

**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:** 2018-22MY Legacy and Outback  
 2017-22MY Impreza  
 2018-22MY Crosstrek  
 2019-22MY Forester  
 2019-22MY Ascent

**NUMBER:** 16-132-20R

**DATE:** 12/18/20

**REVISED:** 07/12/22

**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. **For vehicles applicable to this bulletin, whenever a CVT is replaced for alleged Chain Slip, Technicians are required to submit a completed QMR which includes all Flow Chart test results, SSM data and a COMPLETED copy of the questionnaire found on pg. 11.** 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!

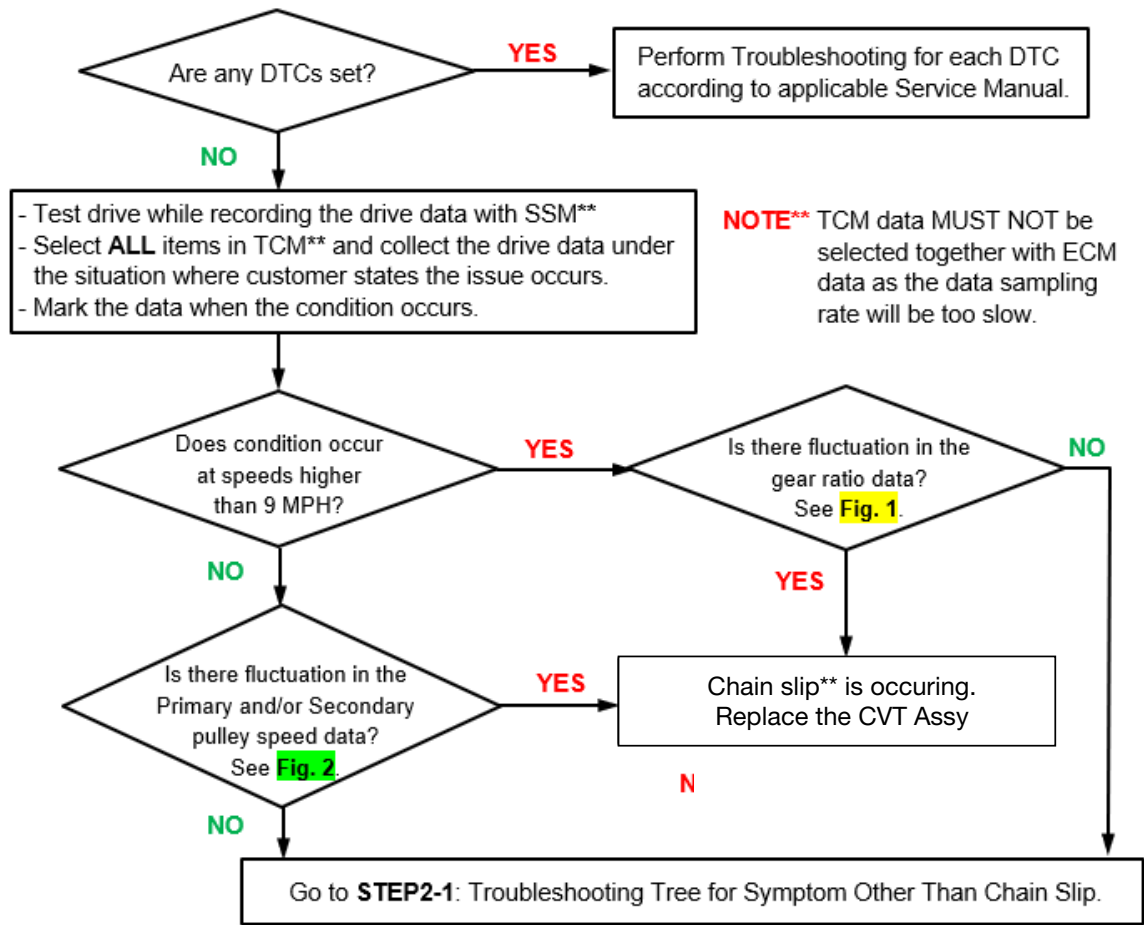
<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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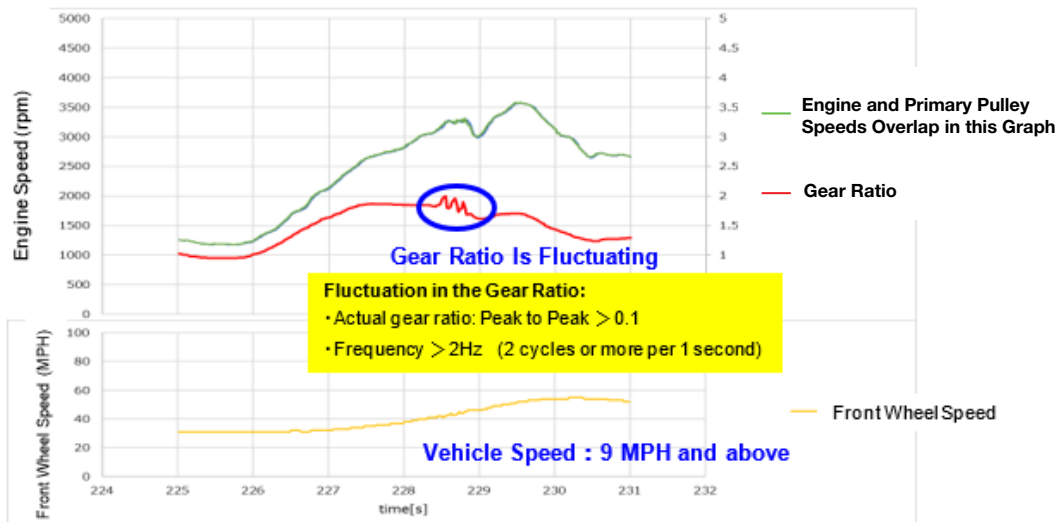
**IMPORTANT NOTE:** Before applying this bulletin, confirm that WRK-21 recall has been completed if applicable.

