

- 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

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2023 Ascent

NUMBER: WRJ-23R

SUBJECT: Lower Control Arm Castle Nut / Improper Torque

DATE: 06/02/23

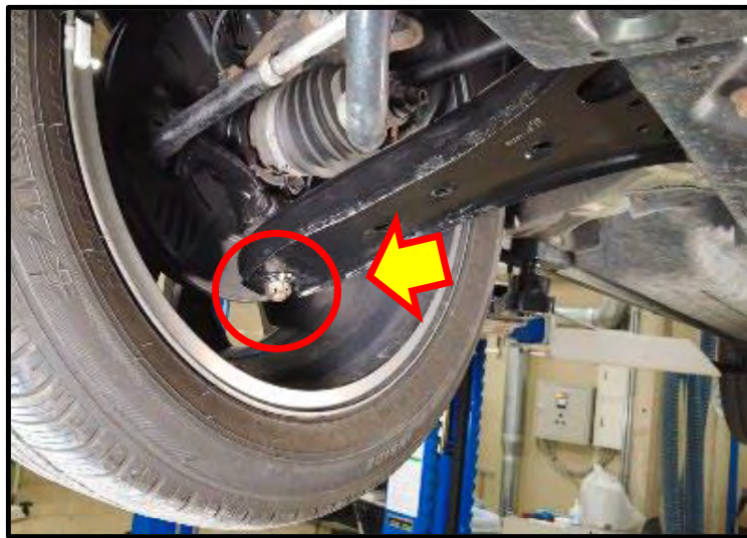
REVISED: 06/05/23

NHTSA ID: 23V-392

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2023 model year Ascent vehicles that may be equipped with a front lower control arm with a loose castle nut.

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

The affected vehicles may be equipped with either a left or right front lower control arm with an insufficiently tightened ball joint castle nut. Over time, the rotational movement of a loose castle nut could result in the sheering of the retention pin. Without a functional retention pin, the castle nut could eventually fall off completely, allowing the ball joint to separate from the lower control arm.



If the ball joint separates from the lower control arm while driving, the vehicle may experience a loss of control, increasing the risk of a crash.

REMEDY

Subaru dealers will inspect the five (5) affected vehicles and, if the castle nut is determined to be loose, replace the lower control arm assembly at no cost to the customer.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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AFFECTED VEHICLES

A total of five (5) U.S. vehicles will be included in this recall as listed below:

Model Year	Carline	Production Date Range
2023	Ascent	March 31, 2023 – April 3, 2023

Not all vehicles in the production date range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

RETAILER RESPONSIBILITY

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$26,315 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail by the end of June. Retailers will be advised when owner notification is scheduled.

PART INFORMATION:

REMINDER: The parts required may vary depending on the results of the torque inspection performed.

Part Name	Part Number	Quantity
LOWER ARM ASSEMBLY-FRONT, RIGHT	20202XC00A	1
LOWER ARM ASSEMBLY-FRONT, LEFT	20202XC01A	1
SELF LOCKING NUT	902330009	1
FLANGE BOLT	901000425	2
STUD BOLT	901370012	1
COTTER PIN	051030320	1
SELF LOCKING NUT	902330007	1

