

ATTENTION:

GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

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

© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2018-21MY Legacy and Outback
 2017-21MY Impreza
 2018-21MY Crosstrek
 2019-21MY Forester
 2019-21MY Ascent

NUMBER: 16-132-20R

DATE: 12/18/20

REVISED: 01/18/21

SUBJECT: Diagnostic Information for Alleged Chain Slip Condition
 on TR580 / TR690 Transmissions

INTRODUCTION:

This Service Information Bulletin provides updated diagnostic procedures to follow **and a brief questionnaire to complete** when diagnosing an alleged Chain Slip condition on the TR580 and TR690 model CVT transmissions used in the models listed above. In some cases, the customer may have had a concern of hearing an abnormal sound and / or felt an unusual vibration while driving. This information is intended to provide Technicians a user-friendly procedure which will help to ensure an accurate diagnosis and reduce the possibility of unnecessary CVT replacements.

SERVICE PROCEDURE / INFORMATION:

Customer satisfaction and retention starts with performing quality repairs.

After **completing the questionnaire located at the end of the Troubleshooting section**, following the diagnostic procedures supplied in this bulletin and when determined necessary, service procedures for CVT and / or TCM replacement 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.

VERY IMPORTANT: With any customer concern, it is important to get a complete and detailed description from them so their condition can be duplicated. Duplicating the condition is critical for a proper diagnosis and successful repair. **Whenever using this TSB for alleged CVT Chain Slip diagnosis, Technicians are requested to submit a completed QMR which includes all Flow Chart test results and SSM data.** This information will be extremely helpful for SBR Engineers when analyzing what the customer was experiencing as Chain Slip. Cooperation with this special information request is greatly appreciated!

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.

Continued...

Troubleshooting Flow Chart for Alleged CVT Chain Slip:

- Connect the Subaru Select Monitor and check for DTCs.