### Troubleshooting Flow Chart for Alleged CVT Chain Slip:

- Connect the Subaru Select Monitor and check for DTCs.

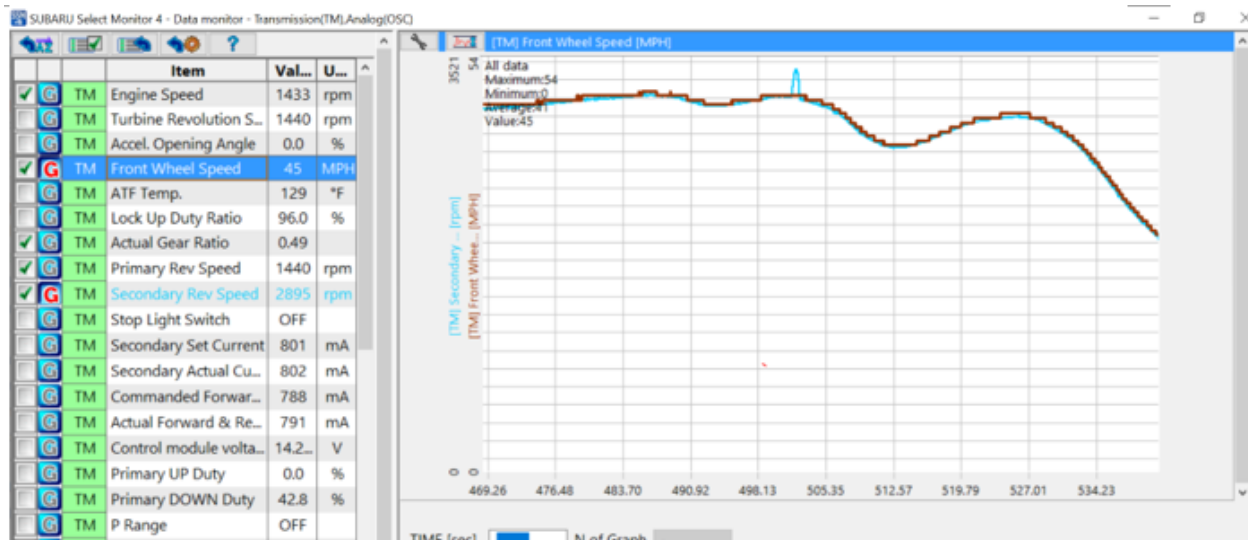


**FIG. 1**

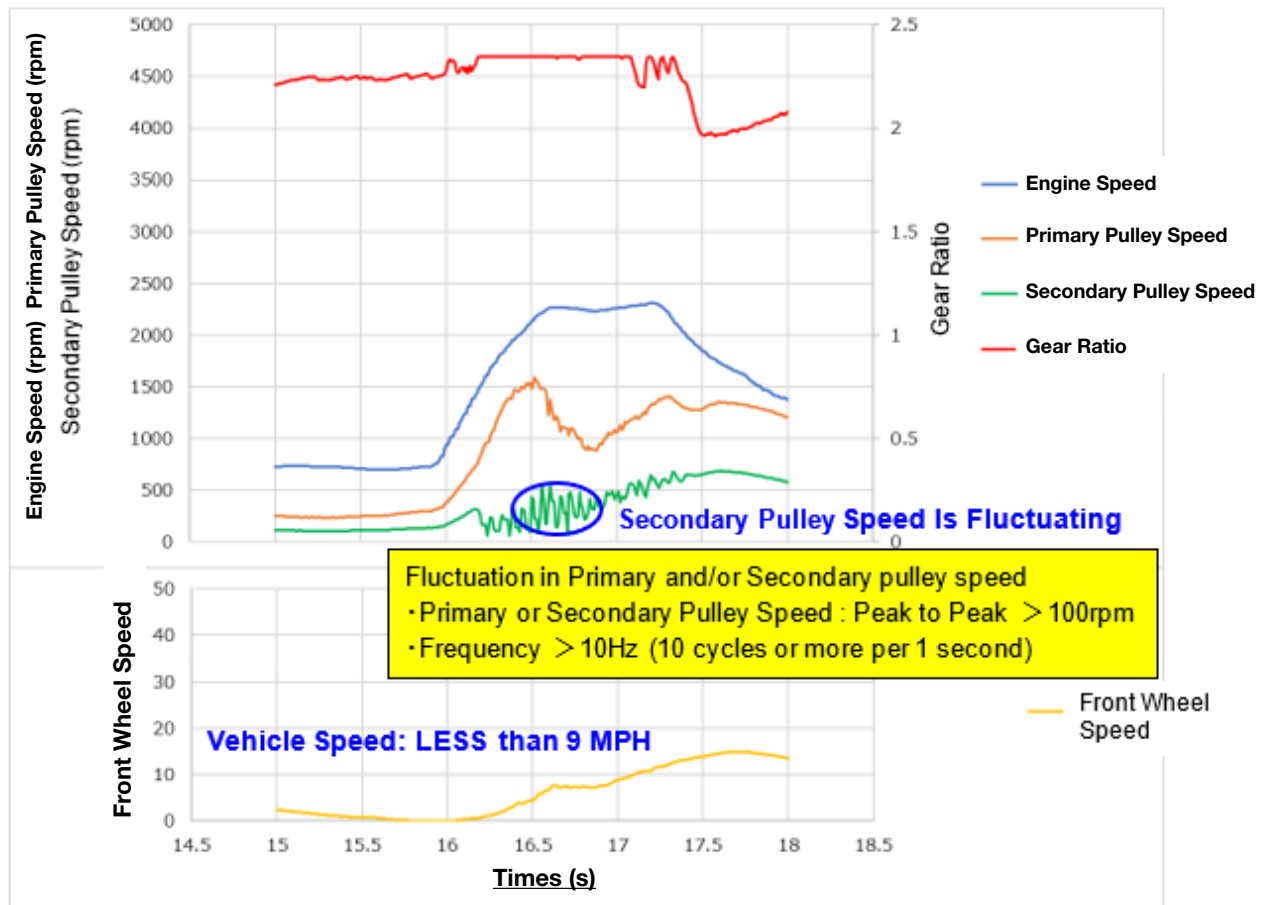


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Example screenshot of TCM PIDS with **Front Wheel Speed** and **Secondary Revolution Speed** selected.

