

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

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

© 2021 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2017-21MY Impreza
 2018-21MY Crosstrek

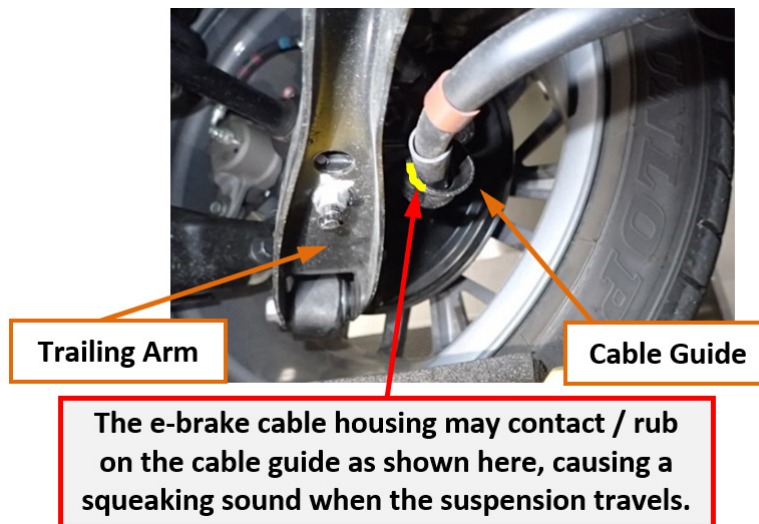
NUMBER: 06-82-21

DATE: 03/16/21

SUBJECT: Squeaking -Type Sound from Rear Suspension

INTRODUCTION:

This bulletin provides a Service Procedure to address a squeaking -type sound from the rear suspension area customers may hear when going over bumps. As the suspension travels up and down, the emergency brake cable may come in contact with the cable guide and cause the condition as shown in the (left / rear) example photo below. The sound usually goes away over time but, should it persist, use the procedure below to repair.



SERVICE PROCEDURE / INFORMATION:

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

Step 1) Park the vehicle on a flat surface and **do not** set the parking brake. On MT models, always chock the wheels to keep the vehicle from rolling.

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

Step 2) With the vehicle on the ground, reach up behind the front of the tire and move the brake cable up and down in an effort to duplicate the squeaking sound. If the sound can be duplicated, proceed to **Step 3**. If not, continue the diagnosis for the origin and cause of the sound.

Step 3) Apply a small amount of neutral detergent (dish detergent e.g. Dawn® or equivalent) to lubricate the cable guide where the cable comes in contact with it as shown here. Road test the vehicle to determine if the sound has been changed or eliminated. If eliminated, proceed to **Step 4**. If it persists, continue the diagnosis and inspections for the source of the sound elsewhere.



Step 4) Use warm water to clean and rinse all the detergent from the cable and guide then dry them thoroughly.

Step 5) Apply a small amount of silicone grease (p.n. 004404002, 3M Silicone Paste #08946 or equivalent) to the affected contact area.

IMPORTANT NOTES:

- **NEVER** use any petroleum-based grease for this procedure as over time, it will damage rubber components of the brake cable assembly.
- When the vehicle is raised on a lift, the position of the contact point will change (move away from the guide) by about 10mm due to the suspension being fully extended. Always keep that in mind when applying the silicone grease.

Step 6) Road test to confirm the successful repair and complete the procedure.

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
E-BRAKE SQUEAK SOUND REPAIR	A523-004	0.3	SAT-25

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.