

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: 2020-21MY Legacy and Outback
 2019-21MY Forester
 2017-21MY Impreza
 2019-21MY Ascent

NUMBER: 14-27-21
DATE: 02/17/21

SUBJECT: New Engine Support Assembly Retaining Nuts

INTRODUCTION:

This Service Information Bulletin announces the upcoming issuance to all retailers of an essential tool update kit for the Engine Support Assembly Kit #J-50135-A. The update kit is being released as SOA321132. Available separately as J-28467-125A, the kit consists of 6 (six) new (M10 x 1.25) Strut Support Nuts along with 6 new thumb screws to be used to supplement the 6 previously provided M8 x 1.25 versions (J-28467-33A) when required. These new nuts have also been added to new Engine Support Assembly Kits to support newer vehicles equipped with M10 x 1.25 strut mounting studs. The updated support nuts are shipped in quantities of 6 along with 6 new thumb screws.



J-28467-33A (CURRENT)

Thread Size: M8 x 1.25



J-28467-125A (NEW)

Thread Size: M10 x 1.25

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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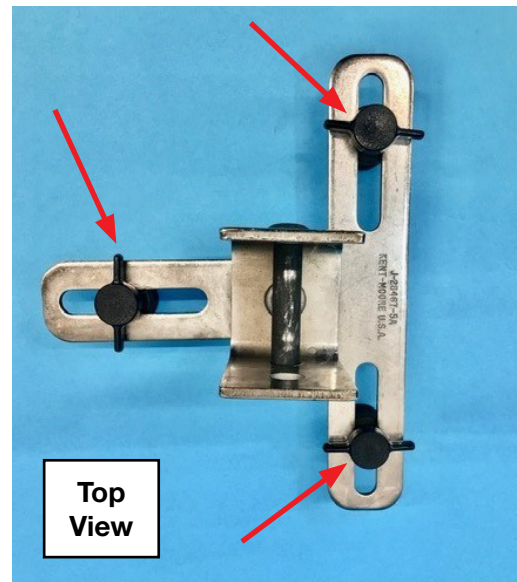
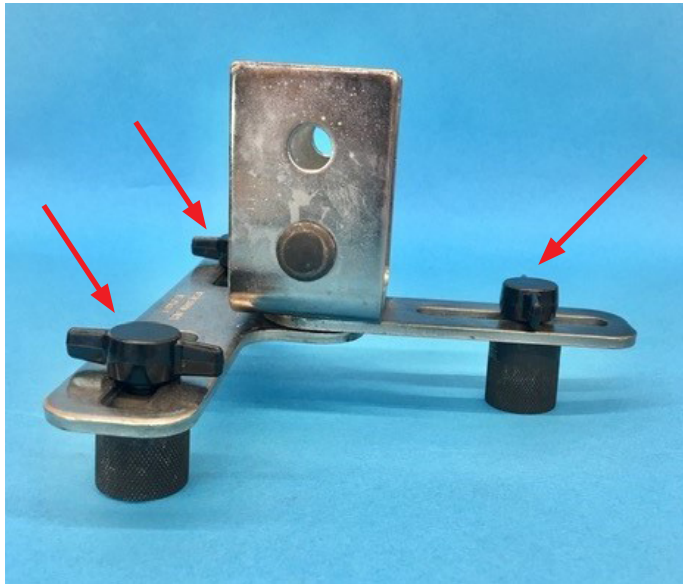
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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SERVICE PROCEDURE / INFORMATION:

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

The service procedures for using the Engine Support Assembly remain unchanged. Always refer to the applicable Service Manual and review the full procedure, instructions and precautions. 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 and required processes needed for a complete and lasting repair.



The new support nuts, 3 (three) per side along with the thumb screws will mount the existing strut supports (J-28467-5A) in the same way as with the current 8mm nuts.

CAUTION: Always use **all 6** support nuts and thumb screws specific to the vehicle being repaired every time the strut supports are installed. Confirm all are installed correctly and properly tightened whenever in use.

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.