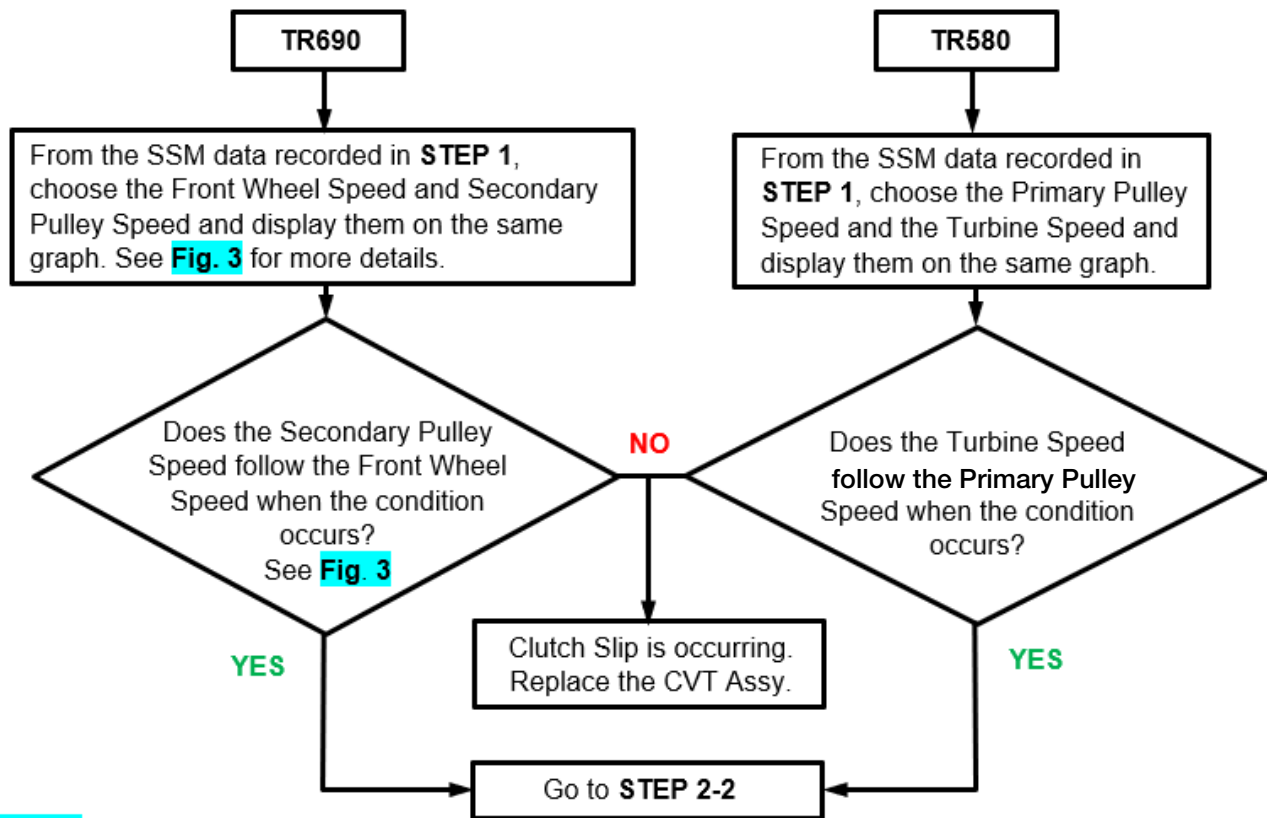


**FIG. 2**

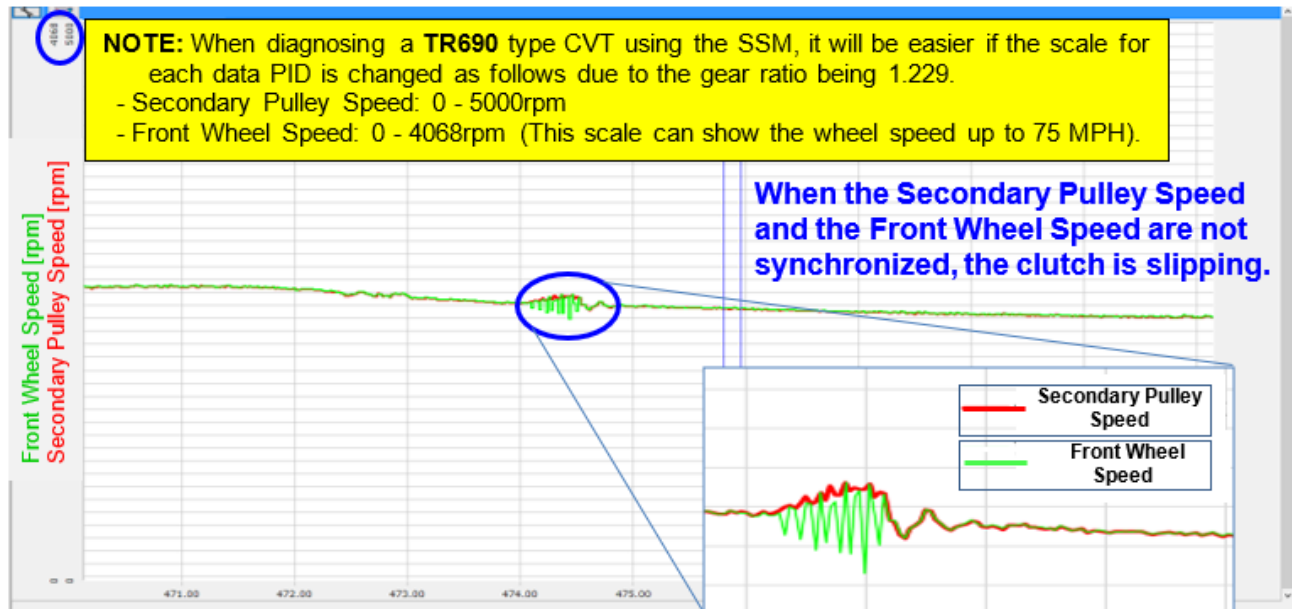


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## Troubleshooting Flow Chart for Symptom Other Than Chain Slip: -1

