

- 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:** 2019-23MY Ascent

**NUMBER:** 05-90-24

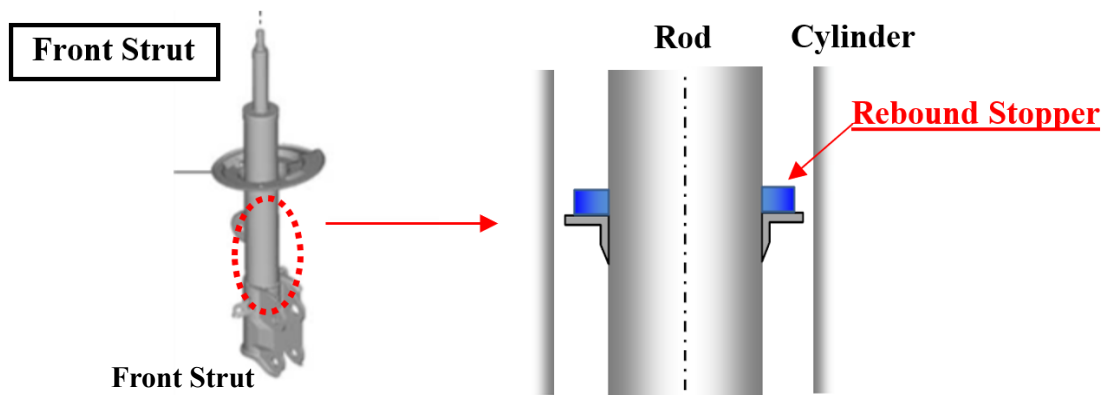
**SUBJECT:** Front Strut / Design Change

**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
	STRUT COMPLETE-FRONT LEFT	20310XC01B
20-23	STRUT COMPLETE-FRONT RIGHT	20310XC02B
	STRUT COMPLETE-FRONT LEFT	20310XC03B

**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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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) NCF-25 (LEFT)
FOUR WHEEL ALIGNMENT	C611-038	1.4	
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.