

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: 2019-22 Crosstrek Hybrid

NUMBER: 06-86-22

SUBJECT: Squeaking Sound from Brake Pedal

DATE: 03/21/22

INTRODUCTION:

This bulletin announces the repair procedure to address rare cases of the brake pedal emitting a squeaking sound during operation. If confirmed, follow the lubrication procedure outlined below.

PRODUCTION CHANGE INFORMATION:

The production change for Crosstrek Hybrid is currently TBD.

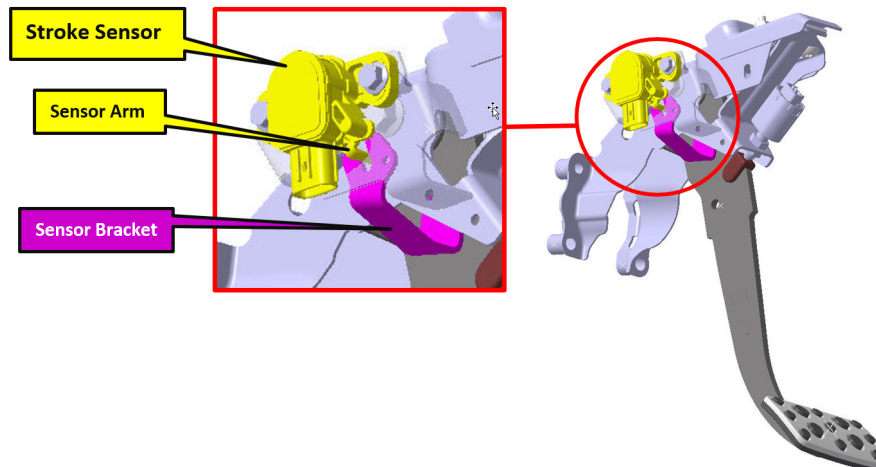
PART INFORMATION:

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

Part Description	Part Number
Subaru Autolex A Grease	SOA868V9700
Clevis Pin	905200018

NOTE: The grease part number required for claim submission purposes is SOA635155.

SERVICE PROCEDURE / INFORMATION:



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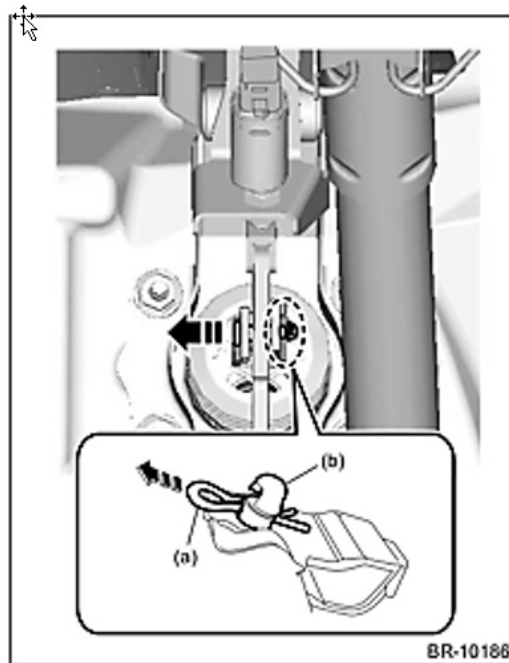
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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

Before beginning this procedure:

- Record the customer's seat memory positions, radio station presets and Navigation favorites (where applicable).
 - While supporting the battery sensor, loosen and disconnect the ground cable terminal to the battery sensor.
1. Remove the lower dash trim panels and related components as necessary for access to the brake stroke sensor arm following the procedures in the applicable Service Manual.
 2. Disconnect the brake lamp switch connector.
 3. Disconnect the brake stroke sensor connector.
 4. Remove the snap pin (a) and clevis pin (b), then separate the brake pedal from the operating rod.



