

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: 2014-22MY Forester
2013-21MY Crosstrek
2015-21MY WRX
2015-2019MY Legacy
2015-22MY Outback
2019-22MY Ascent
2017-22MY Impreza

NUMBER: 05-88-21R

DATE: 12/21/21

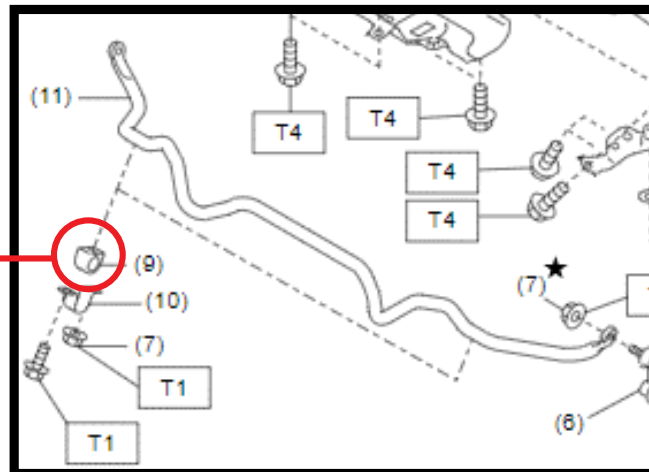
REVISED: 10/03/22

SUBJECT: Front Stabilizer Bushing- Design Change
Knocking / Squeaking Sound

INTRODUCTION:

This bulletin announces a design change made to the front stabilizer bushings. The bushing material has been enhanced to address knocking / squeaking sounds when driving on rough roads during low ambient temperatures. If confirmed under the described driving conditions, the bushings shown in the illustration below should be replaced.

**Front Stabilizer Bushings
2 per Vehicle**



**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.

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PRODUCTION CHANGE INFORMATION:

The new front stabilizer bushings have been incorporated into production as per the table below:

Model	Starting VIN
Crosstrek	MH385137
Forester	NH400041
WRX	M9816765
Legacy	TBD
Outback	TBD
Impreza	TBD
Ascent	TBD

PART INFORMATION:

Model	Part Number	Part Description
Forester	20414SG001	BUSHING-STABILIZER
Crosstrek	20414SG001	
WRX	20414SG001	
Impreza	20414FL00B	
	20414FL01B	
Outback	20414XC00B	
	20414AL00B	
Ascent	20414XC00B	
Legacy	20414AL00B	

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.

The service procedures for front stabilizer bushing replacement 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, 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.

Refer to the applicable Subaru Service Manual: Suspension > FRONT SUSPENSION > Stabilizer > STABILIZER BUSHING

NOTE: The Service Manual uses a black star (★) in the component breakdown illustration to indicate one-time use parts.

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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 #	Fail Code	Fail Code
ONE FRONT STABILIZER BUSH/BRKT R&R	A611-301	NAF25	0.2
BOTH FRONT STABILIZER BUSH/BRKT R&R	A611-304		0.3

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.