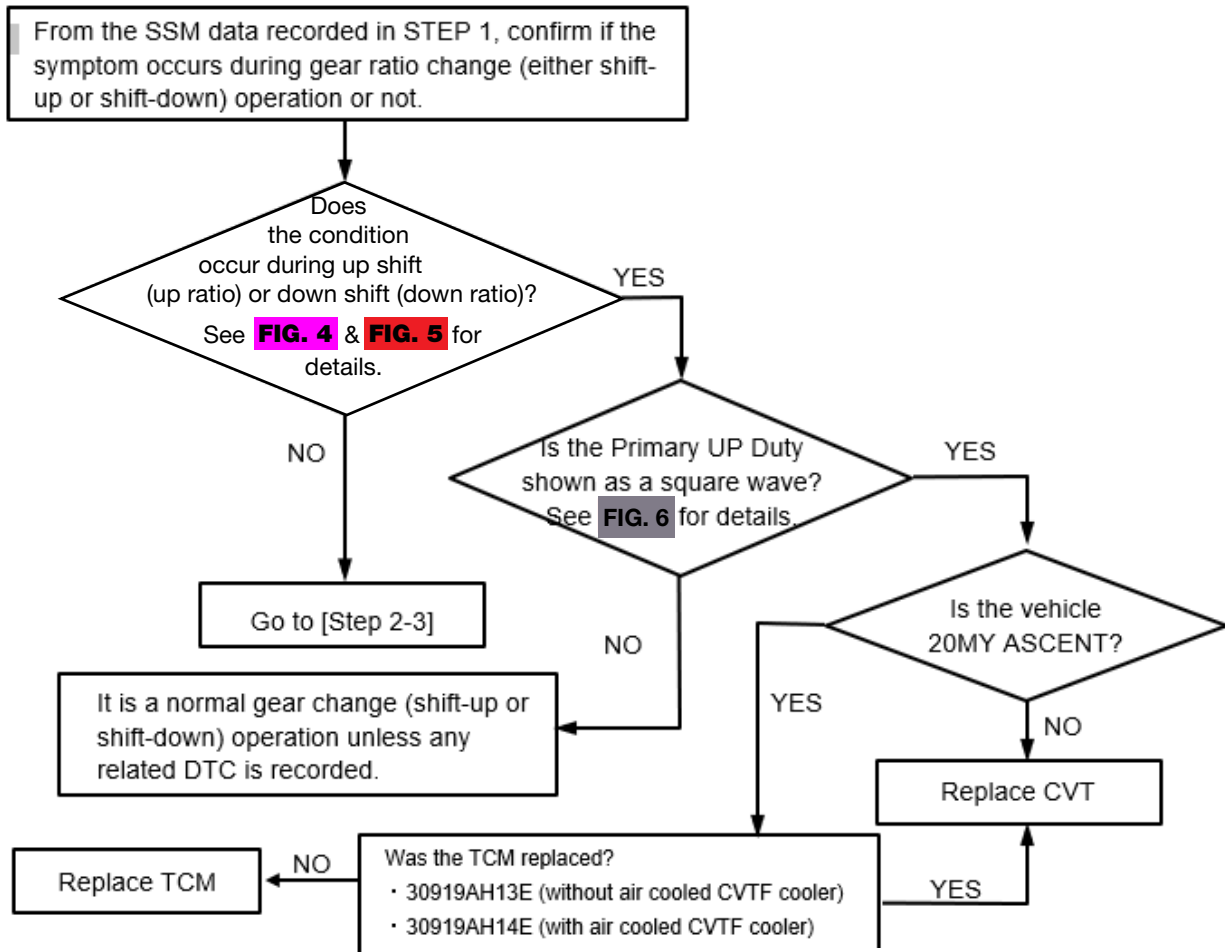


**FIG. 3**

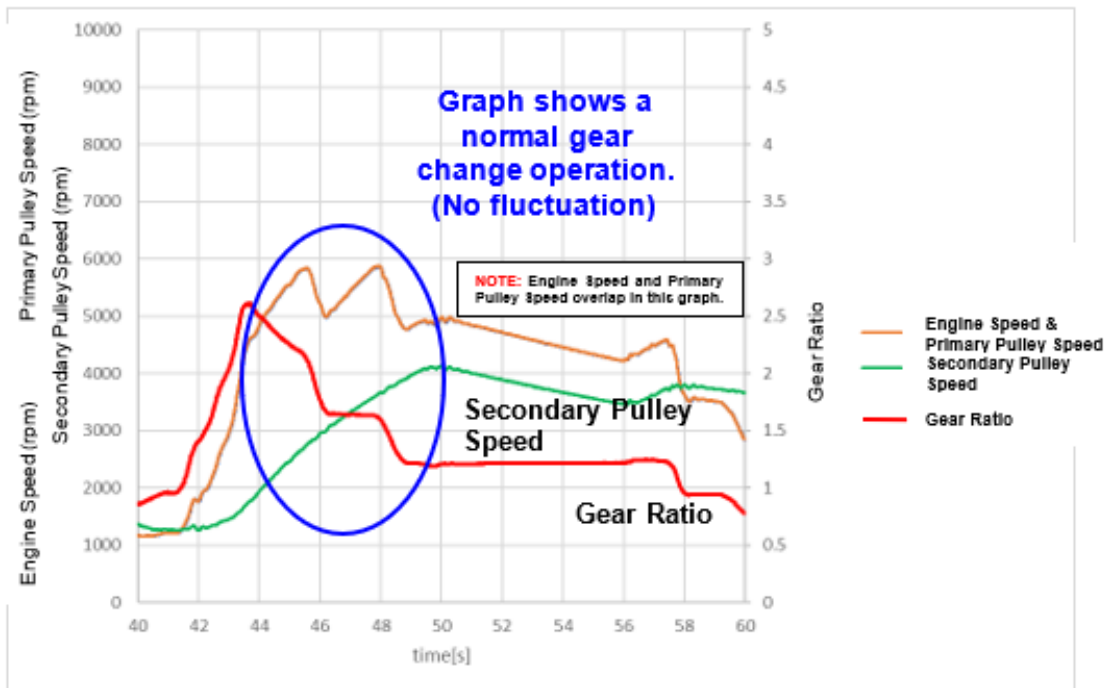


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## STEP 2-2: Troubleshooting Flow Chart for Symptom Other Than Chain Slip: -2 (Gear Change)

