

**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**

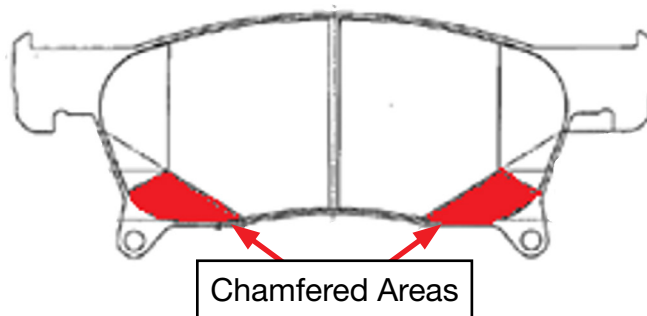
**APPLICABILITY:** 2019-21 MY Ascent  
**SUBJECT:** Brake Pad Design Change

**NUMBER:** 06-78-20R  
**DATE:** 08/18/20  
**REVISED:** 09/02/21

**INTRODUCTION:**

This Bulletin announces availability of new front brake pad kit established to address concerns of a squeaking sound heard when coming to a stop and / or a pulsation (judder) heard and felt during braking. Strong pressure on the outside brake pad causes a stick / slip condition which can create the sound 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 new kit contains a packet of special brake grease developed to work in conjunction with these new brake pads to prevent the contact vibration and resulting squeak sound.

This latest version of these brake pads also includes an enhancement to their lining composition to reduce pad marking of the rotor as a result of prolonged exposure to moisture. While normally not a concern due to regular driving and braking, if the vehicle sits for extended periods, these pad marks can impact the rotor surface causing a judder or pulsation condition to develop when the brakes are applied. These new brake pads reduce this type of action on the rotor surface preventing recurrence of the judder. Even with this enhancement, customers should still be encouraged to drive the vehicle regularly and perform several stops to warm and dry the brakes before parking it again. This is essential following activities such as car washing if the vehicle will not be driven again for some time such as prior to leaving on a trip or vacation.



**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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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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## PRODUCTION CHANGE INFORMATION:

The new brake pads were incorporated into production starting with VIN **M3443275**.

## PART INFORMATION:

Description	Part Number
PAD KIT-FRONT DISK BRAKE**	<b>26296XC00D</b>

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

## SERVICE PROCEDURE / INFORMATION:

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

In cases where there is an additional customer concern of judder (brake pedal pulsation) when applying the brakes, it is **CRITICAL** for the condition to be properly diagnosed along with the initial brake squeak concern. Follow the applicable Service Manual procedures for **CAREFULLY** measuring:

- Rotor surface parallelism
- Rotor run-out
- Rotor thickness to determine whether resurfacing can be completed with enough material remaining to exceed minimum thickness requirements OR whether replacement will be required.

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:

- When addressing brake noise - related concerns, making any change 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 there are 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.
- **IMPORTANT: BRAKE ROTOR REPLACEMENT SHOULD ONLY BE PERFORMED WHEN ROTOR RESURFACING (IF DETERMINED NECESSARY) IS NOT A VIABLE REPAIR OPTION.**

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- Brake rotor resurfacing using a Subaru approved on-car brake lathe is required when performing warranty repairs. This requirement is applicable when performing repairs to correct brake judder.
- Subaru of America has designated on-car brake rotor resurfacing equipment as required service equipment for all retailers when performing warranty related brake rotor resurfacing. Approved equipment options include:
  - Hunter Auto Comp Elite
  - Pro-Cut PFM 9.2
  - Pro-Cut PFM X9
  - Pro-Cut A10 Warthog

While no longer available, these additional options are also approved:

- Hunter Quick Comp
- Hunter OCL 400, OCL 410, or QCL
- Pro-Cut 9.0 with internal rate sensors (serial number PFM-29771 and up)

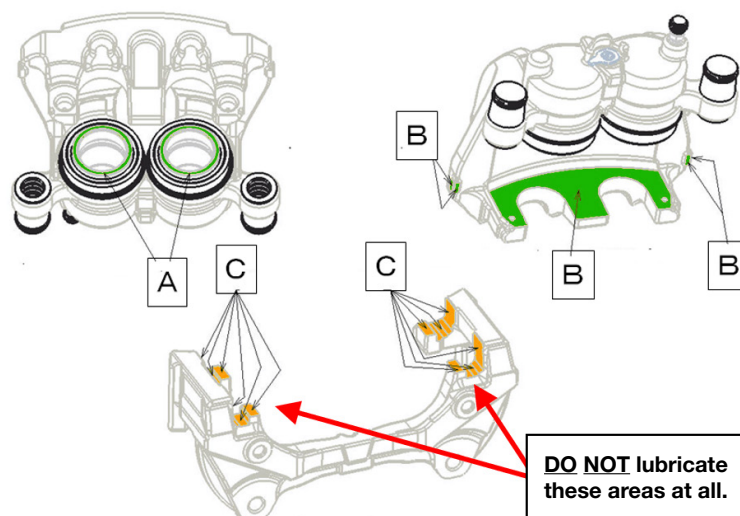
**NOTE:** Pro-Cut 9.0 brake lathes with serial numbers PFM-19010 – 29770 are fitted with external rate sensors which will affect the speed and accuracy of the machine. These models, if in good mechanical condition, can be upgraded to the internal rate sensor by an authorized Pro-Cut representative. Once upgraded, the machine will be compliant and approved for use on Subaru vehicles.

- 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.



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## 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
<b>NOTE:</b> The Rotor Resurfacing coding information below is for use <b>ONLY WHEN NECESSARY</b>			
ONE FRONT BRAKE ROTOR RESURFACE- ON CAR**	A511-111	0.5	QAW-10
BOTH FRONT BRAKE ROTORS RESURFACE- ON CAR**	A511-114	1.0	
ONE FRONT BRAKE ROTOR REPLACE**	A511-203	0.5	
BOTH FRONT BRAKE ROTORS REPLACE**	A511-204	0.8	

\*\* 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**.

**REMINDER: BRAKE ROTOR REPLACEMENT SHOULD ONLY BE PERFORMED WHEN ROTOR RESURFACING (IF DETERMINED NECESSARY) IS NOT A VIABLE REPAIR OPTION.**

## 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.