

ATTENTION:

GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All
 Service Personnel
 Should Read and
 Initial in the boxes
 provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2010-12 MY Legacy and Outback Models
 Equipped with CVT Transmission

SUBJECT: Design Change to Lock-Up Type
 Torque Converter

NUMBER:16-90-13R
DATE: 01/06/14
REVISED: 09/11/23

INTRODUCTION

This bulletin announces the availability of a countermeasure torque converter assembly to address a customer concern of very low engine RPM when coming to a stop. The condition is similar to coming to a stop in a manual transmission equipped vehicle without depressing the clutch pedal. Thrust washer wear inside the torque converter can cause restriction of the oil passage used to bleed off lock-up clutch application pressure. The result is either a delayed (momentary low engine rpm) or no lock-up pressure release. The thrust washer has been changed from a solid bushing-type to a needle bearing type.

COUNTERMEASURE IN PRODUCTION

Remanufactured CVT assemblies with a production date of 12/31/2013 or later as indicated on the shipping container label include this revised torque converter.

PART INFORMATION

PART NUMBER	DESCRIPTION	QUANTITY
31100AB171	Torque Converter Assy.	1
806735290	Differential Side Seal (L/H)	1
806735300	Differential Side Seal (R/H)	1
28333SA000	Axle Shaft C-Clip	2
SOA635304	CVT Fluid (Quart)	4

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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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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.

SERVICE PROCEDURE / INFORMATION

- Always verify the customer concern before proceeding with any diagnostics and / or repairs.
- Diagnose any stored DTCs per the applicable Service Manual.
- Perform a line pressure test to rule out other possible pressure-related causes for the condition.
- After performing the applicable diagnostics, replace the torque converter assembly following the procedure outlined in the appropriate Service Manual.
- Both front differential side (axle shaft) oil seals and axle shaft c-clips are one-time use items and must be replaced as part of this repair.
- In **rare** instances, should the condition persist after replacing the torque converter, the valve body assembly may also require replacement.
- Before releasing the vehicle, always confirm the CVT has been refilled to the proper level by following the procedure outlined in the appropriate Service Manual.

REMINDER: In the event the valve body requires replacement, the Learning Control procedure must be performed after installation to complete the repair.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited and / or Powertrain Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
CVT Transmission R&R	B303-001	LAA-48	3.8
Torque Converter R&R	C303-122		0.1
CVT Line Pressure Testing	C303-701		0.6
IF VALVE BODY NEEDS TO BE REPLACED AFTER TORQUE CONVERTER REPLACEMENT			
CVT Valve Body Replace	B303-841	MPO-48	1.2
CVT Line Pressure Testing	C303-701		0.6

Up to 4 quarts of CVT Transmission Fluid, p.n. SOA635304 can be claimed for torque converter replacement.