

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2010-2012MY Legacy & Outback

NUMBER: 03-67-12R

SUBJECT: Remanufactured CVT Program

DATE: 06/22/12

REVISED: 10/21/14

Subaru of America, Inc. is pleased to announce our first-ever remanufactured CVT program. Supplies are available. Effective immediately, dealers are required to use a remanufactured unit when the transaxle requires major repair or overhaul, except in the case of a “new” and “in-stock” vehicle. Please check applications and availability through normal parts channels prior to making vehicle repairs.

Only the following repairs to the vehicle’s transmission may be performed:

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- Control Valve Body replacement as long as an internal failure has not contaminated the fluid
- Control Valve Body Harness
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal
- Oil Inlet and Outlet Pipes
- Cooler Pipes
- Axles and seals
- Primary Revolution Sensor
- Front Wheel Speed Sensor
- Oil pressure test parts and drain plug
- Parking Pawl and spring

Note: If the repair estimate (parts and labor) to repair one or more of the above items exceeds 90% of the remanufactured transmission repair cost (parts and labor), then a remanufactured transmission should be used. Full details are available in the Subaru Claims Policies and Procedures Manual, section 8.4.33.1.

Remanufactured transmissions may not be used to repair new in-stock vehicles.

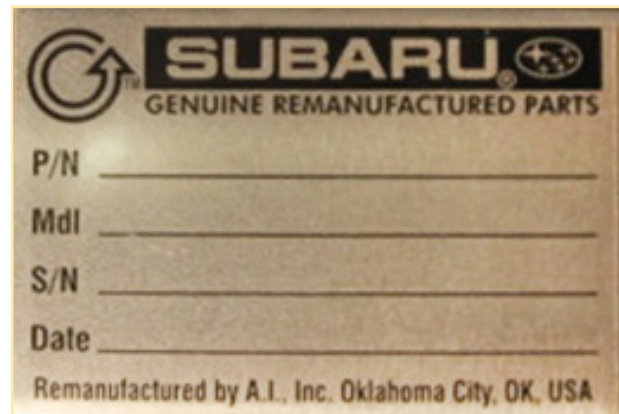
To ensure full core credit, dealers should follow all instructions listed in the Subaru Transmission Core Return procedures posted on Subarunet and completely fill out the documentation using the online core return system. Keep a copy of the Credit Request and Diagnosis Form with the vehicle records.

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All transmissions replaced with a remanufactured transmission (warranty or non-warranty) are returned to SUBARU OF AMERICA, Inc. at the Grove City, OH address outlined in the core return process on Subarunet. All other transmissions replaced under warranty must be shipped to the location indicated on the parts return notice. Transmissions incorrectly shipped will result in the dealer not receiving the core credit or a debit of the claim for a part not returned as requested. The dealer will be responsible to trace and return the unit to the correct location at their own expense.

The same repairs as those of an original equipment transmission can be performed on a remanufactured transmission but require the prior authorization of a District Parts & Service Manager. Remanufactured units can be easily identified; they are painted gray and have one or both of the tags **shown on the right** attached to the unit.

Each remanufactured transmission will have a tag attached explaining the installation procedures and precautions. These procedures must be followed otherwise non-warranty failures could occur. The cooler flushing procedure outlined in the service manual must be followed.



IMPORTANT

Before replacing a transmission with a remanufactured unit, it is critical that the installing technician performs the following:

- Ensure that the transmission radiator cooler and lines are clear of all debris and are not kinked or obstructed.
- If applicable for the model, install or replace the auxiliary filter.
- Check the remanufactured unit to ensure that it is the correct transmission for the application and not damaged in any way.
- Ensure all shipping plugs are removed from the remanufactured transmission prior to installation.
- **Ensure the front differential and transmissions are filled with the proper gear oil and ATF:**
 - **All 5AT units (2006MY & after) must use “ATF-HP/PS Fluid” in the transmission.**
 - **All CVT units in vehicles with naturally aspirated H4 engines must use “CVTF-II” fluid in the transmission, which is green. Remanufactured CVT’s for 2010-2014MY vehicles may contain a residual amount of the old “CVT C-30” fluid, which is blue. Mixing green and blue fluids in pre-2015MY vehicles is acceptable. Any 2015MY and up CVT should never contain, and cannot use, the blue “CVT C-30” fluid.**
 - **All CVT units in vehicles with turbo H4 or H6 engines must use “CVT ATF High Torque” fluid in the transmission, which is orange.**
- Immediately after installation in the vehicle, remanufactured ATs & CVTs must have the “Learning Control” procedure performed. Failure to do so will result in customer complaints. See applicable service information on STIS for more details.

