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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SUBARU.

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019-23MY Ascent
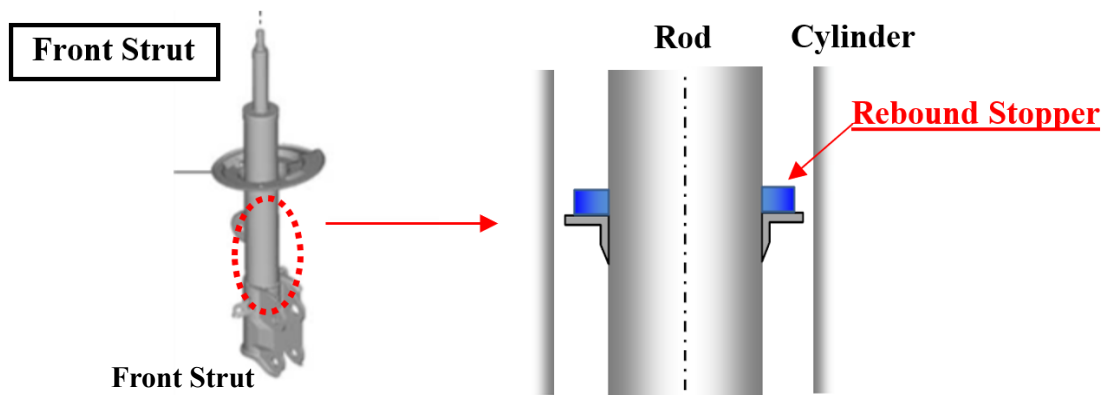
SUBJECT: Front Strut / Design Change

NUMBER: 05-90-24

DATE: 02/05/24

INTRODUCTION:

This bulletin announces the design change made to the front strut assemblies to address cases of a rumbling and/or rattling sound coming from the undercarriage when going over bumps. The internal rebound stopper of the strut has been resized to avoid deformation. If the sound is duplicated, replace only the affected strut assembly as they do not have to be replaced in pairs.

DESCRIPTION OF DESIGN CHANGE:

PART INFORMATION:

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

MY	Part Description	Part Number
19	STRUT COMPLETE- FRONT RIGHT	20310XC00B
19	STRUT COMPLETE-FRONT LEFT	20310XC01B
20-23	STRUT COMPLETE-FRONT RIGHT	20310XC02B
20-23	STRUT COMPLETE-FRONT LEFT	20310XC03B

Continued...

One-Time Use Parts		
Part Description	Part Number	Quantity
FLANGE NUT	902380003	1 per strut
SELF LOCK NUT M14	902330007	2 per strut
NUT FLG M10	902370060	3 per strut
NUT SELF LOCK	023512000	1 per strut

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for front strut 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 STIS: Suspension > FRONT SUSPENSION > Front Strut

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

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	B611-202	1.1	NB2-29
BOTH FRONT STRUTS OVERHAUL	B611-204	1.5	NBJ-25

Labor Description	Labor Operation #	Labor Time	Fail Code
ONE FRONT STRUT OVERHAUL	B611-201	1.1	**NCE-25 (RIGHT)**
FOUR WHEEL ALIGNMENT	C611-038	1.4	**NCF-25 (LEFT)**
BOTH FRONT STRUTS OVERHAUL	B611-204	1.5	**NAA-25(BOTH)**
FOUR WHEEL ALIGNMENT	C611-038	1.4	

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.