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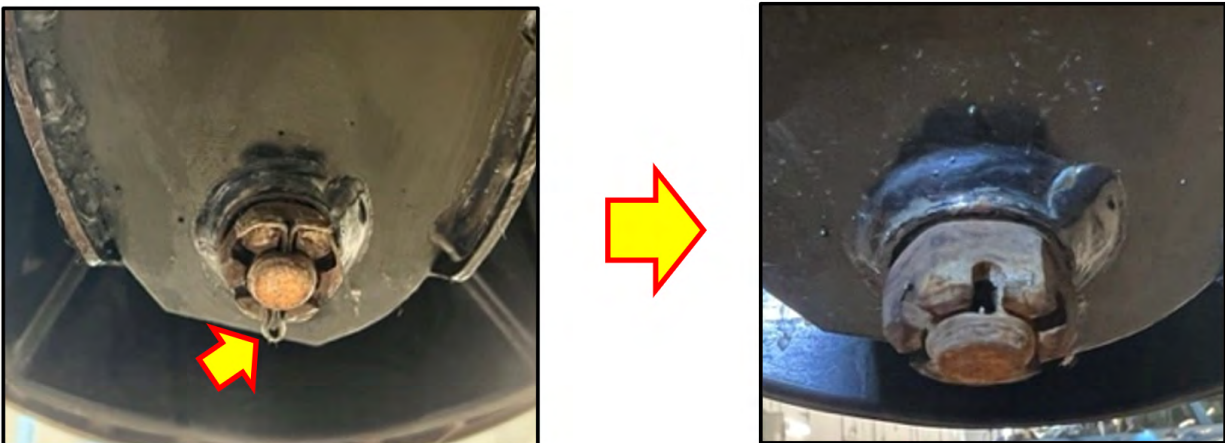
SERVICE PROCEDURE / INFORMATION:

STEP 1: Refer to the VIN table below to confirm the affected side of the vehicle.

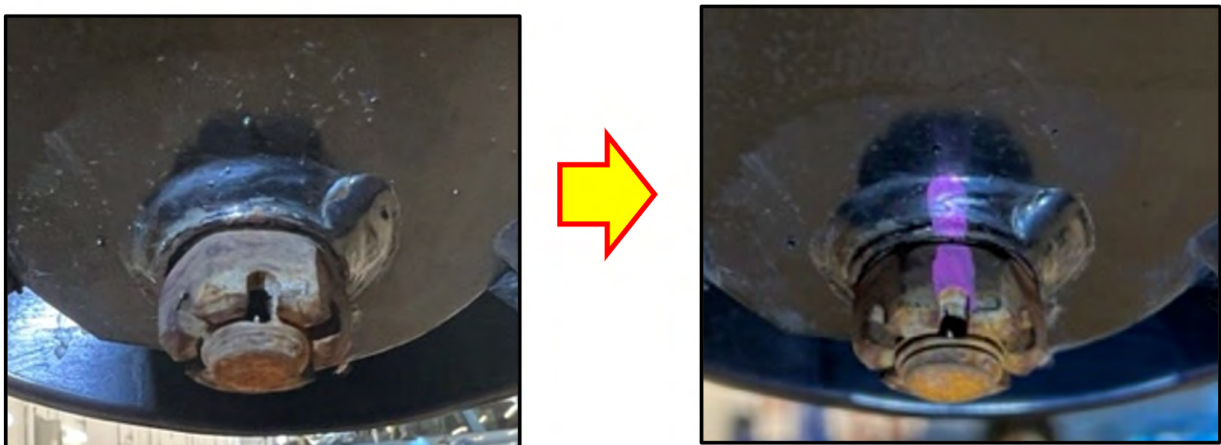
VIN	Section To Be Inspected
P3434783	Right (passenger) side
P3434823	Right (passenger) side
P3434849	Right (passenger) side
P3434691	Left (driver) side
P3434636	Right (passenger) side

STEP 2: Raise the vehicle using the lift manufacturer’s specified procedures.

STEP 3: Using the table shown in STEP 1 above, remove and discard the lower control arm castle nut cotter pin on the VIN specified side.



STEP 4: Using a paint marker, mark an alignment line on the joint portion of the lower control arm and the castle nut. See the images below.