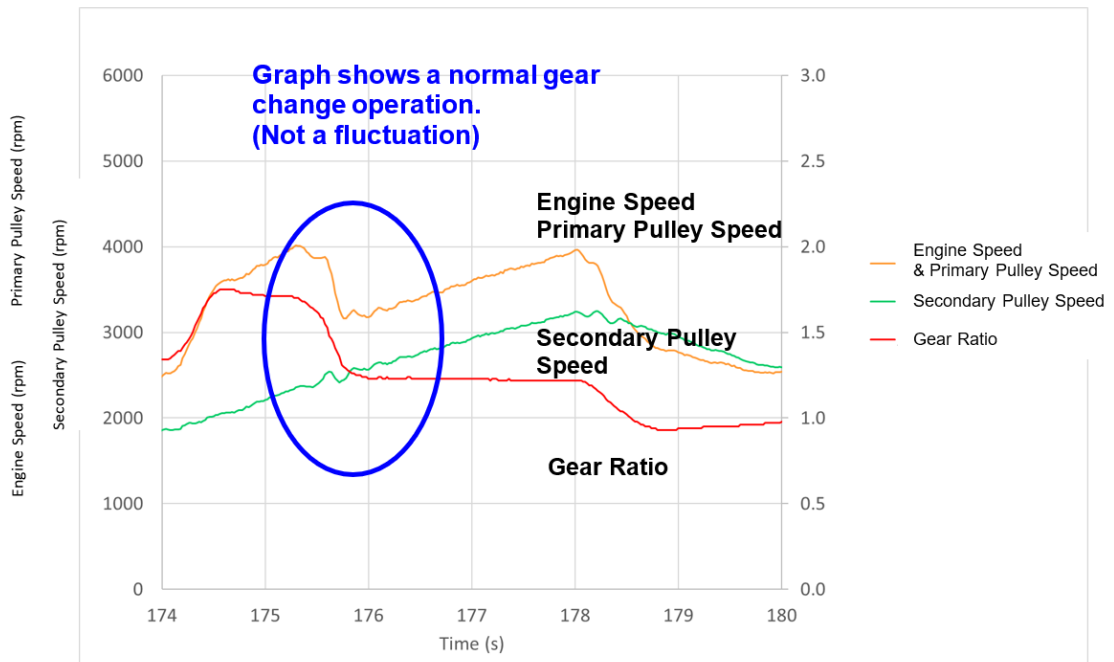


**FIG. 4**

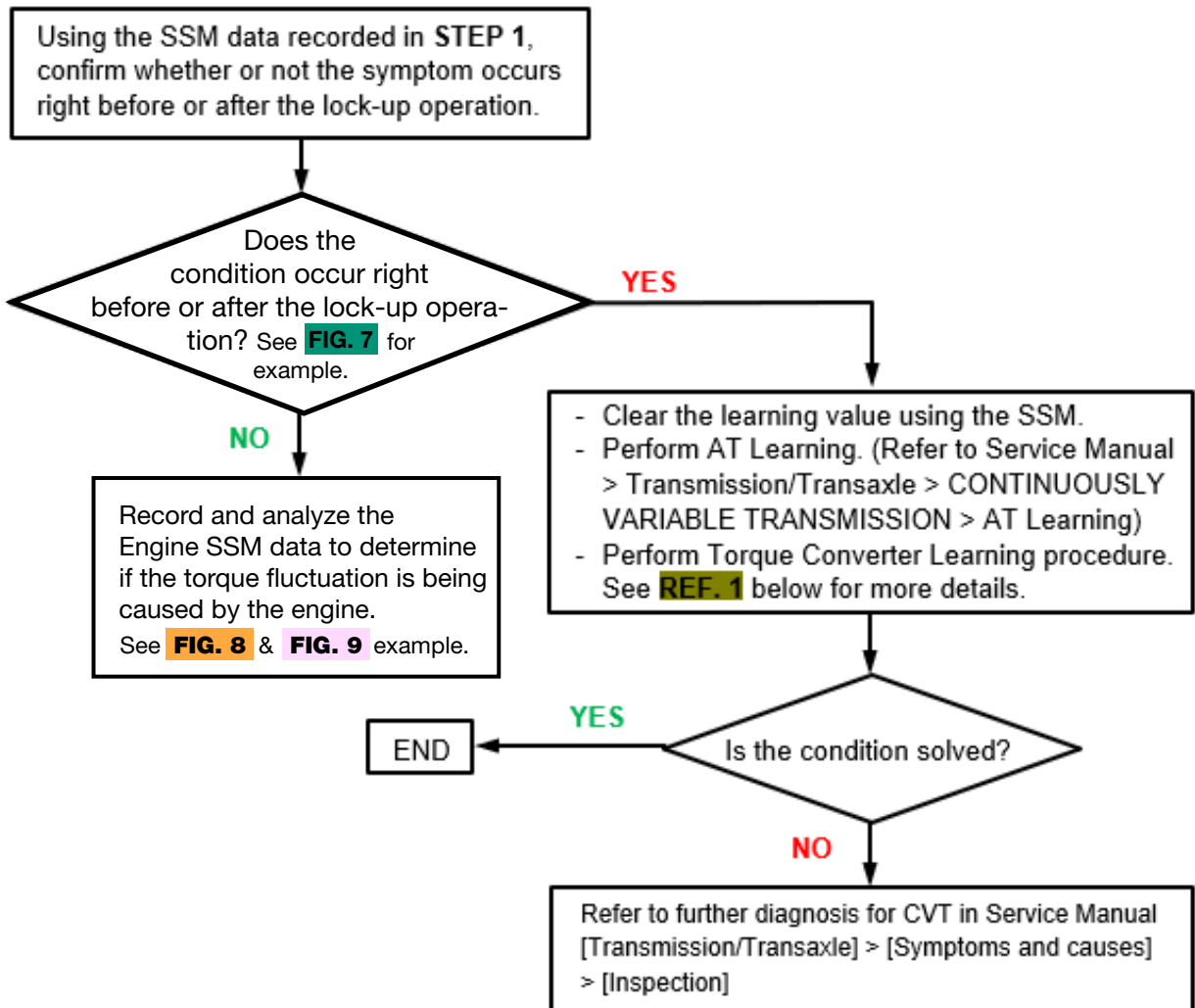


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**FIG. 5**

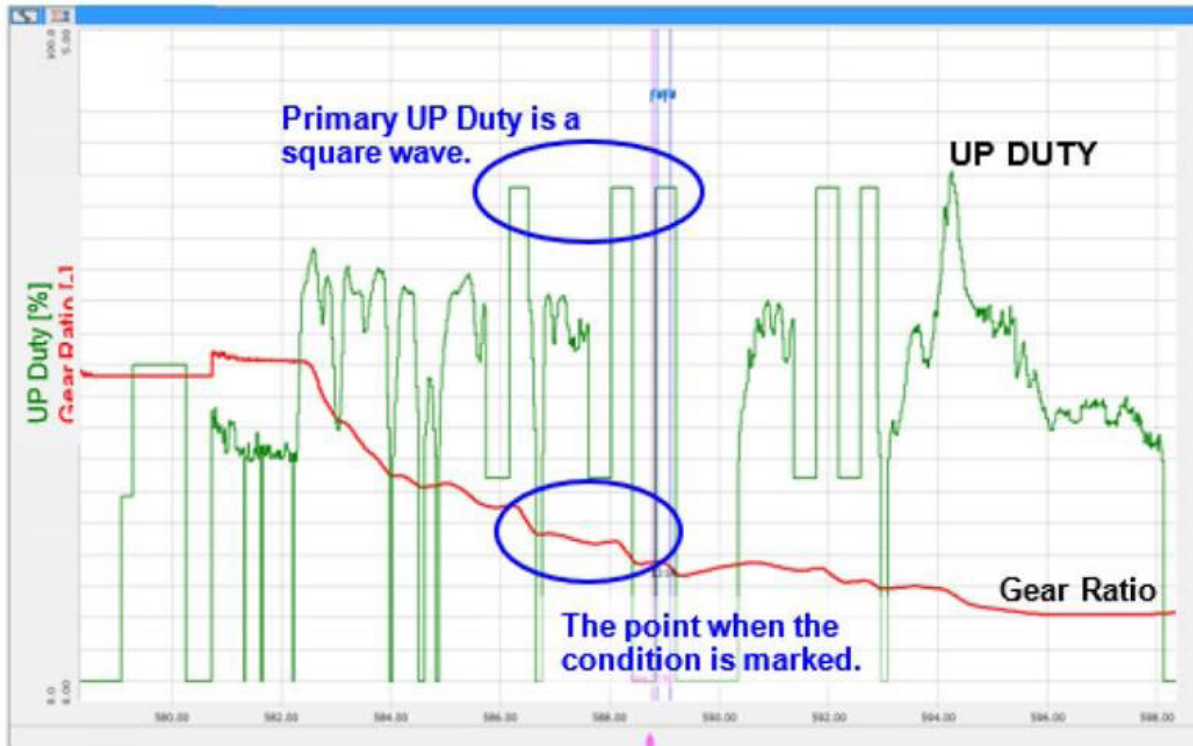


**STEP 2-3: Troubleshooting Flow Chart Symptom Other Than Chain Slip -3 (Lock-up)**

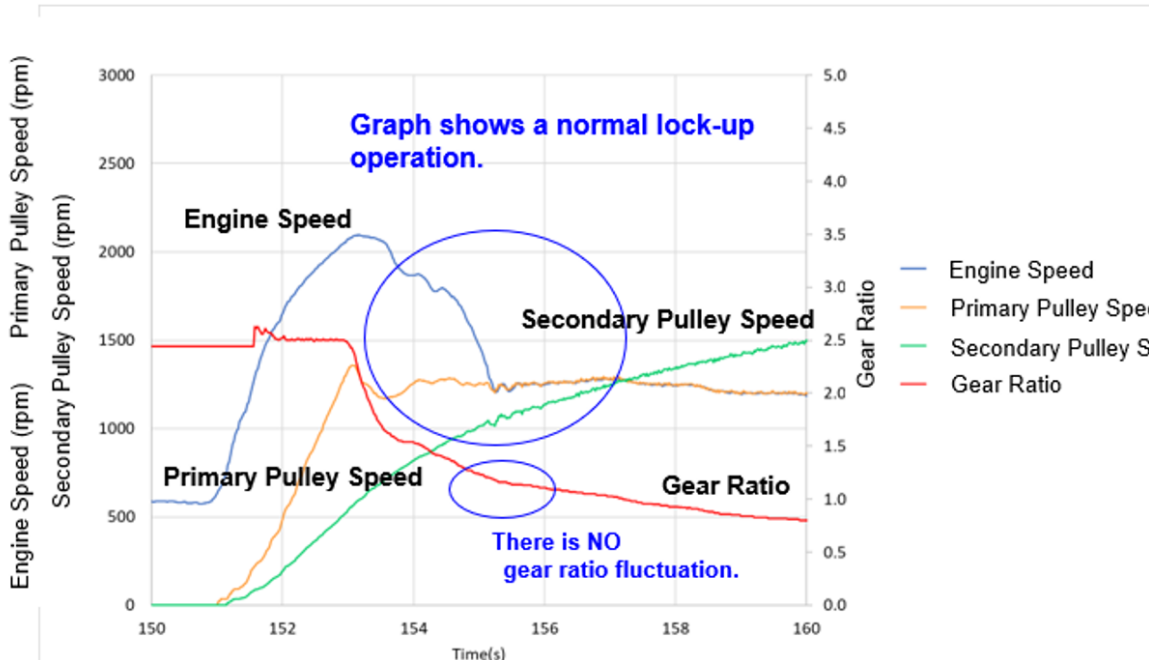


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**FIG. 6**

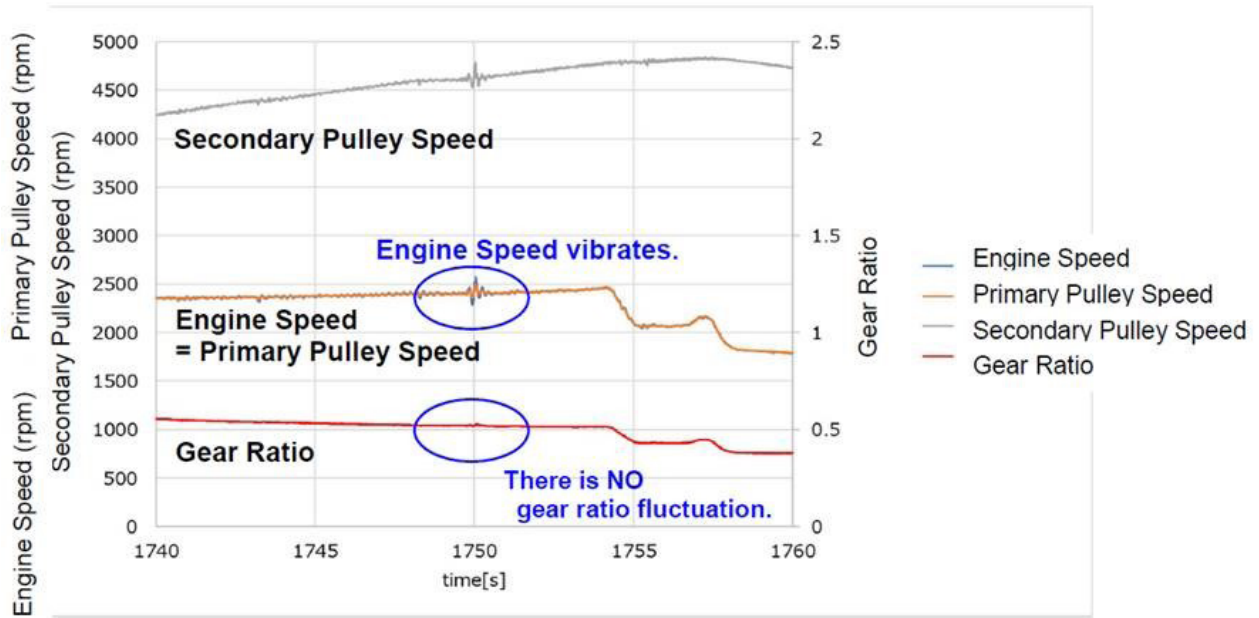


**FIG. 7**



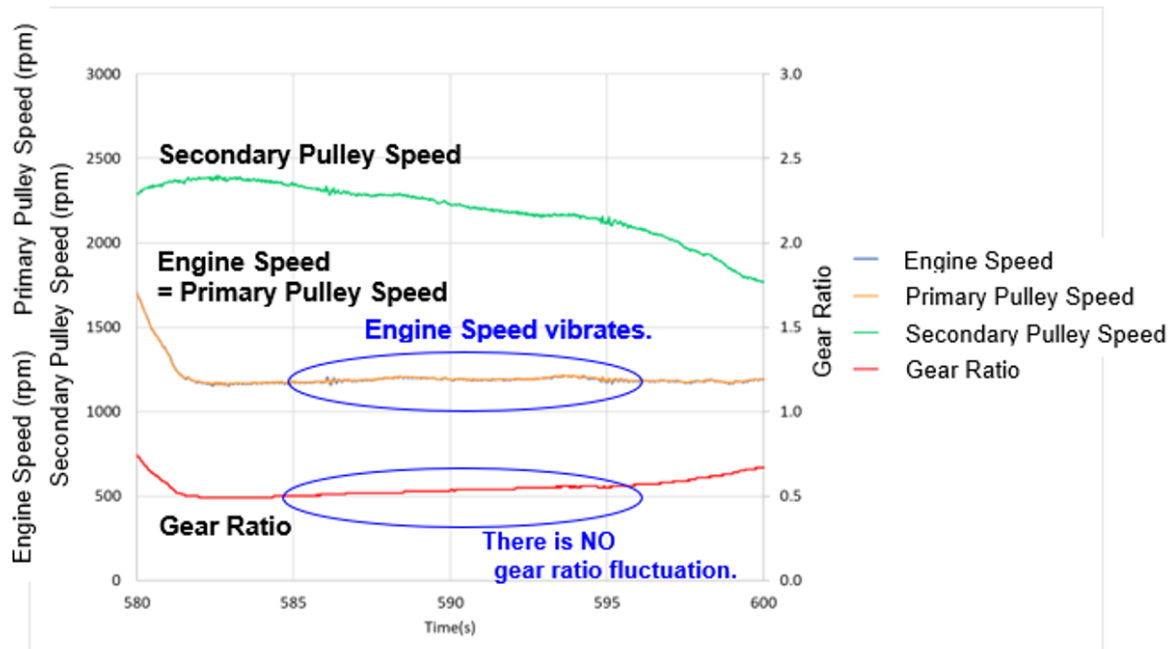
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**FIG. 8**



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.

**FIG. 9**



*Continued...*



**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"> <li><del>Removal of the vehicle battery.</del> <b>Clear the AT learning value using the SSM.</b></li> <li><del>Removal of the TCU.</del></li> </ul>

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

