

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: 2017-19MY Impreza
2021MY Crosstrek Hybrid

NUMBER: 05-75-20R

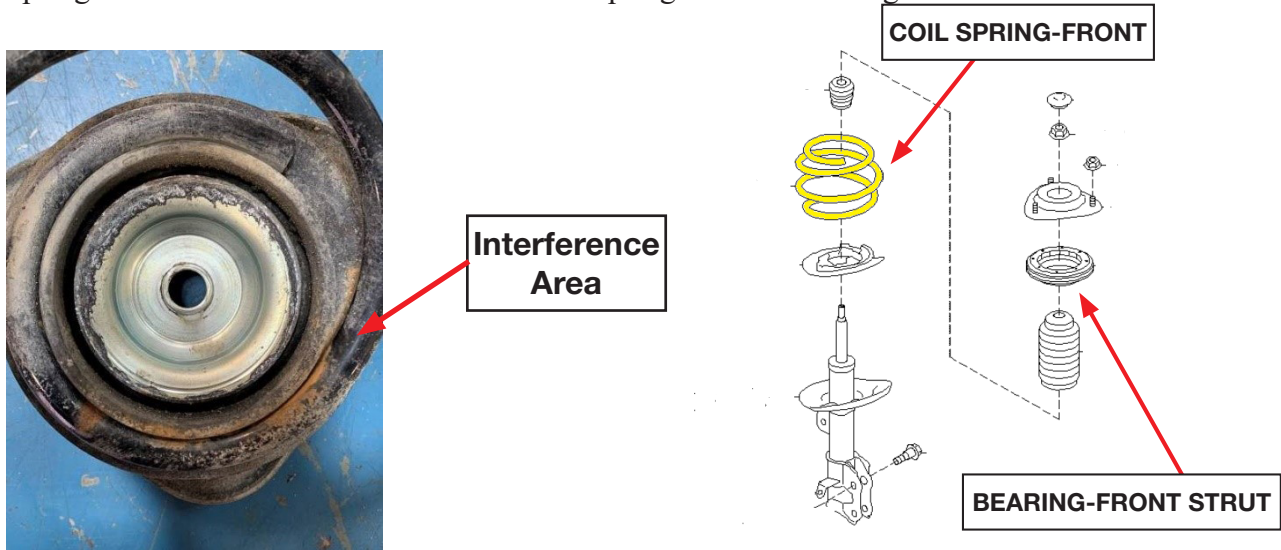
DATE: 02/02/22

SUBJECT: Front Coil Spring- Design Change to Address Cracking Sound from Front Suspension

REVISED: 02/10/22

INTRODUCTION:

This bulletin announces a design change of the front coil spring to address a cracking-type sound coming from the suspension when turning left or right. The sound is a result of interference between the front coil spring and the strut bearing. The design change increases the amount of turns in the coil spring which minimizes the area between the spring and strut bearing and eliminates the sound.



PART INFORMATION:

| Description | Part Number | Application |
|-------------------|-------------|------------------|
| COIL SPRING-FRONT | 20330FL00C | Impreza w/ MT |
| | 20330FL01C | Impreza w/ CVT |
| | 20330FL620 | Crosstrek Hybrid |

NOTE: Impreza has a turn increase from 4.2 turns to 4.4. Crosstrek Hybrid has a turn increase from 4.83 turns to 4.87. These changes have been incorporated into the 2022MY vehicle production.

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

SERVICE PROCEDURE / INFORMATION:

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

IMPORTANT NOTE: When this condition is confirmed, it is NOT necessary to replace both front coil springs at the same time. Only replace the spring on the side where the sound is confirmed to be coming from.

The service procedure for front coil spring replacement remains unchanged. Always refer to the 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, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary 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 |
|----------------------------|-------------------|------------|-----------|
| FRONT STRUT OVERHAUL- ONE | B611-201 | 0.7 | NAD-25 |
| FRONT STRUT OVERHAUL- BOTH | B611-204 | 1.1 | |
| *FOUR WHEEL ALIGNMENT | C611038 | 1.4 | |

*C101108 SUBLET REPAIR, ADMINISTRATION EXPENSES 0.3 Can be claimed to cover dealer administration expenses when subletting the 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.

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