

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: 2014-2018MY Forester
2015MY Crosstrek Hybrid (HEV) Model

NUMBER: 05-63-18R

DATE: 06/20/18

SUBJECT: Steering Rattle Sound / Steering Wheel Vibration

REVISED: 03/31/21

INTRODUCTION:

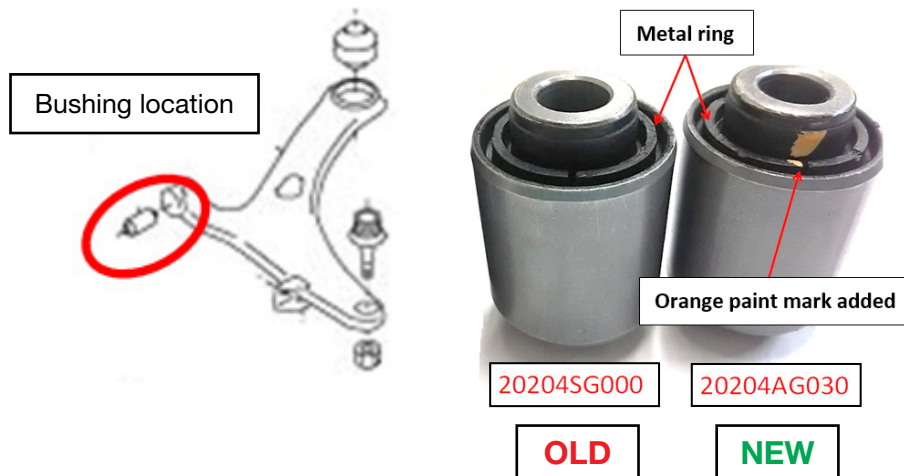
This bulletin announces a design change made to the forward bushing used in the front lower control arm to address customer concerns of a rattle-type sound and / or a possible vibration felt in the steering wheel. The material for the cushion portion of the front bushing has been changed.

PRODUCTION CHANGE INFORMATION:

The new bushings were incorporated into production starting with **VIN JH567501**. This bulletin will be updated with a starting VIN for the Crosstrek HEV when it becomes available.

PART INFORMATION:

The images below show the location of the front bushing and the new part as identified by the orange paint mark. Always refer to the Service Manual for inspection requirements prior to making any repairs.



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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.

Description	Part Number	Note
BUSHING-TRANSVERSE LINK FRONT	20204AG030	NOTE: The NEW front bushings will have both the metal ring and an orange paint mark.

SERVICE PROCEDURE / INFORMATION:

The service procedures for inspection and replacement of the bushings **along with** lower control arm assembly **R&R** 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. Customer satisfaction and retention starts with performing quality repairs.

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
LOWER ARM and / or BUSHINGS R&R- ONE	B611-401	1.5	NBM-25
LOWER ARM and / or BUSHINGS R&R- BOTH	B611-404	1.9	
SUBLET REPAIR / ADMINISTRATION EXPENSES	C101-108	0.3	

Repair times include: R&R and / or bushing / arm replacement and front end alignment.

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.