

- 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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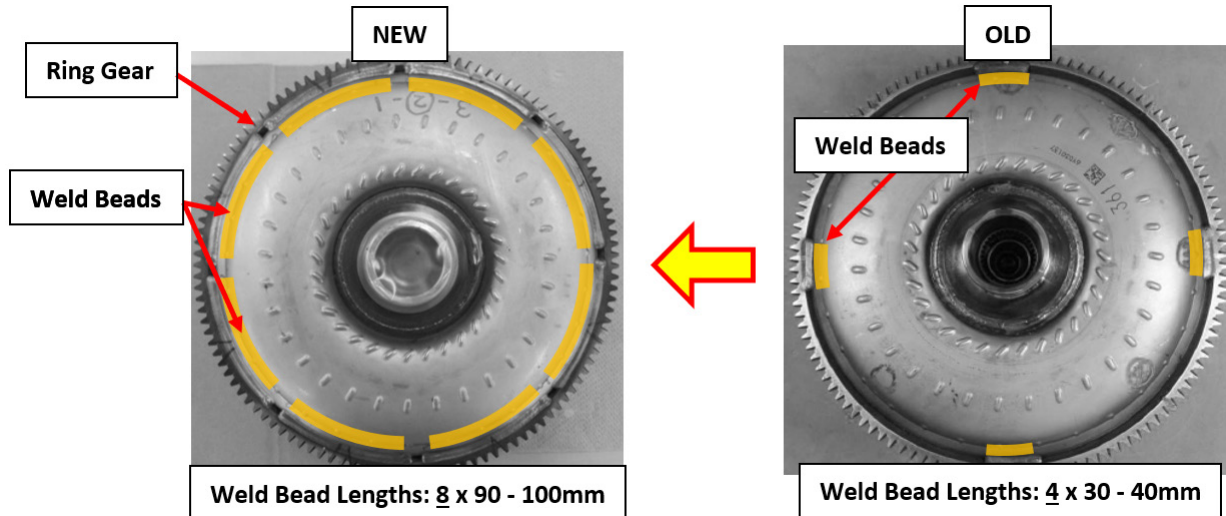
QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2015-19MY Legacy and Outback **NUMBER:** 16-124-19
SUBJECT: Torque Converter Assembly- Design Change **DATE:** 8/26/19

INTRODUCTION:

This Service Information Bulletin announces a design change to the CVT torque converter assembly made to address a small number of reports describing a squeaking -type sound heard while the engine is being cranked over. The sound results from contact between the starter pinion gear and the converter ring gear. Both the number and length of the welds securing the ring gear to the converter shell have been increased significantly. Comparison images between the new and old design parts showing the changes are provided below.



PART INFORMATION:

The new torque converter assembly part number is: **31100AB353**.

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

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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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.

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SERVICE PROCEDURE / INFORMATION:

REMEMBER: Customer satisfaction and retention starts with performing quality repairs. The service procedures for replacing the torque converter assembly 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 and 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.

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.