

- 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: 2019-20MY Ascent

NUMBER: 05-71-19

SUBJECT: Front Coil Spring Inspection Procedure for Knock / Rattle Sound

DATE: 10/25/19

INTRODUCTION:

This bulletin provides an inspection procedure to follow when addressing customer concerns of a rattling, knocking or klunk type sound when going over slight bumps and / or uneven road surfaces.

PRODUCTION CHANGE INFORMATION:

New front coil springs were incorporated into production starting with VIN **L3406693**.

PART INFORMATION:

There has been no change to the current front coil spring part number.

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

The handy reference table below lists all the parts, quantities needed and torque specifications for this repair (per side) as most of the hardware required consists of **one-time use** items.

Description	Part Number	Qty. Req'd. Per Side	Location:	Torque Spec:
COIL SPRING F	20330XC00A	1	n/a	
SELF-LOCKING NUTS: ALL ARE 1-TIME USE	902330007	2	Strut to Knuckle	155 Nm (114.3 Ft. Lbs.)
	902370063	1	Stab. Link to Strut	60 Nm (44.3 Ft. lbs.)
	902350027	1	Strut Mt. to Strut	55 Nm (40.6 Ft. lbs.)
	902350029	3	Strut Mt. to Body	32 Nm (23.6 Ft. lbs.)

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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SERVICE PROCEDURE / INFORMATION:

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

After verifying the customer concern, inspect the front coil springs **closely** for any contact (witness) marks as shown in the example photos supplied below. If any contact marks are confirmed, replace the affected coil spring closely following the procedure in the applicable Service Manual. The current procedures for coil spring replacement are unchanged.



The Service Manual procedures contain information critical to performing an effective repair the first time and 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.

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	B611-201	2.0	NAD-25
BOTH FRONT STRUTS OVERHAUL	B611-204	2.4	
SUBLET REPAIR, ADMIN. EXPENSES	C101-108	0.3	

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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.