

**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:** 2020MY BRZts / Tuned by STI Model

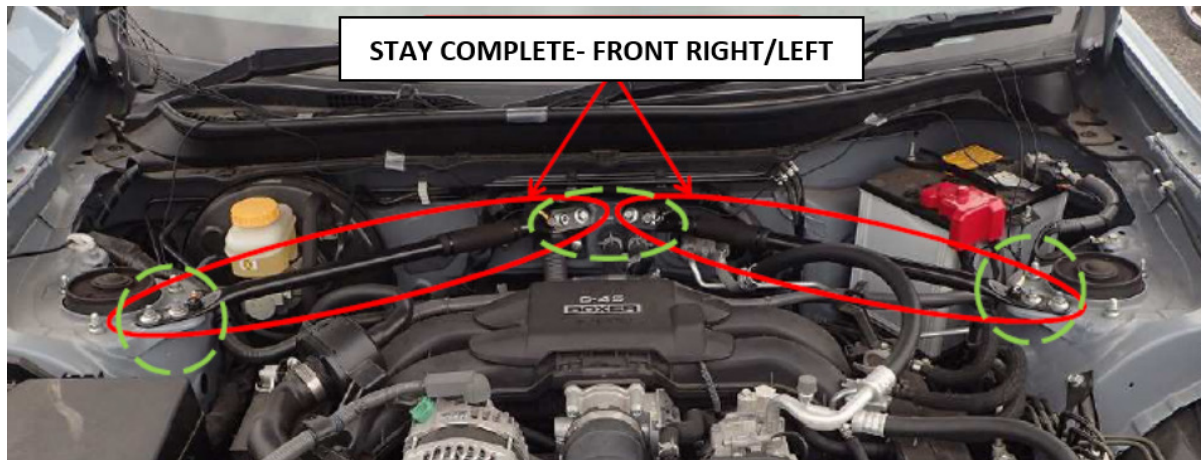
**NUMBER:** 05-74-20

**SUBJECT:** Knocking -Type Sound from Engine Compartment

**DATE:** 04/30/20

### INTRODUCTION:

This bulletin provides a service procedure to address a small number of customer concerns regarding a knocking -type sound coming from the engine compartment when going over bumps at low speed. The sound is a result of foreign material trapped between the attachment surfaces of both stays and the toe board bracket and strut tower. The stays are identified in the red call-outs below and the mounting points in green.



### PART INFORMATION:

Description	Part Number
FLANGE NUT M8	902370062
FLANGE BOLT 8X25	901000404

**NOTE:** These flange nuts (3 per stay) and flange bolts (1 per stay) are all **one-time use** items and **MUST** be replaced once they have been removed.

**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**

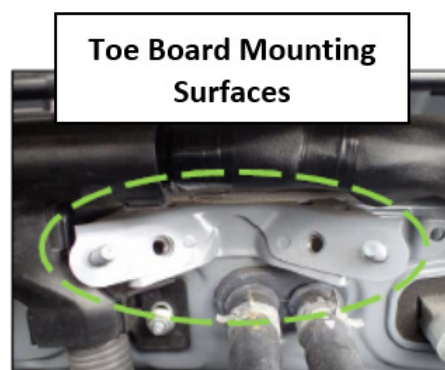
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

*Continued...*

## SERVICE PROCEDURE / INFORMATION:

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

- 1) Road test the vehicle to confirm the customer's concern.
- 2) If the condition is confirmed, remove the stays and road test again to determine if the condition still exists.
  - If the sound persists, the root cause is elsewhere. The strut mount(s) would be the next component to investigate.
  - If the sound is gone, proceed to 3).
- 3) Remove both stays and discard the removed hardware.
- 4) Thoroughly clean both the mounting surfaces of the stays and the corresponding mounting surfaces on the strut towers and toe board mounting bracket as shown below. Use a mild solvent on a clean shop cloth and allow to thoroughly dry before reassembly.



- 5) Reassemble in reverse order using new hardware. Torque all of the new flange nuts and bolts to 16 Nm (11.8 ft. lbs.).
- 6) Road test the vehicle again to confirm the repair.

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
UPPER STRUT BRACE, ONE OR BOTH R&R	A611-463	0.4	NCQ-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.