

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: 2014-16MY Forester

NUMBER: 05-73-20

SUBJECT: Rear Coil Spring Part Information

DATE: 01/30/20

INTRODUCTION:

This Service Information Bulletin announces part number change information for the rear suspension coil springs used on the models listed above.

PART INFORMATION:

| Description | NEW Part Numbers | Application | OLD Part Numbers | Interchangeability |
|------------------|------------------|---------------|------------------|---|
| COIL SPRING REAR | 20380SG001 | 2.5 NA w/ MT | 20380SG000 | New Parts to Old Vehicles: YES . Old Parts to New Vehicles: NO . |
| | 20380SG011 | 2.5 NA w/ CVT | 20380SG010 | |
| | 20380SG021 | 2.0 DIT Turbo | 20380SG020 | |

NOTE: The part numbers above are the same as those for the component parts included in the rear coil spring kits specified for the WUT-05 Service Program Bulletin.

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

SERVICE PROCEDURE / INFORMATION:

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

The Service Manual procedures for rear coil spring replacement remain unchanged although, an alternate procedure is supplied in the WUT-05 Service Program Bulletin. 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 and every time. This includes but is not limited to: important SAFETY precautions, inspection criteria, necessary special tools, processes and related one-time-use parts needed for a complete and lasting repair.

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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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.