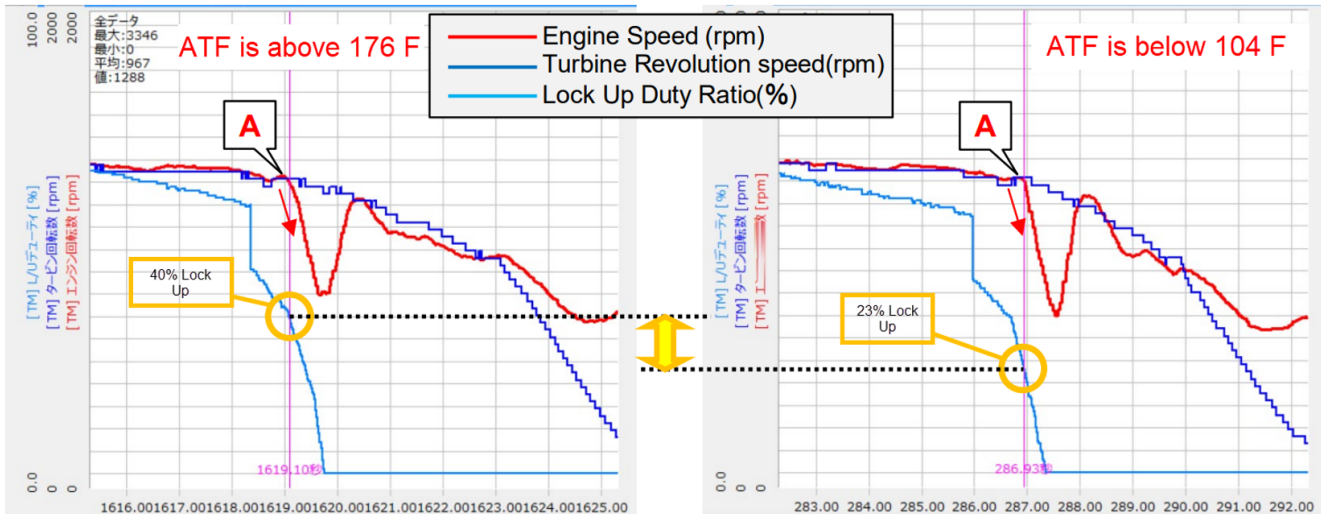
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the graph (see example graphs below). At these points, determine whether there is a 10% or greater difference in the Lock-Up Duty Ratio (%) between the data recorded at 176°F and 104°F, specifically when the torque converter clutch is released.

Yes – Replace the valve body and go to step 7.

No – Go to Step 6.

NOTE: ‘A’ indicates a point where a difference occurs between the engine speed and the turbine revolution speed, marking the moment when the lock-up clutch is disengaged.



Example: 40%-23%=17%

Note: To determine the difference of Lock-Up duty Ratio Subtract the Lock-Up Duty Ratio when ATF temperature is below 104°F from the Lock-Up Duty Ratio when ATF temperature is above 176°F.

Step 6: Was DTC P06EF present in step 1?

Was DTC P06EF present in step 1?

Yes – Perform the troubleshooting tree outlined in the applicable service manual and go to step 7 of this TSB.

No – Go to step 7.

Step 7: Torque Converter Relearn Procedure

Perform the [Torque Converter Relearn Procedure](#).

Did this improve the symptoms?

Yes – Diagnosis complete.

No – Re-perform Step 7.

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

The service procedures for Control Valve Body 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.

Transmission/Transaxle > CONTINUOUSLY VARIABLE TRANSMISSION > Control Valve Body

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, Powertrain, an applicable Emission Warranty period or covered by an active Subaru Added Security Powertrain, Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
CVT Valve Body Replace	B303-586	1.3	MPO-43
CVT Electrical Testing and Diagnosis	C303-711	.5	

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.