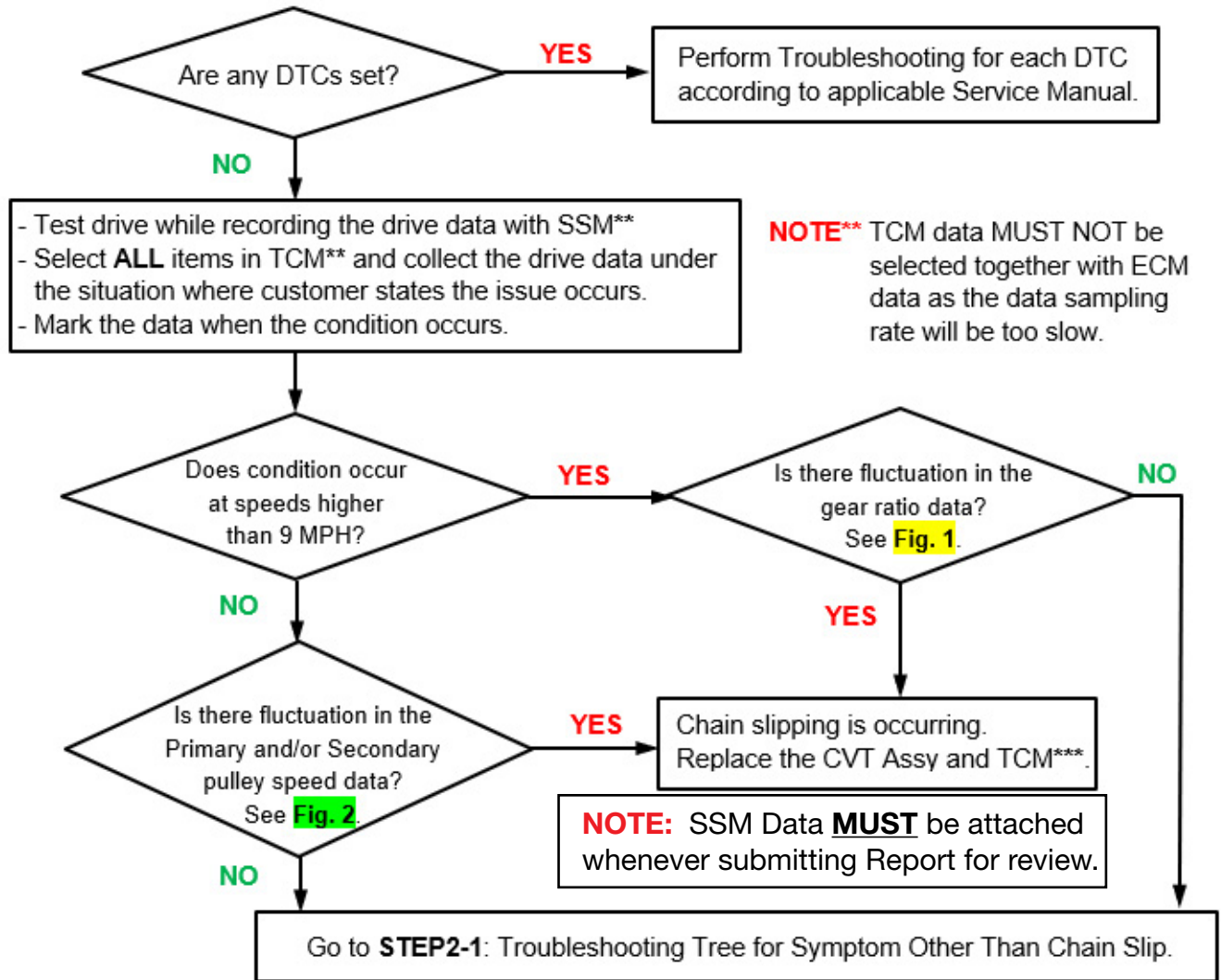
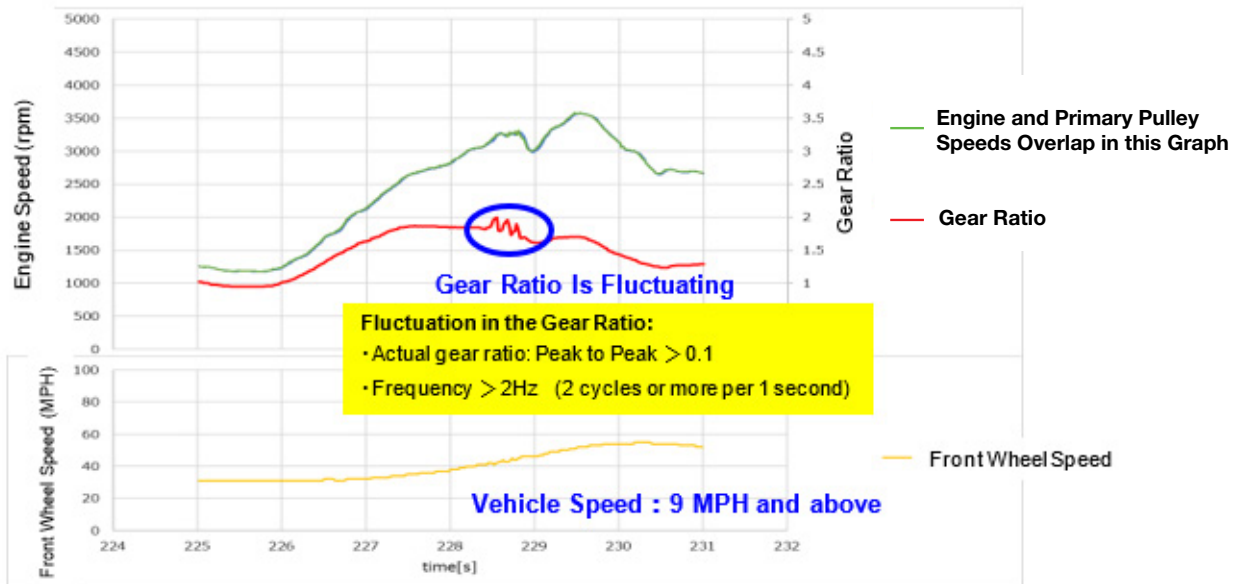


FIG. 1



Continued...

Example screenshot of TCM PIDS with **Front Wheel Speed** and **Secondary Revolution Speed** selected.