(a) Snap pin (b) Clevis pin

CAUTION:

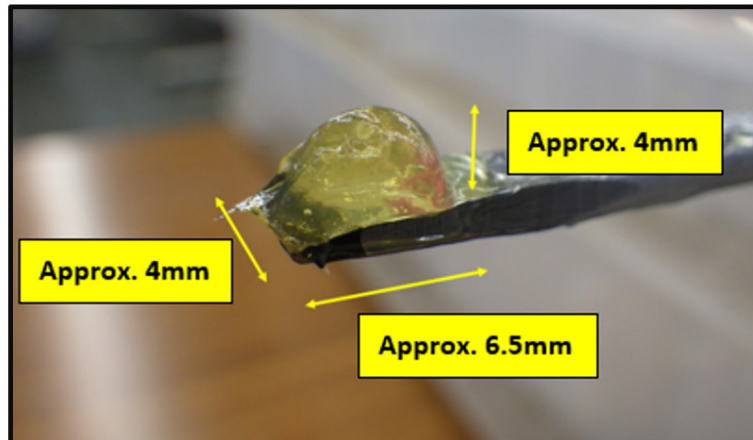
- When handling the operating rod, never apply excessive force to it.
- Do not tilt the operating rod over 3° (degrees) as brake booster internals may be damaged.
- The clevis pin is a **one-time use only** part and will require replacement.

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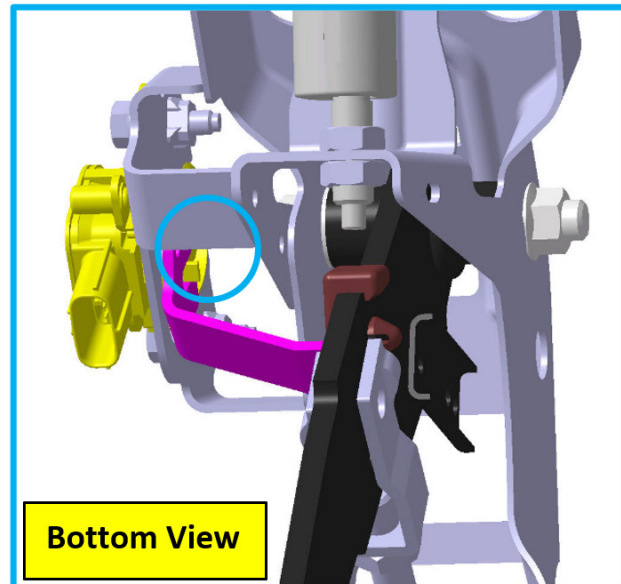
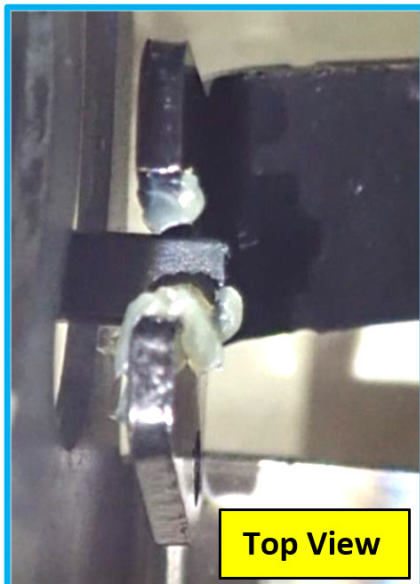
5. Apply 0.1 grams of Subaru Autolex A grease (SOA868V9700) to a small screwdriver or acid brush.



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6. **CAREFULLY** apply the grease between the stroke sensor arm and the sensor bracket. Slight pressure may be applied to the sensor arm during application in order to ensure a thorough coating.

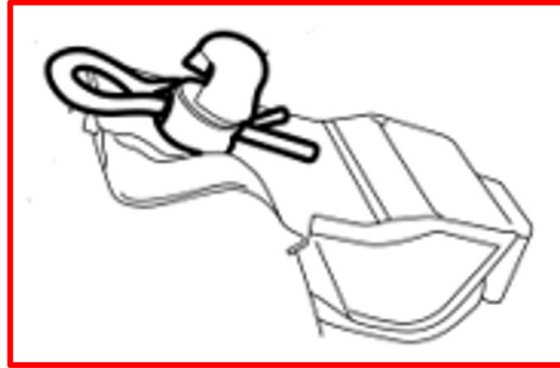


7. Confirm the grease is properly spread. **CAREFULLY** make five lateral movements with the brake pedal, then slightly push the pedal five times. Be sure pedal travel does not exceed 50mm this will prevent any contact with the operating rod.
8. Reassemble ALL components in the reverse order of disassembly.

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CRITICAL:

- The one-time use only clevis pin **MUST** be replaced during reassembly.
- Make sure the clevis pin is inserted in the direction toward the column.
- A **small** amount of Subaru Autolex A grease (SOA868V9700) can be used as an installation lubricant.



End of Procedure

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
Crosstrek Hybrid Pedal Repair	A543-127	0.5	WBL-48

REMINDER: The grease part number required for claim submission purposes is SOA635155

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.