P/N 1000-TAG

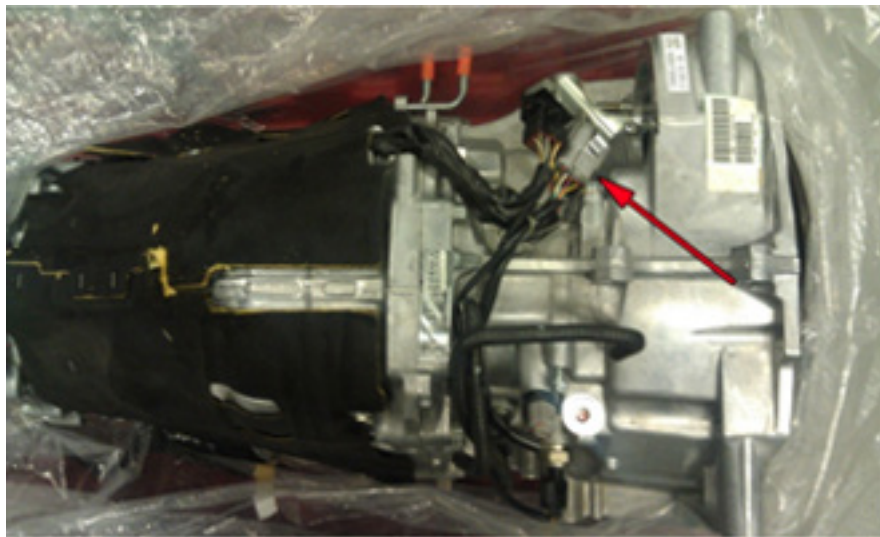
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Depending on model and model year of vehicle, learning procedures will be required. Refer to the service manual for details. **Failure to perform the learning procedures will result in customer complaints.**

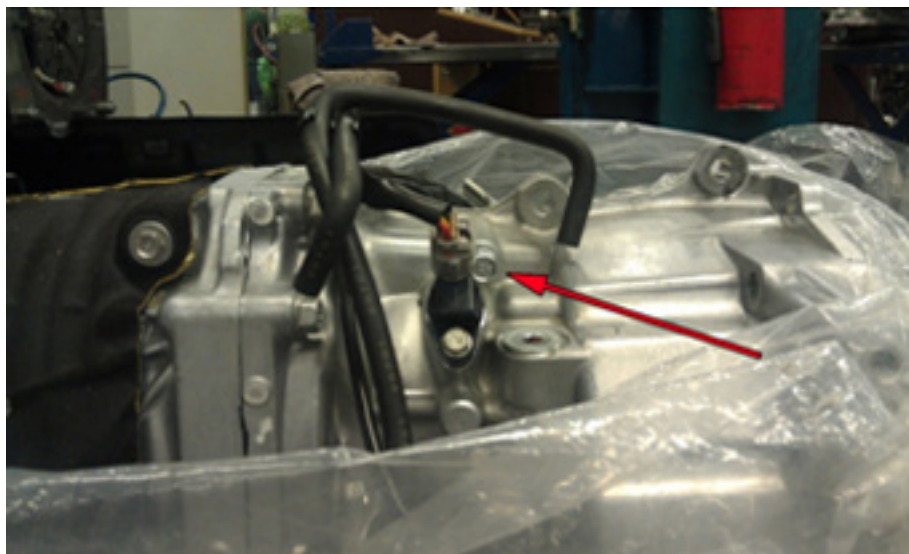
CVTs are shipped dry. Refer to the service manual for proper filling procedures and fluid type for both the front differential and transmission.

Packaging: A new returnable container has been designed for the CVT models that are easily identifiable by the red extruded top. There are now three distinct remanufactured transmission returnable containers in circulation for 4AT, 5AT, and CVT. Dealers must make sure to use the correct returnable packaging for the correct style of transmission (top, bottom, insert).

Due to packaging constraints, CVTs will not ship with the topmost bracket attached. It will be safely tucked below the top surface of the CVT case to prevent shipping damage. The bracket can be attached as soon as the container is opened (and should be attached prior to installation in the vehicle).



Harness and bracket tucked away.



Loosen this bolt to mount harness bracket.

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Bracket attached, CVT ready for installation.

Core or warranty returns must be shipped with the bracket removed and the harness tucked safely away from the top of the container. Failure to do so may cause damage to the unit, with resultant charges.

WARRANTY/CLAIM INFORMATION

LABOR DESCRIPTION	LABOR OPERATION	FAIL CODE	LABOR TIME
Reman Transaxle R&R	A139-301	TMA	4.9

Note: Includes transfer of all components, adjustments, electrical/line pressure testing, cleaning of the transmission cooler and filling out necessary paperwork. Also, includes transmission learning.

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"

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.