

**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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**SERVICE BULLETIN**

**APPLICABILITY:** 2022-25MY WRX

**NUMBER:** 05-92-25R

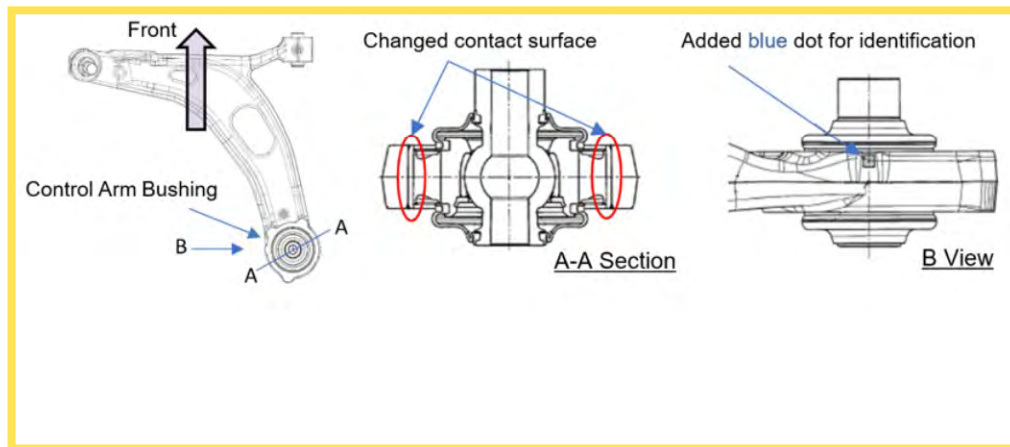
**SUBJECT:** Click/Crack Sound from Front  
Lower Control Arm

**DATE:** 02/03/25

**REVISED:** 04/02/25

**INTRODUCTION:**

This bulletin announces the design change made to the front lower control arms developed to address cases of a click or cracking type sound heard when moving forward or backward at low speed with the steering wheel fully turned position. This is caused by the coarse surface of the lower arm allowing slight movement of the outer portion of the bushing. The new arms have a smooth finish on the contact surface providing an increased fixed positioning of the bushing. If this is reported by a customer and can be duplicated, replace the affected lower control arm using the part information supplied in this bulletin.

**DESCRIPTION OF DESIGN CHANGE:****PRODUCTION CHANGE INFORMATION:**

The new control arm assemblies have been incorporated into vehicle production as per starting VIN R9814013.

**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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## PART INFORMATION:

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

Part Description	Part Number
LOWER ARM ASSEMBLY-FRONT, RIGHT	20202VC020
LOWER ARM ASSEMBLY-FRONT, LEFT	20202VC030

One-Time Use Parts		
Part Description	Part Number	Quantity
FLANGE NUT	902380017	1 per side
FLANGE BOLT	901000182	1 per side
FLANGE BOLT	901000377	1 per side
FLANGE BOLT	901000396	1 per side
SELF LOCKING NUT	902350030	1 per side

**IMPORTANT:** There currently have been no changes made to the part numbers. The new parts can only be identified in the following way.

The design change was implemented on parts with a production date code of 240723 (July 23, 2024) and after. The production date code can be located on the part number label. See the example below.



## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for front lower control arm 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 Arm

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

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## 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 L ARM OR BALL JOINT R&R	B611-402	0.4	NBL-25
BOTH L ARM OR BALL JOINTS R&R	B611-403	0.7	

## 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.