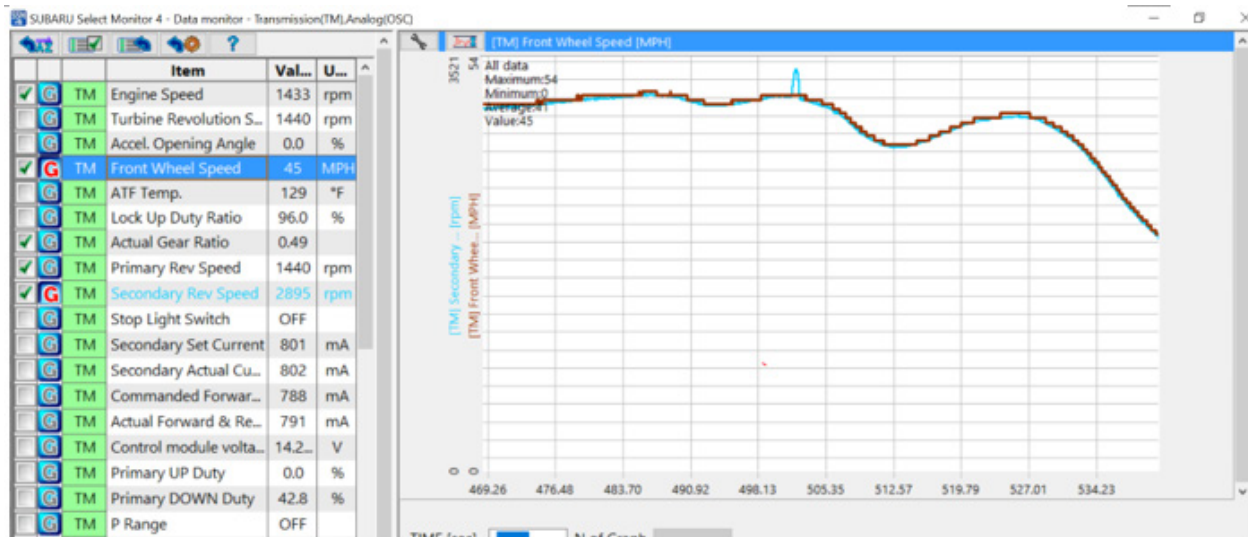
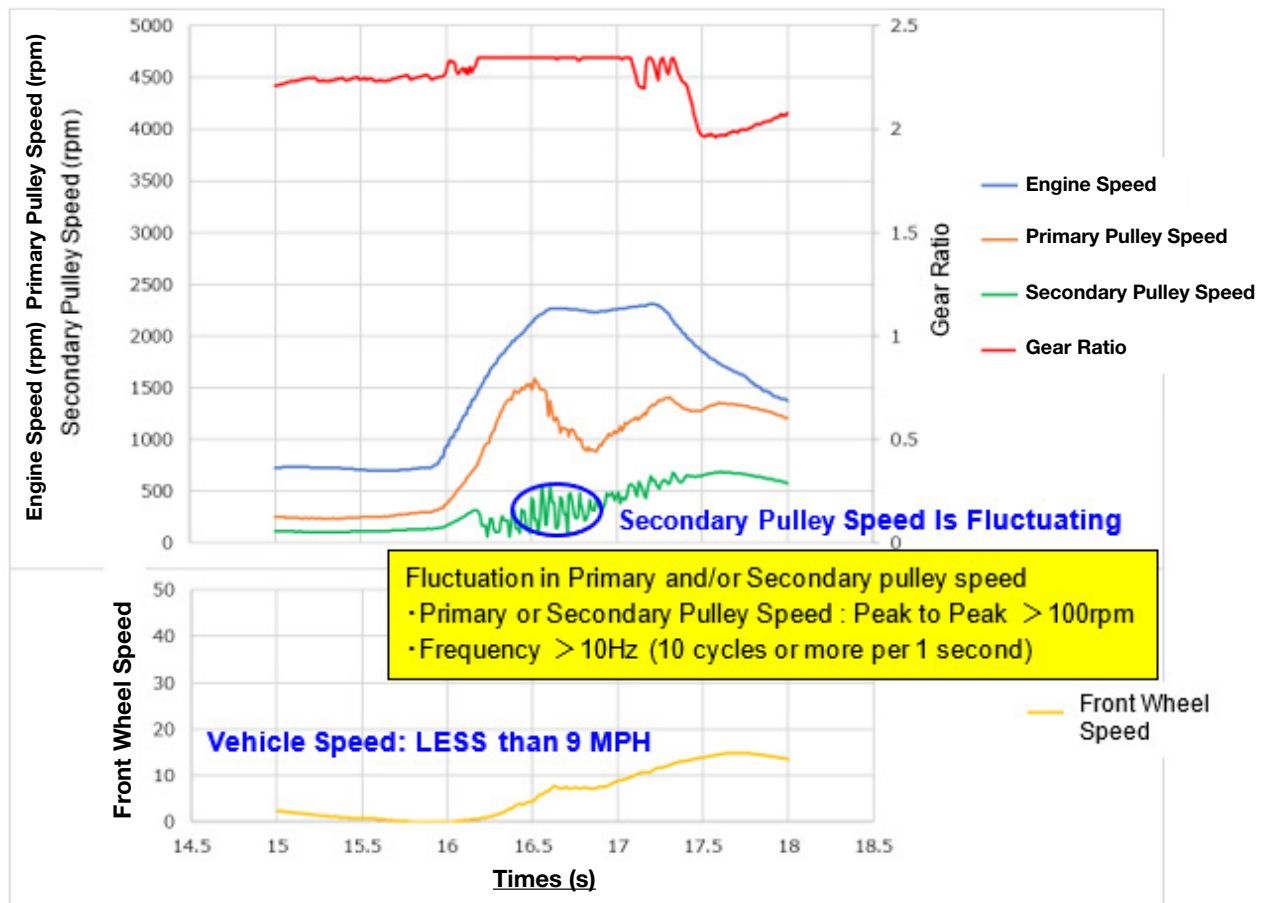


FIG. 2



Continued...

