

**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  
 2017-19MY Impreza  
 2019MY Ascent

**NUMBER:** 03-85-20R

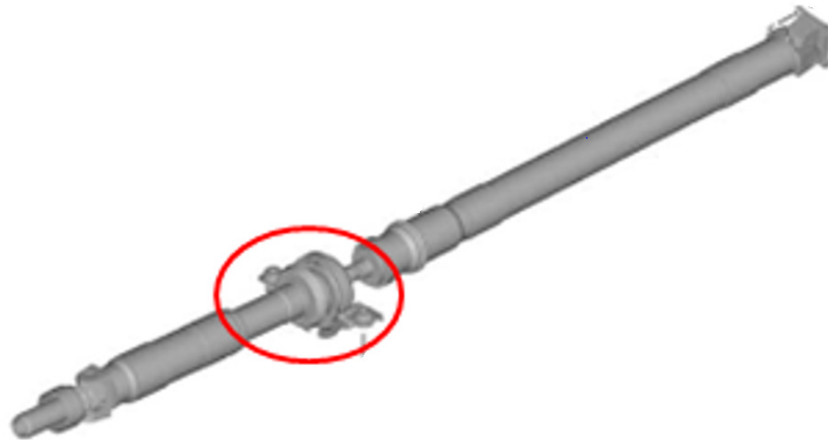
**DATE:** 06/24/20

**REVISED:** 11/16/20

**SUBJECT:** Propeller Shaft- High-Pitched Sound from Center Support Bearing

### INTRODUCTION:

This bulletin announces the availability of new propeller shaft assemblies. The new parts incorporate a production change made to address a small number of reports describing a high-pitched, squeal-type sound heard under certain low-speed driving conditions in colder temperatures (~20 mph in mid-teens F). The center support bearing has been identified as the source of the sound. New bearings with additional grease capacity have been incorporated to address the concern. If the condition is confirmed, the propeller shaft assembly must be replaced as the center support component is not a serviceable part.



### PRODUCTION CHANGE INFORMATION:

The new propeller shaft assemblies were incorporated into production on 12/13/2019 as follows:

- Legacy: **L3015103**
- Outback: **L3157240**
- Impreza 4Dr: **L3605024**
- Impreza 5Dr: **L3710036**
- Ascent: **L3443783**

**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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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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## PART INFORMATION:

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

Description	Part Number	Application
Propeller Shaft Assembly	27111AL00E	Legacy 3.6L
	27111FL05C	Impreza w/ MT
	27111FL04C	Impreza w/ CVT
	27111XC00C	Ascent

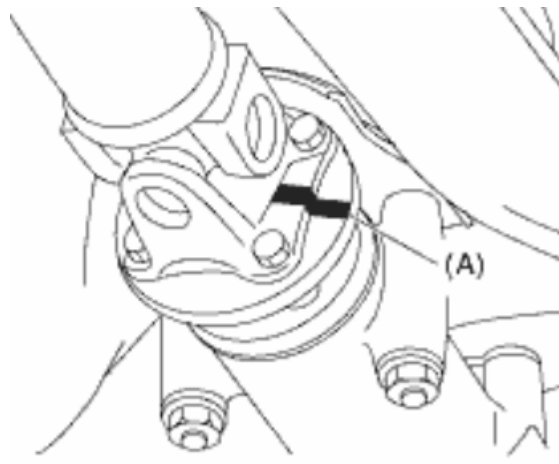
**NOTE:** This bulletin will be revised with additional applicability information as it becomes available.

## SERVICE PROCEDURE / INFORMATION:

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

### Helpful TIPS:

- The 2 center support bolts and the 4 bolt / nut assemblies securing the propeller shaft flange to the rear differential input yoke are reusable.
- The Torque specification for the 2- center support bolts is 52 Nm (**28.4 ft. lbs.**)
- The Torque specification for the 4- propeller shaft to input yoke bolts is 31 Nm (**23 ft. lbs.**)
- Mark the joint between the propeller shaft flange and input yoke as shown below (A) so the shaft is properly indexed at reassembly.



The remainder of the service procedures for propeller shaft replacement 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, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools and required processes needed for a complete and lasting repair.

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**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
PROPELLER SHAFT, U-JOINT / DOJ R&R	B372-601	0.5	KBS-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.