

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: 2019-2020 Ascent affected by WRK-21 **NUMBER:** 16-139-22
 2020 Legacy (turbo models) affected by WRK-21 **DATE:** 07/08/22
 2020 Outback (turbo models) affected by WRK-21

SUBJECT: CVT Assembly (WRK-21) Warranty Extension

INTRODUCTION:

The WRK-21 recall includes TCM reprogramming to prevent CVT chain slip. If, during the recall inspection, a vehicle is confirmed to have already experienced severe enough CVT chain slip, the CVT assembly will be replaced. This recall is required to be performed regardless of the vehicle age and mileage. The Warranty information outlined below applies to vehicles that have had the WRK-21 procedures previously performed.

In cases where the CVT transmission assembly is **not** replaced as part of this recall, Subaru will extend the Powertrain Limited Warranty as it applies to the CVT and specifically to the chain slip condition. The extended coverage period will run from the vehicle's original warranty start date and end after ten (10) years or one hundred thousand (100,000) miles, whichever comes first. This Warranty Extension will be applied only after the WRK-21 recall repair is completed. It will cover replacement of a CVT assembly failure due to CVT chain slip **ONE TIME ONLY** during the 10 years / 100,000 miles parameters of this Warranty Extension.

If presented with a vehicle covered by this Warranty Extension and a customer concern of chain slip, Technicians must follow the diagnostic procedure as outlined in **TSB 16-132-20R** to confirm the condition is chain slip or not. Failure to follow and document testing results as outlined in bulletin **16-132-20R** including submission of a TechShare QMR or in the case of a CVT assembly replacement for a concern **other than** chain slip failure under the terms of this Warranty Extension, will result in a claim debit for the entire CVT assembly claim.

NOTE: 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
XXXXX	XXXXX	WRK21 CVT Warranty Extension	40,000	60	Active

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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NOTE: The effective date of the Warranty Extension will be based on the RO completion date of the WRK-21 recall.

WARRANTY / CLAIM INFORMATION:

If a CVT assembly replacement is required and the vehicle is within the parameters of this Warranty Extension, use the coding below to submit a Warranty Claim:

ASCENT (Except Base) & OUTBACK Models				
Labor Description	Labor Operation #	Labor Time	Fail Code Description	Fail Code
CVT ASSEMBLY REPLACE FOR CHAIN SLIP	B303-000*	4.6	CVT Chain Guide	MTY-01
TORQ CONV RELEARN & 2 CVTF FLUSHES	C303-712	0.3		

Ascent Base LEGACY Models				
Labor Description	Labor Operation #	Labor Time	Fail Code Description	Fail Code
CVT ASSEMBLY REPLACE FOR CHAIN SLIP	B303-000*	4.6	CVT Chain Guide	MTY-01
TORQ CONV RELEARN AND ONE CVTF FLUSH	C303-710	0.2		

*Diagnosing labor operations provided in **16-132-20R** can be utilized for repair reimbursement in the event a CVT assembly is replaced for a confirmed chain slip condition.

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.