Troubleshooting Flow Chart for Symptom Other Than Chain Slip: -1

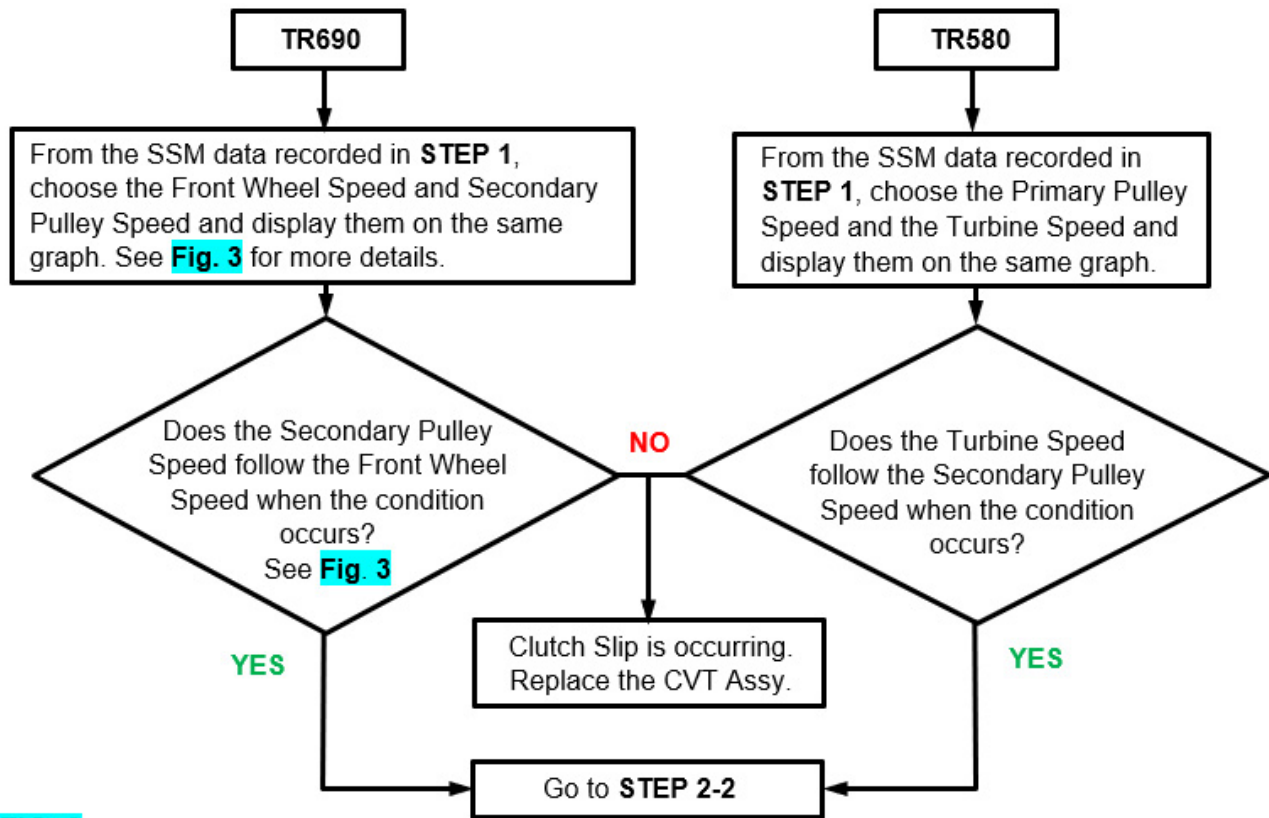
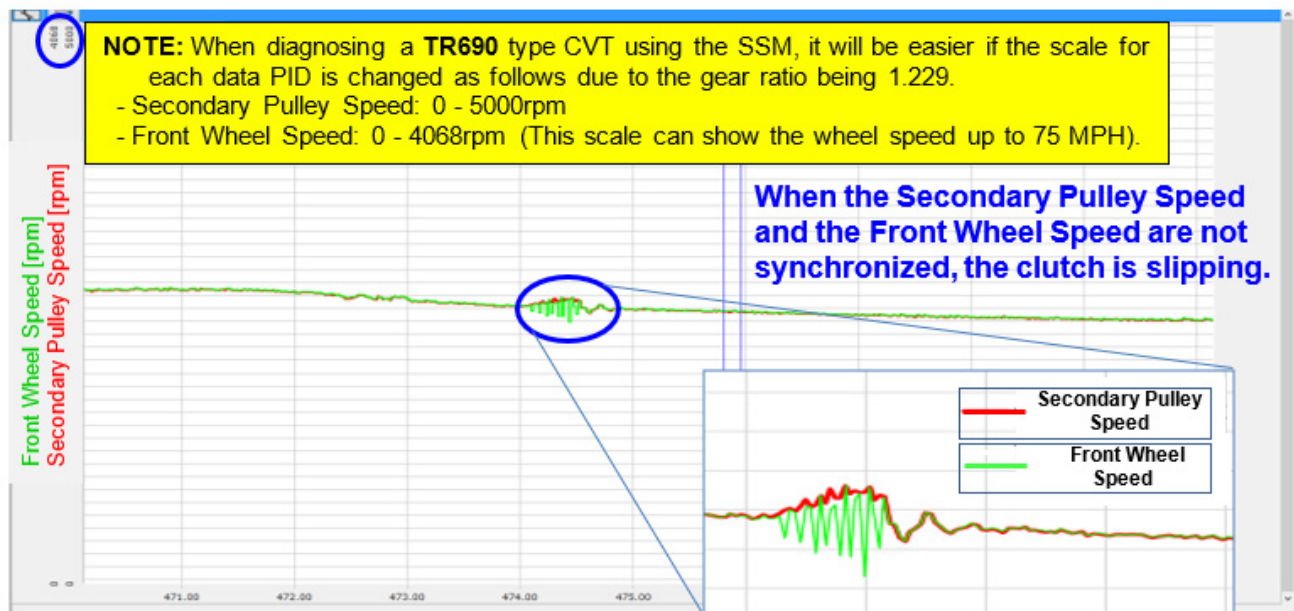


FIG. 3



Continued...

