

- 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 INFORMATION BULLETIN**

**APPLICABILITY:** All Models

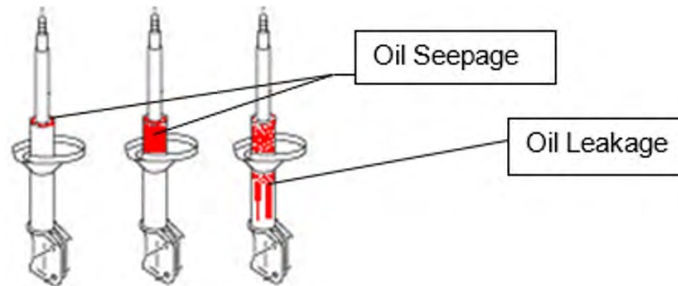
**NUMBER:** 05-91-24

**SUBJECT:** Shock/Strut Leak Diagnosis

**DATE:** 07/08/24

**INTRODUCTION:**

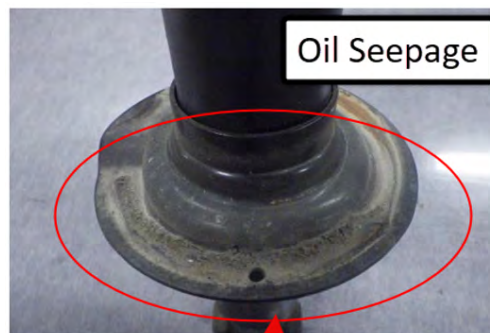
This Service Information Bulletin provides guidance for diagnosing a leaking front or rear suspension strut. Proper diagnosis of a customer concern starts with understanding the difference between what is characteristic and what is indicative of a concern. Due to the nature of their mechanism, it is typical for the strut piston rod to have an oil film on its surface to keep the seal lubricated. Under certain conditions, this oil film may spread over the outer tube of the strut, even in the absence of any mechanical sealing failure. It is important to note, an oil film present on the strut tube is considered a normal operating characteristic and does not require any action. Please refer to the information outlined in this bulletin when addressing concerns related to a potentially leaking strut.



**OIL SEEPAGE:**

Oil located at the top end of the outer tube and/or oil located just above the spring seat does not indicate a leak condition requiring strut repair or replacement. These conditions are considered normal operation.

If dry dust, without any oil residue visible, is found on the top surface of the lower seat, it is considered oil seepage. This seepage is considered a normal condition and does not require replacement.

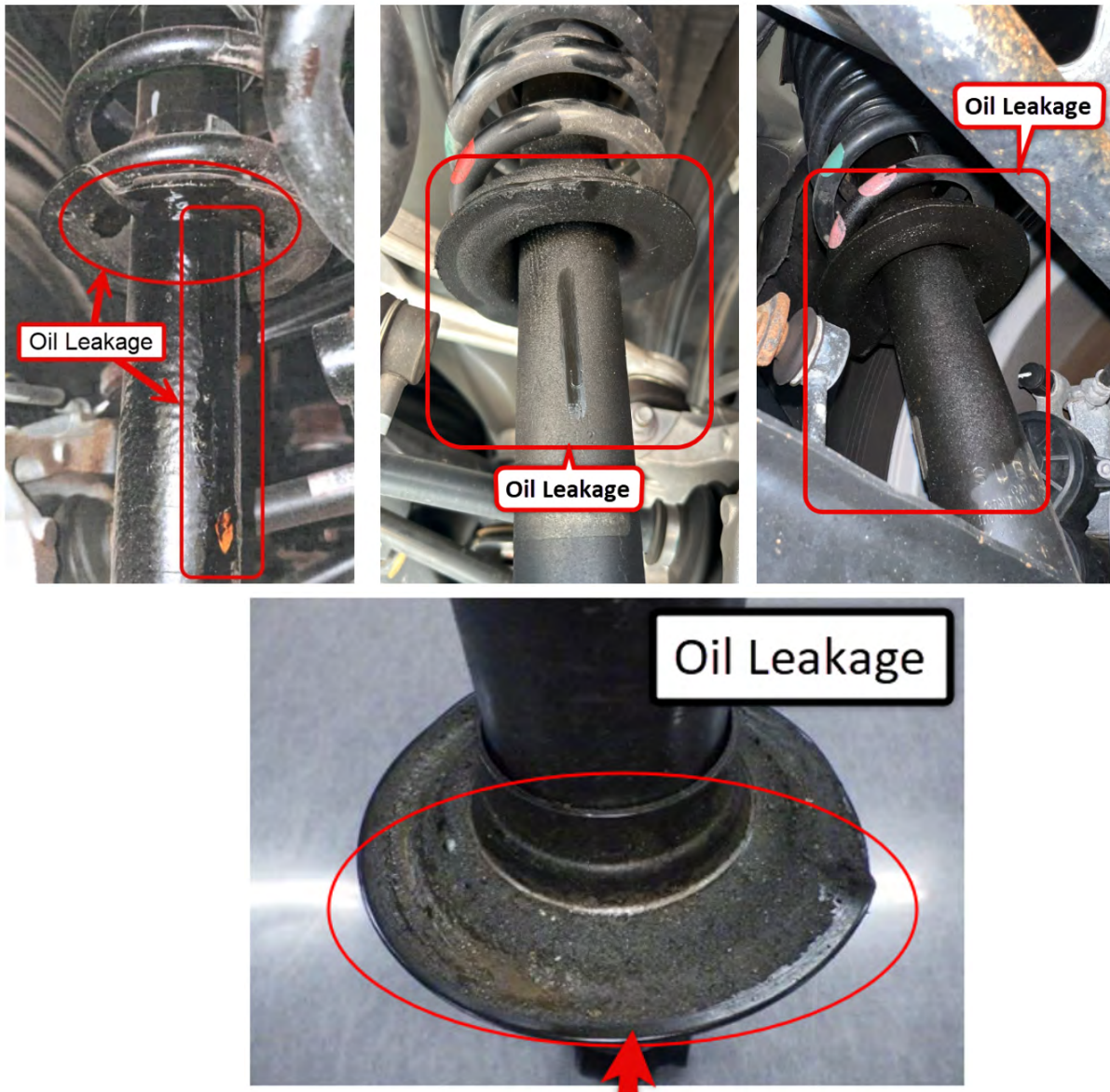


<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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*Continued...*

## OIL LEAKAGE:

Oil located below the spring seat is considered excessive and indicates a leaking condition. In these cases, the affected strut will require replacement. See the example images of leaking shocks below.



SOA may periodically request parts be returned for evaluation. Notification will be sent for any parts that are requested for return. Photos can be preemptively attached to claim submission or may be requested during submission review. The replacement of non-defective parts is considered a standard charge back reason.

## 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.