

**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:** 2019-20MY Ascent

**NUMBER:** 05-71-19R

**SUBJECT:** Front Coil Spring Inspection Procedure for Knock / Rattle Sound

**DATE:** 10/25/19

**REVISED:** 11/05/21

### INTRODUCTION:

This bulletin provides an inspection procedure to follow when addressing customer concerns of a rattling, knocking or klunk type sound when going over slight bumps and / or uneven road surfaces.

### PRODUCTION CHANGE INFORMATION:

New front coil springs were incorporated into production starting with VIN **L3406693**.

### PART INFORMATION:

There has been no change to the current front coil spring part number.

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

The handy reference table below lists all the parts, quantities needed and torque specifications for this repair (per side) as most of the hardware required consists of **one-time use** items.

Description	Part Number	Qty. Req'd. Per Side	Location:	Torque Spec:
COIL SPRING F	20330XC00A*	1	n/a	
	20330XC01A**			
<b>SELF-LOCKING NUTS: ALL ARE 1-TIME USE</b>	902330007	2	Strut to Knuckle	155 Nm (114.3 Ft. Lbs.)
	902370063	1	Stab. Link to Strut	60 Nm (44.3 Ft. lbs.)
	902350027	1	Strut Mt. to Strut	55 Nm (40.6 Ft. lbs.)
	902350029	3	Strut Mt. to Body	32 Nm (23.6 Ft. lbs.)

\* Models without moonroof

\*\* Models with moonroof

**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.

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**SERVICE PROCEDURE / INFORMATION:**

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

After verifying the customer concern, inspect the front coil springs **closely** for any contact (witness) marks as shown in the example photos supplied below. If any contact marks are confirmed, replace the affected coil spring closely following the procedure in the applicable Service Manual. The current procedures for coil spring replacement are unchanged.



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 FRONT STRUT OVERHAUL	B611-201	0.7	NAD-25
FOUR WHEEL ALIGNMENT*	C611-038	1.4	
BOTH FRONT STRUTS OVERHAUL	B611-204	1.1	
FOUR WHEEL ALIGNMENT*	C611-038	1.4	

\* 0.3 Can be claimed when subletting the Alignment, Use C101-108, SUBLET REPAIR, ADMINISTRATION EXPENSES

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**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.