

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: 2017-**23**MY Impreza
 2018-**23**MY Crosstrek
2019-2022MY Forester
2020-2023MY Outback & Legacy
2019-2023MY Ascent

NUMBER: 05-62-18R

DATE: 07/02/18

REVISED: 05/22/23

SUBJECT: Surface Rust Accumulation in Front Strut Mounts

INTRODUCTION:

This bulletin provides a procedure to address customer concerns of surface rust accumulating in the top center retaining nut area of the front strut mounts. The strut mount cap / seal shape has been changed (outside diameter increased by 30mm) and reinforced to provide improved sealing against water intrusion. **NOTE:** Any rust accumulation as described here is cosmetic and will not impair functionality of the strut top.

PRODUCTION CHANGE INFORMATION:

The new strut mount caps were incorporated into production as per the table below:

| Vehicle / Model | | Starting VIN |
|-----------------|--------|--------------|
| Impreza | 4 Door | P3605563 |
| | 5 Door | P3718048 |
| Crosstrek | | P8231751 |
| Forester | | NH501903 |
| Outback | | P3196847 |
| Legacy | | P3014889 |
| WRX | | N8016802 |
| Ascent | | P3429414 |

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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

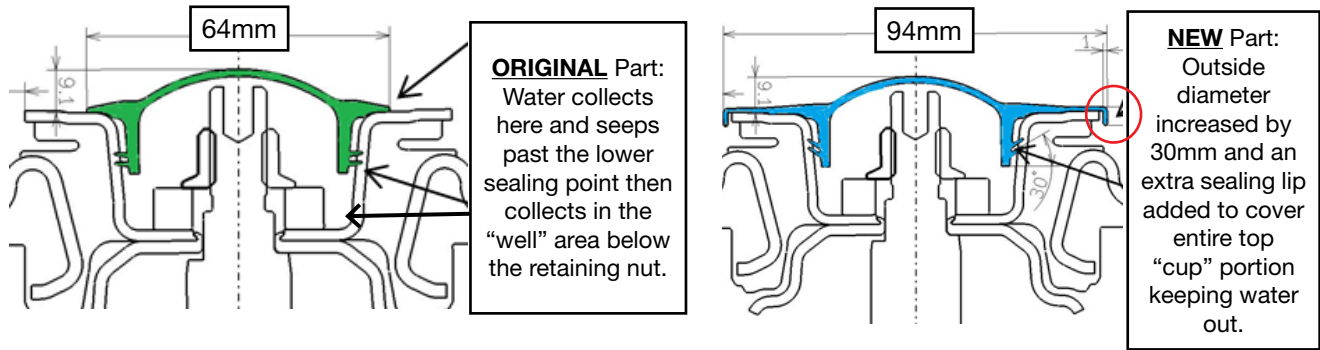
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

PART INFORMATION:

The part number for the new “DUST SEAL-FRONT STRUT” is: **20326FL001**.



RECOMMENDED MATERIALS:

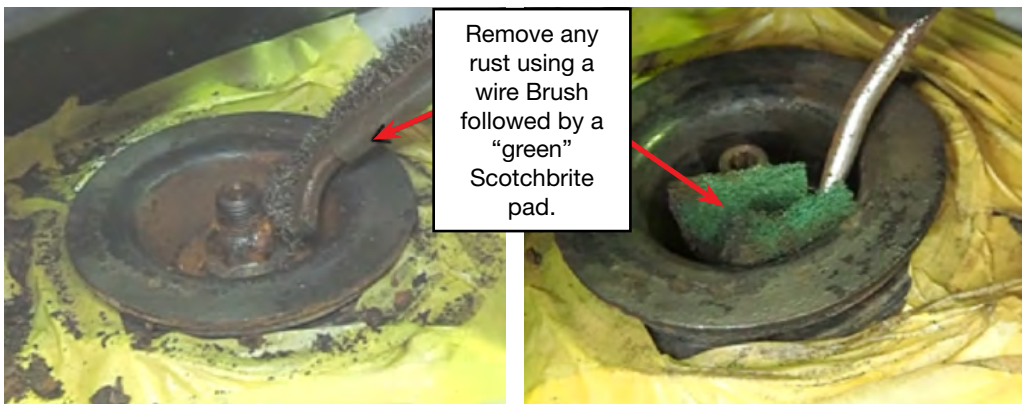
This repair involves thoroughly cleaning then application of rust-preventative finish to the top steel portion of the strut mount(s). Two recommended products for this repair are: Rust-Oleum “Stops Rust” spray enamel, p.n. 7779830 or Krylon “Tough Rust” spray enamel, p.n. K09202007. Both of these products are readily available at most local hardware stores, home improvement retailers or online.



SERVICE PROCEDURE / INFORMATION:

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

- Remove the original dust cap from the strut mount.
- **CAREFULLY** mask the area around the top portion of the strut mount using masking tape and paper. The tape should be applied to the rubber portion and the tape’s edge up under the top plate of the mount. This will provide a clean, sharp paint edge when removing the masking tape. Be generous with the masking materials to insure no paint overspray gets onto other components or onto the vehicle finish.
- Use a wire brush first then follow up with a 150-180 grit Scotchbrite® (green) abrasive scrubbing pad to remove any rust accumulation. **REMINDER:** Always wear eye protection.



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- With all the vehicle's windows fully closed, **CAREFULLY** blow off the area with compressed air keeping the best interests of the surrounding area and co-workers in mind. Remove any remaining dust or contamination from the strut mount top plate using a mild solvent on a clean shop cloth then allow to thoroughly dry.
- **CAREFULLY** apply the rust preventative paint following all the manufacturer's directions and precautions as printed on the can. Multiple thin coats usually provide the best quality finish.
- Once the new finish is dry to the touch, install the new strut mount cap(s) and remove all the masking materials to complete the repair.

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 STRUT MOUNT SURFACE RUST REPAIR | A611-214 | 0.5 | NAC-48 |

NOTE: Up to \$5.00 can be claimed in Sublet to cover the cost of the rust preventative spray paint.

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.