

## Subarunet Announcement



**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: August 30, 2016**

**Subject: New Service Program/VEHICLE QUALITY CHECK HOLD: WTJ-70 – Forester CVT Low Fluid Level**

In the interest of customer satisfaction, Subaru of America, Inc. is initiating a service program for certain 2017 model year Forester non-Turbo vehicles with CVT.

### ***Description***

The CVT fluid in affected vehicles was not filled to the proper specified level at the factory. The condition could cause a noticeable air vacuum noise or possibly even chain slip under high levels of shock load depending upon driving conditions (i.e. rapid acceleration or hill climbing). Extended driving under this low-fill condition is not recommended.

### ***Description of the Remedy***

The procedure will involve adding CVTF fluid. Please refer to the WTJ-70 Repair Procedures posted in the Subaru Product/Campaign Bulletin area of STIS for details.

### ***Retailer Program Responsibility***

Any vehicles listed in the campaign that are in retailer stock should be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair
- Repaired in accordance with the repair procedures outlined in the bulletin

Retailers are encouraged to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this campaign is taken into retailer inventory, or in for service, necessary steps should be taken to ensure the campaign correction has been made before selling or releasing the vehicle.

### ***Affected Vehicles***

Certain 2017 model year Forester non-Turbo vehicles with CVT.

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function at [Subarunet.com](http://Subarunet.com).

### ***Owner Notification***

Subaru is in the process of obtaining current registration data, and will notify all potentially affected vehicle owners by first class mail within the next 60 days. Retailers will be advised when owner notification begins.