STEP 2-2: Troubleshooting Flow Chart for Symptom Other Than Chain Slip: -2 (Gear Change)

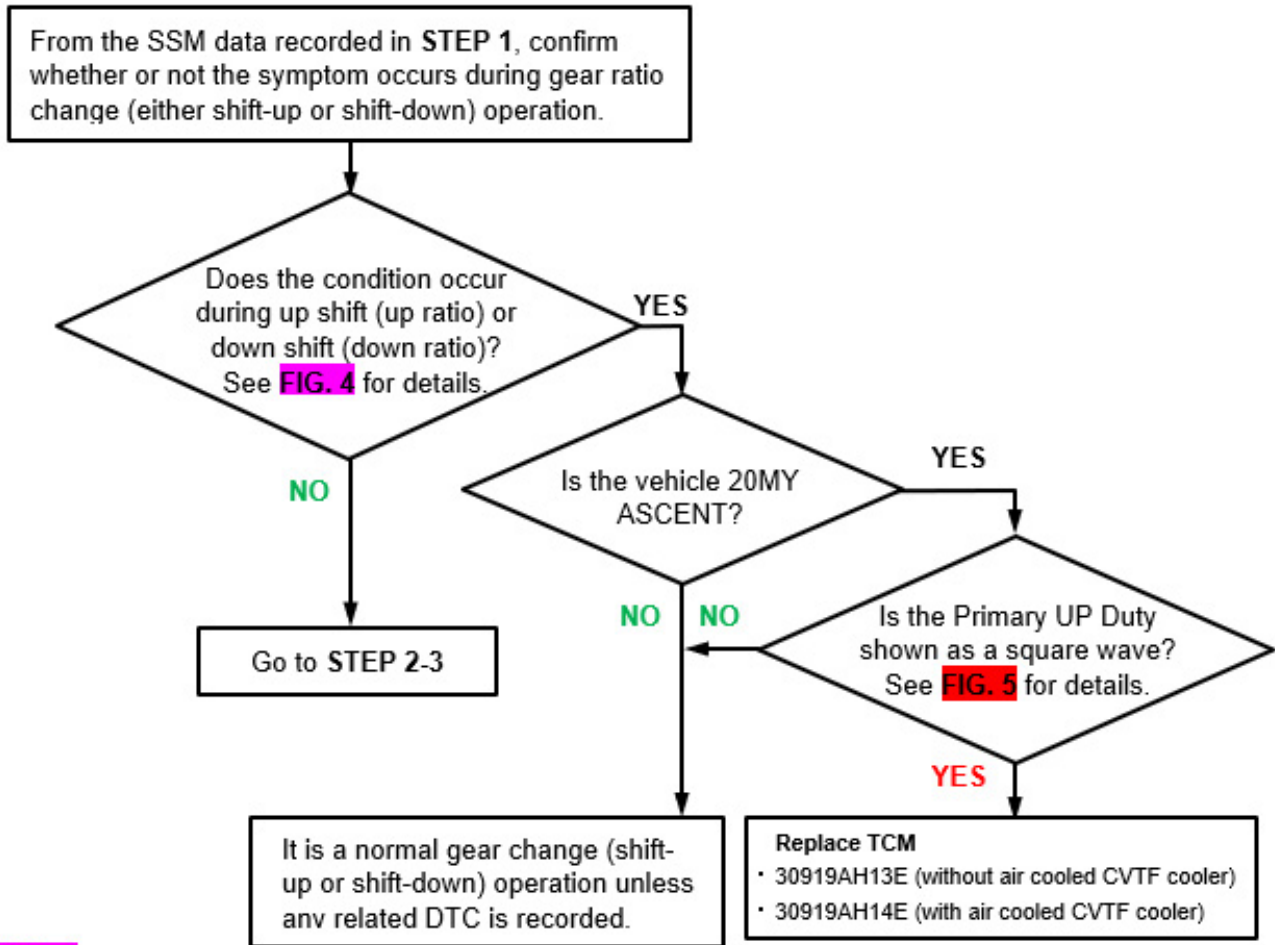
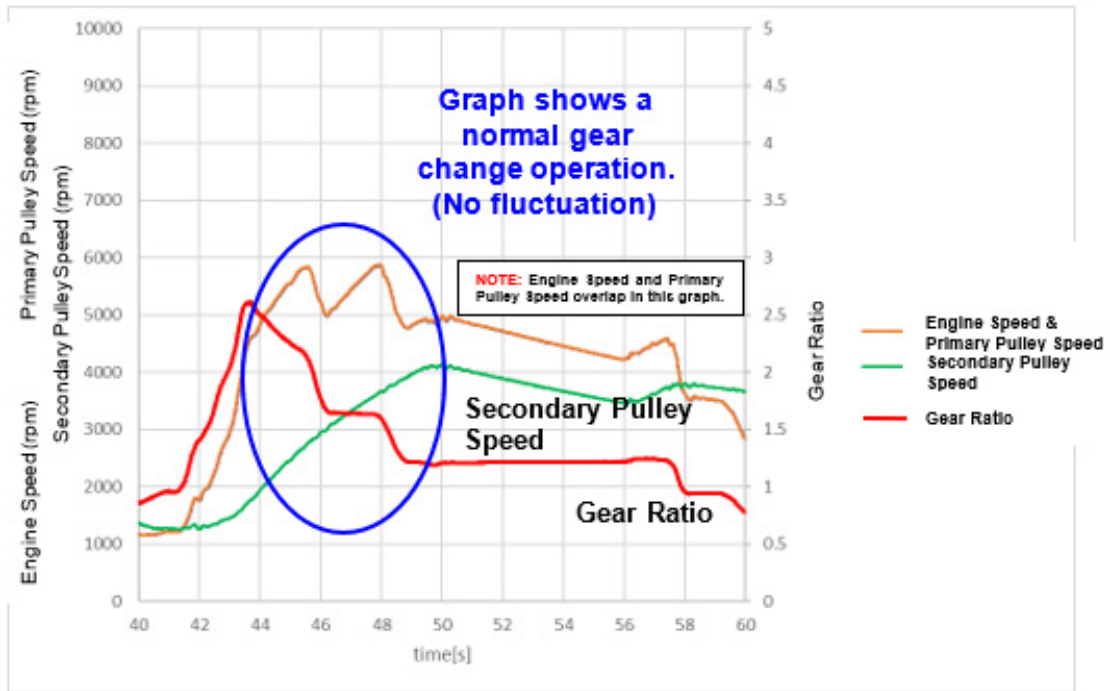
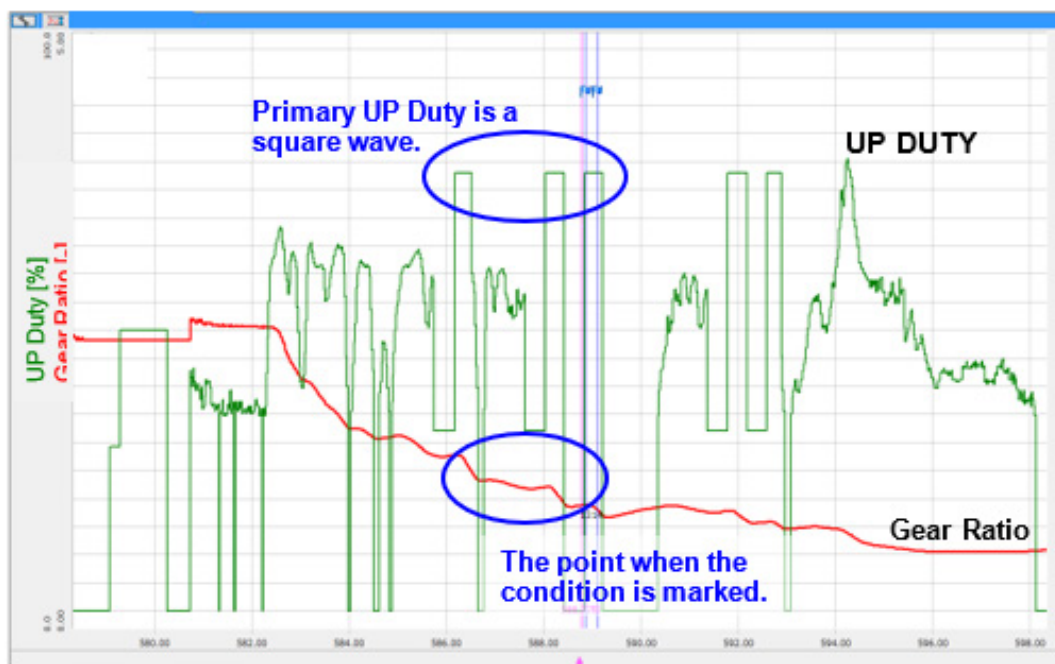


