

- 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

**APPLICABILITY:** 2012-2016MY Impreza 2.0L Models  
 2013-2016MY XV Crosstrek  
 2015-2016MY WRX and WRX STI  
 2014-2016MY Forester  
 2013-2016MY BRZ

**NUMBER:** 05-61-16

**DATE:** 04/12/16

**SUBJECT:** “Popping” Sound from Front Strut Mounts on Low Speed Turns

**INTRODUCTION:**

This bulletin announces a design change to the front strut mounts intended to address customer concerns of a popping-type sound which may be heard when making low speed turns.

**PRODUCTION CHANGE INFORMATION:**

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

Vehicle / Model	Starting VIN
WRX / WRX STI	G*828073
Forester	G*521576
Impreza 4-Door	G*010570
XV Crosstrek	G*250836
BRZ	G*602701

**PART INFORMATION:**

Description	Part Number	Application
STRUT MOUNT- FRONT	20320FG012	WRX, WRX STI, Impreza, XV Crosstrek & Forester
	20320AA112	BRZ

**SERVICE PROCEDURE / INFORMATION:**

The new strut mounts are identified by a printed date code on the underside of the strut mount as shown in the photos and illustrations below. Strut mounts with a date code of 151225\*\* (12/25/2015) and newer are the new type. (The 2-digit “Group” number (\*\*)) is insignificant for this bulletin.)

*Continued...*

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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><b>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</b></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>
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**NOTE:** The lot numbers are fairly small and may be difficult to see. The strut mount must be removed to see the number.

- Road test the vehicle to confirm the customer concern.
- If the condition is confirmed and the sound determined to be coming from the strut mount(s), inspect the date code as outlined above.
- If the date code is determined to be before 12/25/2015, replace the affected strut mount(s) following the procedure in the applicable Service Manual.
- When complete, road test the vehicle again to confirm the repair.

**WARRANTY / CLAIM INFORMATION:**

For vehicles within the Basic New Car Limited Warranty period or covered by a Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Applicability	Failure Code	Labor Time
ONE STRUT MOUNT R&R*	B611-201	EXCEPT BRZ	NAB-25	2.0
		BRZ		1.7
BOTH STRUT MOUNTS R&R*	B611-204	EXCEPT BRZ		2.4
		BRZ		2.1

\* INCLUDING wheel alignment

**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.