SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 2.0T FA20DIT / 2.4T FA24
RA-SUBFA-123456-20261027

2019 Subaru Ascent · WM Ascent Premium (2.4L turbo, CVT) · AWD

4S4WMAFD4K3123456

ODOMETER IN	DOOR-JAMB BUILD (MM/YY)	RO #	TECHNICIAN / DATE
70,000			

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

21V-955 · CVT clutch may engage before the chain is clamped (2019–2020 Ascent, 2020 Legacy / Outback)	☐ Open ☐ Done ☐ N/A
19V-855 · CVT hydraulic sensor may misread (2019 Ascent)	☐ Open ☐ Done ☐ N/A
19V-856 · PCV valve can separate and enter the engine (2019 Ascent)	☐ Open ☐ Done ☐ N/A
20V-218 · Low-pressure fuel pump may fail (2019 Ascent, Outback, Legacy)	☐ Open ☐ Done ☐ N/A
21V-587 · Low-pressure fuel pump may fail (2019–2020 Ascent, 2018–2019 WRX, 2018 Forester)	☐ Open ☐ Done ☐ N/A
22V-907 · Wiring · cabin heater ground	☐ Open ☐ Done ☐ N/A

22V-485 (CVT clutch may engage before the chain is clamped (2020–2021 Outback / Legacy)): not listed by NHTSA for MY2019. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. TR690 CVT chain slip, judder and shudder

Check now · Past the range (12,000–56,000 mi, the middle half of 66 owner reports)

Road test for judder and flare	☐ OK ☐ Watch ☐ Fix
Scan the TCU for stored codes	☐ OK ☐ Watch ☐ Fix

CVT: smooth / judder / slip

Scan for: P0730, P0746, P0841, P2723

Parts (WM): Ask your parts supplier for the OE part number for this VIN.

2. Low-pressure fuel pump failure (recalled)

Check now · Any mileage (2019–2020 Ascent, 2018–2019 WRX and 2018 Forester in the recall ranges)

Check the VIN for open recalls	☐ OK ☐ Watch ☐ Fix

Parts (WM): Ask your parts supplier for the OE part number for this VIN.

3. Carbon deposits on intake valves and injectors (misfire, rough idle)

Watch · Past the range (13,000–41,000 mi, the middle half of 36 owner reports)

Scan for misfire codes	☐ OK ☐ Watch ☐ Fix
Borescope the intake valves	☐ OK ☐ Watch ☐ Fix

Scan for: P0300, P0301, P0302, P0303, P0304

Parts (WM): Ask your parts supplier for the OE part number for this VIN.

4. Cracked front exhaust pipe (rattle on acceleration)

Watch · Any mileage (2019–2023 Ascent, 2020–2023 Outback / Legacy 2.4 DIT, 2022–2023 WRX)

Inspect the front pipe welds	☐ OK ☐ Watch ☐ Fix
Exhaust leak test	☐ OK ☐ Watch ☐ Fix

Parts (WM): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 100,000 MI (ASK FOR RECORDS)

Spark plugs · every 60,000 mi or 5 years · was due at 60,000 mi and by age (check records) · $249	☐ Done (records) ☐ Due ☐ Quoted
Brake fluid · every 30,000 mi or 2.5 years · was due at 60,000 mi and by age (check records) · $129	☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.0T FA20DIT / 2.4T FA24, QUICK CHECKS

- **Battery / electrical** (419 complaints): Battery-drain complaints; Subaru has a parasitic-draw bulletin; not an engine fault.
- **Stalling / loss of power** (123 complaints): Mixed causes: fuel pump, PCV valve (19V-856, 2019 Ascent), turbo intake duct (16V-162) and CVT.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. TR690 CVT chain slip, judder and shudder

The heavy-duty TR690 CVT can slip its chain, judder, shudder or hesitate. At 70,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking. A recall or warranty extension may pay for it: we check the VIN.

Ask: have you noticed shudder or judder from a stop, or hesitation or flare in rpm?

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2. Low-pressure fuel pump failure (recalled)

The fuel pump inside the tank can stop working, so the engine runs rough or stalls. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.

Ask: have you noticed engine stalls, or rough running?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Subaru repair procedures and your shop's judgment.