FIG. 4

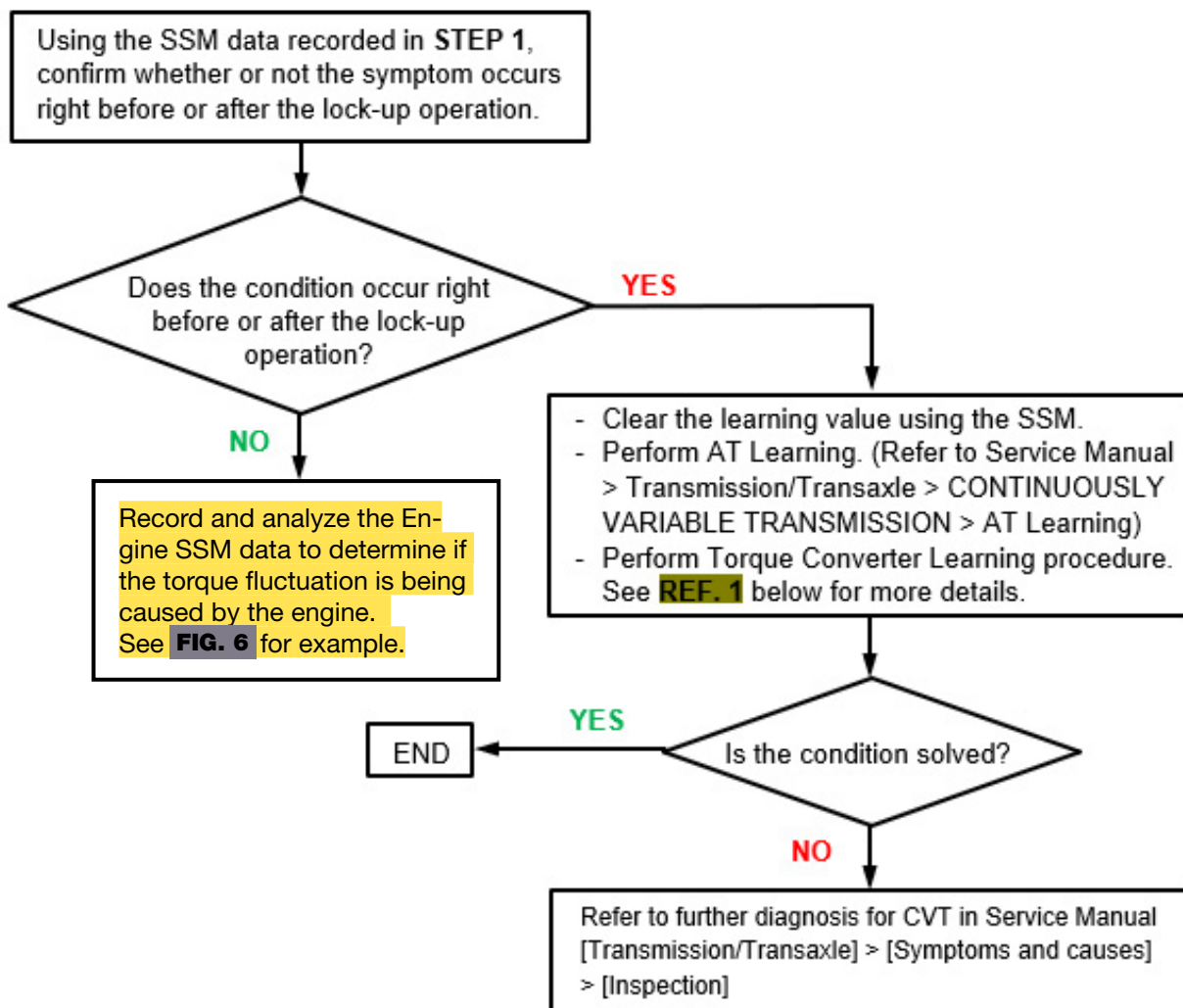


Continued...

