

- 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:** 2013-2018MY BRZ  
**SUBJECT:** Ball Joint Boots Cracking

**NUMBER:** 05-65-18  
**DATE:** 07/31/18

**INTRODUCTION:**

This bulletin announces a change made to the front lower control arm ball joint boots. The boot material has been changed to provide increased resistance to damage from ozone as shown below.



**PRODUCTION CHANGE INFORMATION:**

New lower arm assemblies with the improved ball joint boots were incorporated into production starting with VIN **J8602482**.

**PART INFORMATION:**

Description	Part Number
LOWER ARM ASSEMBLY-FRONT RIGHT	20202CA001
LOWER ARM ASSEMBLY-FRONT LEFT	20202CA011

*Continued...*

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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**NOTES:**

- The arm assembly must be replaced as the boot and / or ball joint are not available separately.
- The lower arm to crossmember nut and bolt along with the support plate retaining nut and bolt must be replaced as they are all **one-time use** items.
- It is NOT necessary to replace the lower arm assemblies in pairs.
- Always refer to the applicable Subaru Service Manual for related inspection procedures as part of any diagnosis.



Comparison Between **NEW** and **OLD** Boot:  
 Before Change (**OLD**): ER0996MO  
 After Change (**NEW**): ●ER0996MO●



**SERVICE PROCEDURE / INFORMATION:**

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

The service procedures for lower arm / ball joint assembly 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 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.

**WARRANTY / CLAIM INFORMATION:**

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

Labor Description	Labor Operation #	Labor Time	Fail Code
ONE BALL JOINT R&R*	B611-341	1.4	NAY-02
BOTH BALL JOINTS R&R *	B611-344	1.7	
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	0.3	

*\*These times include lower arm R&R and suspension alignment when performed at the Retailer.*

**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.