

- 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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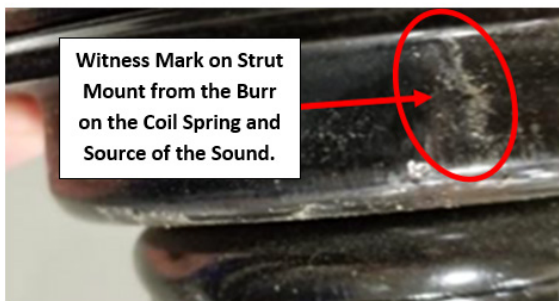
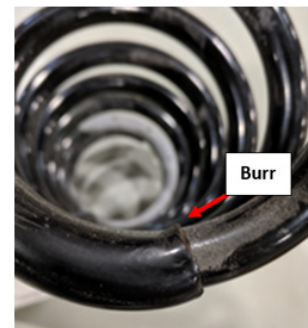
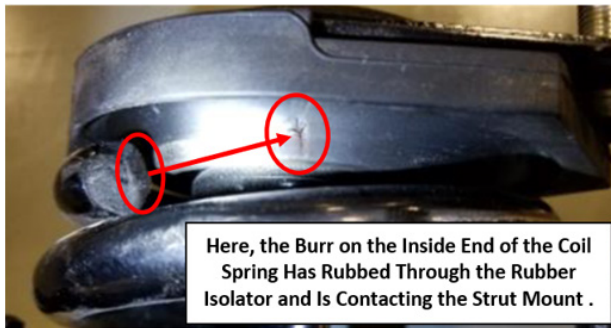
QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019MY Ascent **NUMBER:** 05-72-19
SUBJECT: Squeak / Creaking Sound from Rear Suspension **DATE:** 12/10/19

INTRODUCTION:

This bulletin addresses isolated concerns of a squeaking / creaking -type sound from the rear suspension. The condition is caused by a burr on the end of the coil spring winding produced with an end gap which was out of specification. This allowed the burr to make contact with the mount. Over time, the burr, which is characteristic result of the manufacturing process, can penetrate the rubber isolator and come into direct contact with the strut mount as shown in the photos below. This contact creates the sound described. Should this occur, both the mount and coil spring must be replaced. **NEVER attempt to grind or otherwise alter the burr on the new or original equipment coil spring** or repair any contact marks with paint or other coatings. Replace the affected parts with new ones.



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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PRODUCTION CHANGE INFORMATION:

Improved coil springs were incorporated into production as per the table below:

Model	Starting VIN
Ascent WITHOUT Moonroof	K3486754
Ascent WITH Moonroof	K3486707

PART INFORMATION:

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

Description	Part Number	Notes
COIL SPRING-REAR	20380XC00A	Models WITHOUT Moonroof
	20380XC01A	Models WITH Moonroof
STRUT MOUNT-REAR	20370XC00A	Replace ONLY if isolator has been punctured
NUT	902350029	2 per side, Strut Mount to Body
	902350001	1 per side, Strut to Strut Mount
	902330008	1 per side, for Bottom Strut Mounting Bolt

NOTES:

- The rear coil spring part numbers are unchanged. All inventory was replaced with the new parts.
- **NEVER** attempt to grind or file the burr away. This will reduce the corrosion resistance of the spring.
- The nuts listed in the table above are both **one-time use** items and **MUST** be replaced at reassembly.
- The isolator is part of the strut mount assembly and is not available separately.

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for rear coil spring 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.

IMPORTANT REMINDERS:

- **The burr is a normal characteristic of the spring production process. NEVER** attempt to grind or file it away as this will reduce the corrosion resistance of the spring, even if painted or re-coated.
- If the burr has punctured through the rubber isolator and contacted the steel portion of the strut mount, the strut mount must be replaced.

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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 Rear Strut R&R	B612-503	2.2	PBL-25
Both Rear Struts	B612-504	2.9	
Sublet Repair Expenses- Alignment	C101-108	0.3	

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.

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