

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019-20 MY Ascent

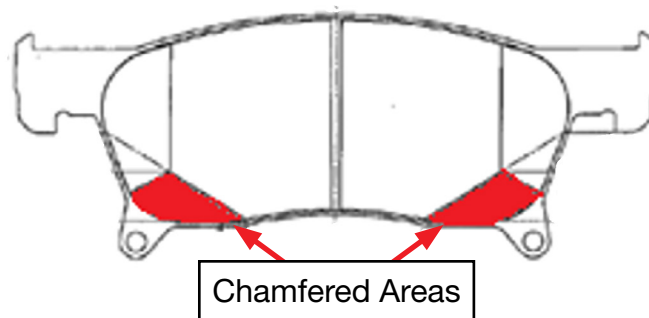
NUMBER: 06-78-20

SUBJECT: Brake Pad Design Change

DATE: 08/18/20

INTRODUCTION:

This Bulletin announces availability of new front brake pad kit established to address concerns of a squeaking sound heard when stopping. Strong pressure on the outside brake pad causes a stick / slip condition which can create the condition. When the brake pads and rotor are both new, the brake friction is uneven and varies between the pads and the rotor. Under this condition, a contact vibration occurs at the edge of the brake pads, resulting in the squeak sound. A chamfer has been added to the edges of the front brake pads shown in red on the illustration below. The pad kit includes a packet of special brake grease developed to work in conjunction with these new pads to prevent the contact vibration and resulting squeak sound.



PRODUCTION CHANGE INFORMATION:

The new brake pads were incorporated into production starting with VIN L3481299.

PART INFORMATION:

Description	Part Number
PAD KIT-FRONT DISK BRAKE**	26296XC00C

** This part number pad kit includes all the grease necessary for the repair. No additional grease is required.

<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>
--	--

Continued...

SERVICE PROCEDURE / INFORMATION:

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

The basic service procedure for replacing the front brake pads remains unchanged although for this special brake pad kit, it is **CRITICAL** the special lubrication procedure provided below be followed closely to achieve the desired results. 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.

CRITICAL Lubrication Grease Application Procedure:

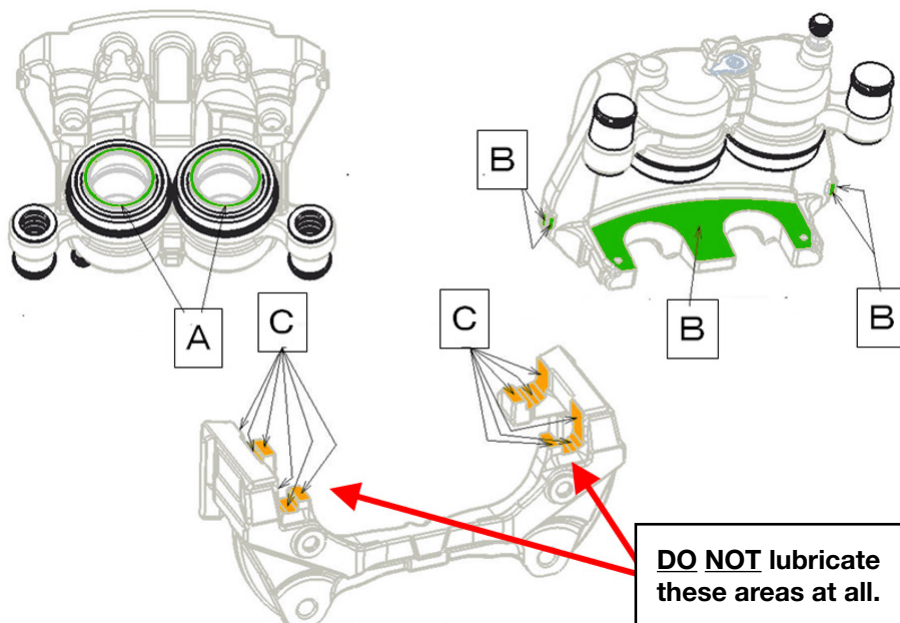
IMPORTANT NOTES:

- Making any changes to the rotors is **NOT** recommended for this condition as this will remove any existing pad film transfer which is key to eliminating this type of sound. If any concerns with the rotors such as judder / pulsation, heavy ridge build up or other, resurface or replace the rotors as conditions dictate. If rotor condition is acceptable and no judder complaints, reuse the rotors as-is for best results as seating new pads to new or resurfaced rotors may result in a new sound until the pads are fully seated and film transfer to the rotor is accomplished. Film transfer requires extensive driving and braking and is not accomplished with any short test drive. Slight rotor surface imperfections will not affect creation of squeal/ squeak sound.
- The caliper and mounting bracket surfaces where grease will be applied must be completely clean. Be sure to remove any residual debris and ensure the surfaces are completely dry before applying the grease to ensure a good bond with the surface.

Lubrication Application Instructions:

- “A” and “B” (**GREEN**) AREAS: Must be lubricated with the special grease included in the pad kit **ONLY**.
- “C” (**ORANGE**) AREAS: Must **NOT** be lubricated at all.

REMINDER: The amount of grease included in the pad kit is sufficient to complete brake pad replacement on both sides. No additional grease is required.



Continued...

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
FRONT BRAKE PAD SET R&R	A511-101	0.5	QAU-25
NOTE: The Rotor Resurfacing coding information below is for use ONLY WHEN NECESSARY			
ONE FRONT BRAKE ROTOR RESURFACE- ON CAR**	A511-111	0.5	QAW-10
BOTH FRONT BRAKE ROTORS RESURFACE- ON CAR**	A511-114	1.0	

** Includes brake pad and / or caliper bracket R&R, all brake rotor measurements and road testing. For additional brake vibration diagnosis and repair information, refer to **TSB 06-32-03**.

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.