

**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:** 2018-19MY WRX and WRX STI

**NUMBER:** 05-81-20

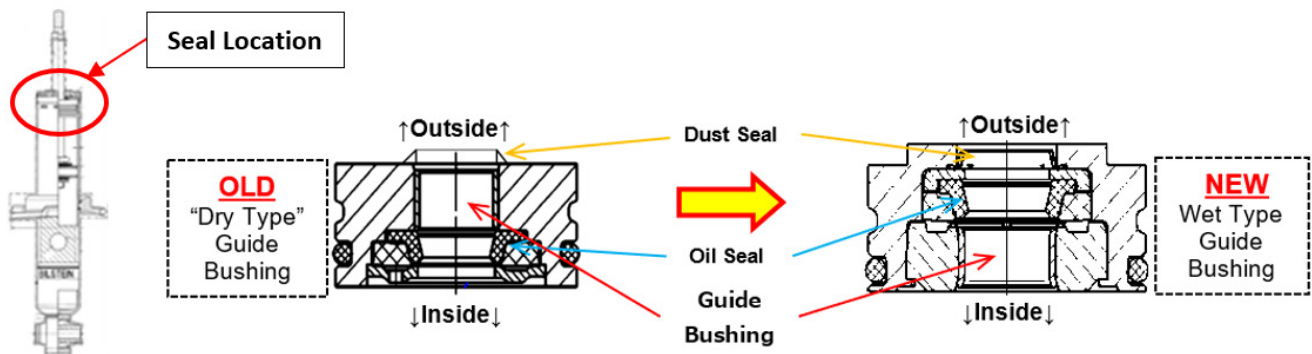
**SUBJECT:** Rear BILSTEIN® Shock Absorbers- Design Changes

**DATE:** 11/10/20

### INTRODUCTION:

This bulletin announces design changes made to the BILSTEIN rear shock absorbers used on the models listed above. The changes listed below were made to enhance the durability of the seals and to prevent oil loss:

- guide bushing changed from a dry type to a wet type
- configuration of the guide bushing, oil seal and dust seal were changed.



### PART INFORMATION:

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

The part number for the new SHOCK ABSORBER - REAR is **20365VA061**.

**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 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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## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for rear shock absorber replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair. 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, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

## WARRANTY / CLAIM INFORMATION:

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

| Labor Description                       | Labor Operation # | Labor Time | Fail Code   |
|---|-------------------|------------|-------------|
| ONE REAR STRUT ASSY. R&R AND OVERHAUL   | B612-503          | 2.2        | (RH) PAM-47 |
|   |                   |            | (LH) PAO-47 |
| BOTH REAR STRUT ASSYS. R&R AND OVERHAUL | B612-504          | 2.9        | PAI-47      |
| SUBLET REPAIR - ADMINISTRATIVE EXPENSES | C101-108          | 0.3        | n/a         |

## 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.