

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: 2015-19MY Legacy and Outback w/ 3.6L
 2014-18MY Forester Turbo
 2015-19MY WRX
 2019MY Ascent
 Models listed above with TR690 CVT

NUMBER: 16-120-19
DATE: 03/04/19

SUBJECT: AWD Transfer Clutch Chatter Sound / Shudder

INTRODUCTION:

This bulletin provides a procedure to follow for addressing customer concerns of a shuddering condition or chattering -type sound heard or felt when making sharp turns. If an applicable vehicle presents with the condition as described, it is recommended to perform the transfer clutch break-in procedure as described below.

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

NOTES: BEFORE performing this procedure:

- The tires should always be confirmed to be within specification. As little as a quarter inch (1/4”) difference in rolling circumference can cause internal issues.
- Check for and address any stored DTC(s).
- Make sure the X-Mode switch is turned OFF.
- This procedure is best performed in an open parking lot area where the vehicle can be driven in circles without any interference from other traffic. Do NOT attempt this procedure on public roads.
- The following transfer clutch break-in procedure may have to be completed more than once to obtain the desired results.

While holding the steering in the full lock (left or right) position, drive the vehicle in “D” range at about 3 MPH then turn the steering wheel to full lock in the opposite direction to complete a “Figure 8”. Vary the vehicle speed by accelerating and braking. After completing about 10 figure eights, road test to confirm if the condition has changed. This procedure may have to be performed more than once to achieve the desired results.

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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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If the break-in procedure above does not address the condition, proceed with diagnosing the condition following the procedure in the applicable Service Manual.

See the September, 2018 issue of TIPS for more information regarding CVT repairs.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
PERFORM TRANSFER CLUTCH BREAK-IN PROCEDURE	A383-148	0.5	MKL-25

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.