

Subarunet Announcement



To: All Subaru Retailers
From: Subaru of America, Inc.
Date: June 22, 2017

(7/20/17 updated customer reimbursement URL)

As part of Subaru's dedication to customer satisfaction, SOA is announcing a Continuously Variable Transmission (CVT) Warranty Extension program, which extends the New Car Limited Powertrain Warranty coverage of the CVT for 2010-2015 Legacy/Outback, 2012-2015 Impreza, 2013-2015 Crosstrek, 2014-2015 Forester, and 2015 WRX vehicles that were sold or leased in the United States.

Please note the following important details regarding this program, and review them with all appropriate personnel:

CVT Warranty Extension

The CVT Warranty Extension extends the affected vehicles' original "New Car Limited Powertrain Warranty" against defects that apply to the CVT. If a defect is verified, the CVT should be repaired or replaced following the procedures outlined in Technical Service Bulletin 16-107-17.

A warranty extension for the CVT of five (5) years, 40,000 miles will be added to these vehicles' original five (5) year, 60,000-mile New Car Limited Powertrain Warranty. The total coverage period for the CVT Warranty Extension is **ten (10) years from the warranty start date or 100,000 miles, whichever occurs first.**

In addition, effective with the mailing of the customer letters beginning June 26 through July 31, 2017, all affected vehicles, **regardless of mileage and warranty start date**, will be covered. Inspections and repairs on those vehicles more than ten (10) years old or over 100,000 miles as of July 31, 2017, must be completed prior to the July 31, 2018 expiration date. For these vehicles, retailers must contact the Subaru Claims Helpline prior to claim submission at 1-866-SUBARU2 (1-866-782-2782).

For vehicles within the coverage guidelines listed in the bulletin, customers can schedule an appointment with an authorized Subaru retailer for an inspection should they be experiencing any concerns with their CVT. **There is no mandatory inspection required for this warranty extension. Only those vehicles where the customer is currently experiencing a concern with the CVT should be inspected.**

Please note: The CVT is subject to the same terms and conditions set forth in the New Car Limited Powertrain Warranty unless expressly modified by terms outlined in the Customer Notification Letter.

Owner Notification

Subaru is sending a letter to all owners of affected vehicles. [Click here to view a copy of the Customer Notification Letter for reference](#). Customer letters will begin mailing on June 26, 2017.

Technical Instructions / Claim Procedures

Detailed instructions regarding the repair or replacement and warranty claim procedures will be provided by a separate Technical Service Bulletin 16-107-17 which will be posted to STIS at the timing of the customer letter release.

Pre-owned Vehicles in Retailer Inventory:

Subaru requests that for all pre-owned vehicles covered by this program, all retailers inform customers at the time of sale that the vehicle is covered by a warranty extension program, and that they will receive a letter from Subaru regarding this program. Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) is strongly recommended to ensure this information is fully communicated.

Customer Reimbursement

Subaru is reimbursing customers who previously paid for repair or replacement related to a CVT. If a customer has paid to have a repair or replacement performed sometime in the past, they may be eligible for reimbursement. Customers should be referred to the Customer Notification Letter for eligibility requirements, a copy of the Claim Form, and the reimbursement procedures.

Customers can apply for reimbursement online by going to www.cvtclaim.subaru.com.

If they did not receive the letter, they may contact the Subaru CVT Hotline at 1-844-373-6622 for specific information.

Coverage Questions

Should you have questions regarding warranty coverage, contact Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782)



Subaru of America, Inc.

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June 2017

Important Notice:

Warranty Extension for Continuously Variable Transmission (CVT) 2010-2015 Legacy/Outback, 2012-2015 Impreza, 2013-2015 Crosstrek, 2014-2015 Forester and 2015 WRX

Dear Subaru Owner:

As part of Subaru's dedication to customer satisfaction, this letter is to inform you of an extension to the New Car Limited Powertrain Warranty for your vehicle's CVT. Subaru is implementing a CVT Warranty Extension program which extends warranty coverage for the CVT on the models listed above produced with CVTs and sold or leased in the United States.

Please note that this is not a recall, as it does not impact the safety of your vehicle. If your vehicle is operating as designed, you do not need to take your vehicle to a Subaru retailer for repairs.

NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.

CVT Warranty Extension

The CVT Warranty Extension extends the affected vehicle's original New Car Limited Powertrain Warranty against defects as it applies to the CVT.

For all vehicles listed above:

- A one year coverage period is available for all eligible vehicles listed above **regardless of mileage and warranty start date**, and is effective now through July 31, 2018.
- For vehicles that are more than ten (10) years old or have more than one hundred thousand (100,000) miles, inspections or repairs under this one year coverage period must be completed on or before July 31, 2018.

For vehicles less than 10 years old with 100,000 miles or less after July 31, 2018:

- The coverage period extends the vehicle's New Car Limited Powertrain Warranty as it applies to defects to the CVT to ten (10) years or one hundred thousand (100,000) miles (whichever occurs first).
- Inspections or repairs under this coverage period must be completed prior to the expiration of that ten (10) years or one hundred thousand (100,000) miles coverage period.

Only if you have a concern with your CVT would you need to schedule an appointment with an authorized Subaru retailer for a free inspection. The inspection will take approximately forty (40) minutes. However, it may be necessary to leave your vehicle for a longer time on the day of your scheduled appointment to allow your retailer flexibility in scheduling.

Reimbursement Eligibility

- You may be eligible for reimbursement if you paid to have your vehicle's CVT repaired or replaced following the expiration of the original New Car Limited Powertrain Warranty period of five (5) years or sixty thousand (60,000) miles, but before the newly extended warranty period of ten (10) years, one hundred thousand (100,000) miles.
- You must have paid an out-of-pocket expense for repair or replacement of the CVT. This includes any deductible expense or partial reimbursement for repairs.



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- If you have been previously reimbursed by SOA or retailer for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third party including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.

To Apply for Reimbursement

Please apply for reimbursement online at: www.cvtclaim.subaru.com. Complete the online claim form and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing CVT repair and/or replacement will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

**Subaru of America Inc.
CVT Warranty Extension
Customer Retailer Services
P.O. Box 6000
Cherry Hill, NJ 08034**

Your request for reimbursement must be postmarked no later than **October 31, 2017**.

Please allow 6-8 weeks for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

If you have questions about this notice or need help contacting an authorized Subaru retailer, please contact the CVT Extension Hotline at 844-373-6622.

Sincerely,

Subaru of America, Inc.