

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: 2010-2012MY Legacy and Outback 2.5L and 3.6L Models

NUMBER: 16-101-16
DATE: 05/09/16

SUBJECT: Squeeking Sound Heard While Cranking

INTRODUCTION:

This bulletin announces a production process change to the starter ring gear portion of the torque converter assembly. To address customer concerns of a squeaking-type sound heard while cranking the engine, a change to improve anti-wear characteristics of the ring gear was made.

SERVICE PROCEDURE / INFORMATION:

Description	Part Number	Transmission Type	Notes
CONVERTER ASSEMBLY- TORQUE	31100AB172	CVT	-
	31100AB143	5AT	-
CIRCLIP	805343020	5AT ONLY	One-time use parts
O-RING	806920070	CVT ONLY	

After confirming the condition, replace the torque converter assembly following the procedure outlined in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Failure Code	Labor Time	Transmission
TORQUE CONVERTER REPLACEMENT FOR SQUEEKING SOUND	A342-122	LAH25	3.5	CVT
			3.7	5AT

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.

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.

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