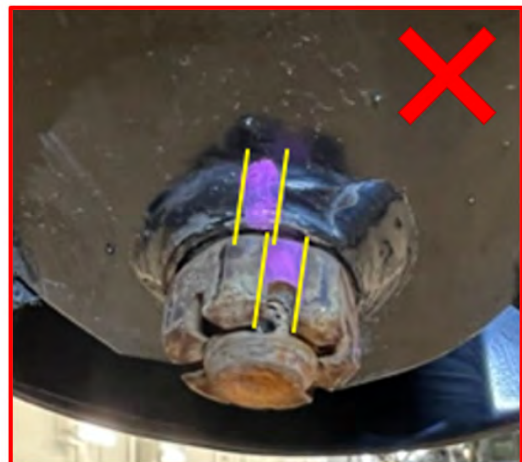
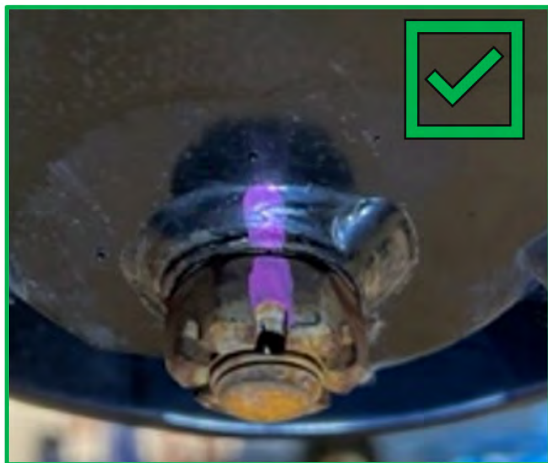


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STEP 5: Set a torque wrench to 39Nm (28.8ft. lbs.). Tighten the castle nut until the torque limit is indicated by the torque wrench.



STEP 6: Perform a visual inspection of the markings made to the castle nut and lower control arm. If the markings indicate the castle nut has moved during the torque procedure, the lower control arm assembly will require replacement. If the markings indicate no movement, only the cotter pin will require replacement. See the images below.



Has movement of the castle nut been detected?

YES: Proceed to **STEP 7**.

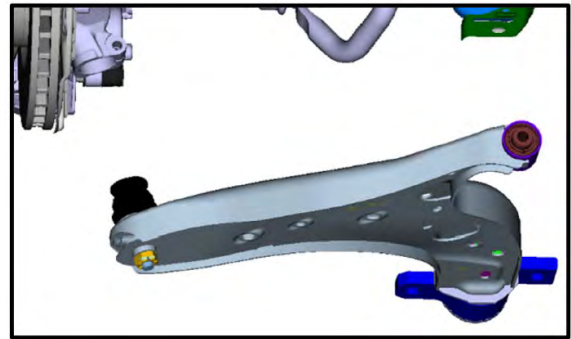
NO: Replace the one-time use cotter pin. No further action is required.

STEP 7: Replace the affected front lower control arm assembly as per the applicable Service Manual. Refer to STIS [Suspension > FRONT SUSPENSION > Front Arm](#)

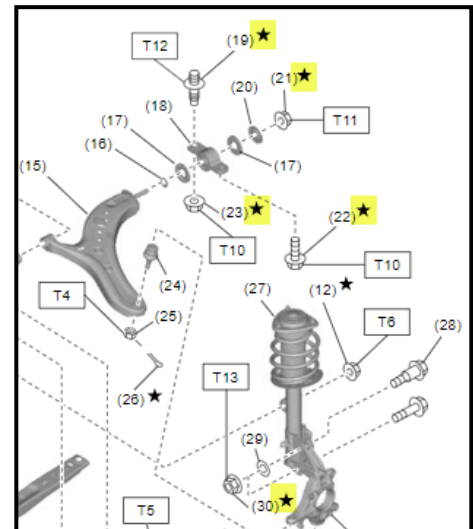
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IMPORTANT NOTES:

- The lower control arm assembly comes complete with the ball joint and control arm bushings previously installed as an assembly.



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

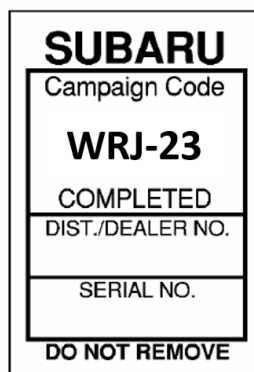


STEP 8: Perform a four-wheel alignment.

SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
CASTLE NUT INSPECTION	A111-421	.2H	WRJ-23
INSPECTION AND LEFT FRONT LOWER CONTROL ARM R&R AND ALIGNMENT	A111-423	1.9H	
INSPECTION AND RIGHT FRONT LOWER CONTROL ARM R&R AND ALIGNMENT	A111-424	1.9H	

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.