**WARRANTY / CLAIM INFORMATION:**

**NOTE: ALWAYS** confirm and verify the specific vehicle Warranty coverage prior to performing any work to the vehicle.

For vehicles within the Basic New Car Limited Warranty period Powertrain Limited Warranty or covered by an active Subaru Added Security Powertrain, Classic or Gold plan, this repair may be submitted using the following claim information:

Diagnostic Claim Information		
Labor Description	Labor Operation #	Labor Time
CHAIN SLIP DIAGNOSIS ROAD TEST, STEP ONE AND QMR SUBMISSION	C303-715	1.3H
CHAIN SLIP DIAGNOSIS STEP ONE - STEP 2-1 AND QMR SUBMISSION	C303-716	1.4H
CHAIN SLIP DIAGNOSIS STEP ONE - STEP 2-2 AND QMR SUBMISSION	C303-717	1.5H
CHAIN SLIP DIAGNOSIS STEP ONE - STEP 2-3 AND QMR SUBMISSION	C303-718	1.7H

*Continued...*

The diagnostic claim information listed **ABOVE** is to be used with in conjunction with the labor claim information listed **BELOW**.

**ONLY** one labor operation from the above list can be used with an associated repair listed below.

<b>Labor Claim Information</b>		
<b>Labor Description</b>	<b>Labor Operation #</b>	<b>Fail Code</b>
REMANUFACTURED TRANSMISSION R&R 4AT/5AT/CVT/3AT	B139-301	TMA/TMB
NEW CV TRANSMISSION ASSEMBLY REPLACE	B303-091	MQJ24
PERFORM AUTO TRANS LEARNING CONTROL PROCEDURE	B383-108	MFC42
TRANSMISSION CONTROL MODULE R&R	B860-731	MJT42

**NOTE:** Labor times will vary depending on model. Always refer to the Warranty Labor Time Guide.

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## 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	<b>CVT Temperature</b>	<input type="checkbox"/> Immediately after starting the engine <input type="checkbox"/> Warming-up <input type="checkbox"/> After warming-up
2	<b>Location</b>	<input type="checkbox"/> Highway <input type="checkbox"/> Paved-road <input type="checkbox"/> Rough-road
3	<b>Vehicle Speed</b>	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> mph
4	<b>Condition:</b>	<input type="checkbox"/> While accelerating <input type="checkbox"/> While decelerating <input type="checkbox"/> While cruising
5		<input type="checkbox"/> Yes <input type="checkbox"/> No
6		<input type="checkbox"/> Only once <input type="checkbox"/> A few times <input type="checkbox"/> Intermittent <input type="checkbox"/> Always
7		<input type="checkbox"/> It just started <input type="checkbox"/> Within the last month <input type="checkbox"/> From new
8		<b>Symptoms:</b>
9	<b>Repair(s):</b>	<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:)
10	<b>Customer Comments Post-Repair:</b>	Example: Satisfaction / dissatisfaction level, further improvement requirements.

*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.