FIG. 6

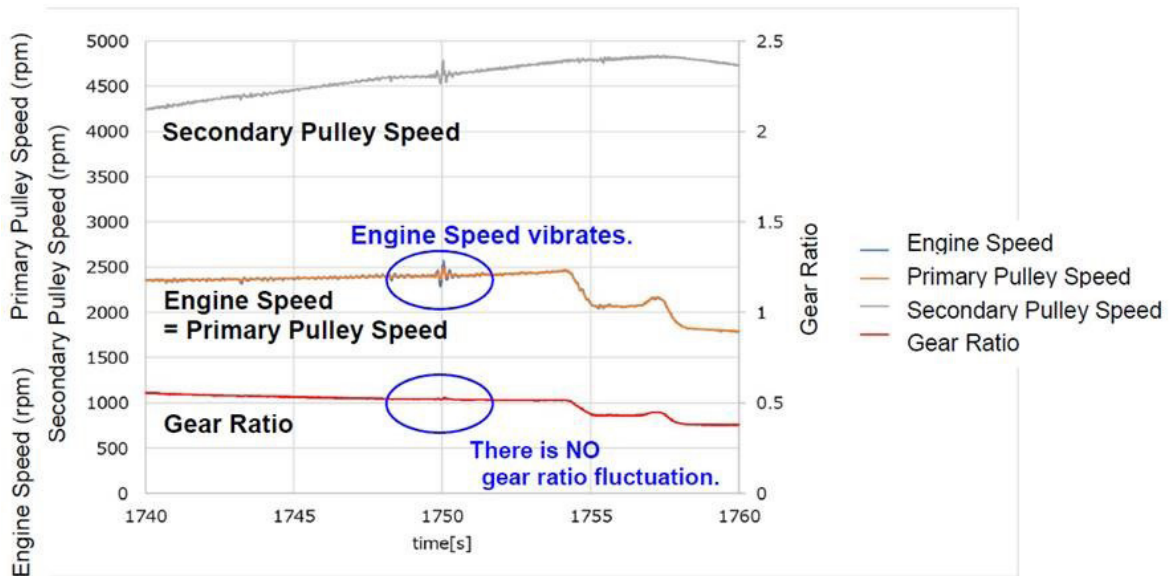


STEP 2-3: Troubleshooting Flow Chart Symptom Other Than Chain Slip -3 (Lock-up)



Continued...

FIG. 6



The graph above is an example of recorded SSM data showing the torque fluctuation is NOT being caused by the transmission but by torque fluctuation of the engine.

REF. 1: Torque Converter Learning

Once all criteria has been met, safely drive the vehicle from 0 - 20MPH. Be sure to keep the engine speed between 1,000 and 1400 RPM. After reaching 20 MPH, decelerate the vehicle to a stop. Repeat this drive cycle 5 (FIVE) times.

NOTE: The AT Learning Value must be cleared using the SSM instead of by disconnecting the battery or the TCM especially for Ascent and 2020MY and newer Legacy and Outback models.

4. Maintenance related information

2. Lock up (engagement) learning

Purpose	To stabilize the lock up engagement quality (minimize the variation) due to the hardware or fluid temperature.
Learning logic	The lock-up torque value feed-back control. (The value when the clutch releases is considered to the next clutch engagement torque.)
Learning condition	Automatically performed when the condition is met*. * It is stated afterwards.
Learning value stability	5 times.
Learning value reset condition	<ul style="list-style-type: none"> Removal of the vehicle battery. Removal of the TCU. Clear the AT learning value using the SSM.

Conditions	Value
①CVT fluid temperature	68~212° F
②E/G coolant temperature	140~248° F
③A/C compressor	OFF
④E/G speed	1,000~1,400rpm
⑤Fuel cut	Active
⑥Deceleration	0.5~-3m/s^2

Clear the AT learning value (Refer to Service Manual > Transmission/Transaxle > CONTINUOUSLY VARIABLE TRANSMISSION > AT Learning > Procedure

Continued...

Questionnaire for Alleged CVT Chain Slip Condition

Please use all applicable check boxes.

Please enter a number value in vehicle speed box.

Please attach SSM data files for both before and after pre- and post-repair.

No.	Item	Answer
1	CVT Temperature	<input type="checkbox"/> Immediately after starting the engine <input type="checkbox"/> Warming-up <input type="checkbox"/> After warming-up
2	Location	<input type="checkbox"/> Highway <input type="checkbox"/> Paved-road <input type="checkbox"/> Rough-road
3	Vehicle Speed	<input style="width: 100px; height: 20px;" type="text"/> mph
4	Condition: Driving Condition	<input type="checkbox"/> While accelerating <input type="checkbox"/> While decelerating <input type="checkbox"/> While cruising
5	Vehicle Used for Towing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	Frequency of Slip Condition	<input type="checkbox"/> Only once <input type="checkbox"/> A few times <input type="checkbox"/> Intermittent <input type="checkbox"/> Always
7	How Long Has Condition Been Occurring?	<input type="checkbox"/> It just started <input type="checkbox"/> Within the last month <input type="checkbox"/> From new
8	Symptoms:	<input type="checkbox"/> Noise <input type="checkbox"/> Vibration <input type="checkbox"/> Shock/Bump <input type="checkbox"/> Hesitation/Surge <input type="checkbox"/> Shudder <input type="checkbox"/> Jerking/Bucking <input type="checkbox"/> Engine RPM rise/flare <input type="checkbox"/> Lack of power / not accelerate <input type="checkbox"/> Deceleration feeling <input type="checkbox"/> Engine RPM not rise <input type="checkbox"/> Engine RPM fluctuation / hunting gear <input type="checkbox"/> Other (please describe:) <input style="width: 100%; height: 20px;" type="text"/>
9	Repair(s):	<input type="checkbox"/> T/M assy replacement <input type="checkbox"/> T/M part(s) replacement <input type="checkbox"/> TCM Re-programing <input type="checkbox"/> AT relearn / torque converter relearn <input type="checkbox"/> No repair made (inspection only) <input type="checkbox"/> Other (please describe:) <input style="width: 100%; height: 20px;" type="text"/>
10	Customer Comments Post-Repair:	<p>Example: Satisfaction / dissatisfaction level, further improvement requirements.</p> <input style="width: 100%; height: 100px;" type="text"/>

Continued...

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.