

Ascent Front Brake Pulsation/Squeal Diagnosis & Repair Front Brake Warranty Extension FAQs

As part of Subaru of America's dedication to customer satisfaction, Subaru of America, Inc. (SOA) announced a Warranty Extension to the Front Brakes to address concerns related to squeak and judder type noise on 2019-2024 MY Ascent Vehicles Manufactured PRIOR to January 11th, 2024. Please continue reading for FAQs related to this warranty extension.

Q1. If the pads are worn below specification and the customer does not have any pulsation or squeal type noise concern, is that covered under the terms if the warranty extension?

A1. No, that is not covered under the terms of the extension. That is simply a maintenance repair. If the repair falls under the terms of the new car warranty or a parts warranty, it would be covered by that, if not it would be a customer pay repair. Please refer to the applicable section in the Service Manual for proper check of the pad thickness, rotor thickness and rotor run out.

Q2. Can repairs under the extension be performed as “add-on” repairs without a customer complaint?

A1. The extension is designed to assist customers currently experiencing specific brake concerns. This requires there to be a customer concern before applying the repair outlined in this extension. In a case where this no current customer complaint, if a technician diagnoses a condition that matches one or more of those outlined in the extension bulletin, it may be applied as long as all requirements for “add-on” repairs are met including review, confirmation, and sign-off by the service manager and documented prior customer authorization as outlined in the Claims Policy and Procedures.

Q3. If the repair is not part of the warranty extension, and we replace the pads and/or rotors, should we add the tie bar and longer bolts?

A3. No, the tie bar and bolts are part of the warranty extension to help prevent a specific squeal noise. If the customer does not have that concern, those parts are not necessary. Please review TSB 06-92-24R for more information.

Q4. Should we provide the customer with a loaner or rental if the parts are not available for the repair related to the extension?

A3. No, the extension is to address the squeak or judder concern and is not a safety concern. So, customers can continue to drive the vehicle. Retailers should schedule the work based on the part availability. However, if the pads or rotor is worn below the service limits and requires an immediate replacement, the customer may be provided with a loaner or rental vehicle until the parts become available.

Q5. If a new, never used rotor has surface rust out of the box, what should I do?

A4. Please follow the proper procedure in the Parts Policies and Procedure manual 14.1 Parts Claims for manufacturing defect.

