

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

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

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | | | |
| | | | | | | |

© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2014-19MY Crosstrek
 2014-18MY Forester
 2014-19MY Impreza
 2014MY WRX

NUMBER: 05-76-20R

DATE: 08/31/20

REVISED: 02/22/21

SUBJECT: Front Wheel Hub Assembly- Design Change

INTRODUCTION:

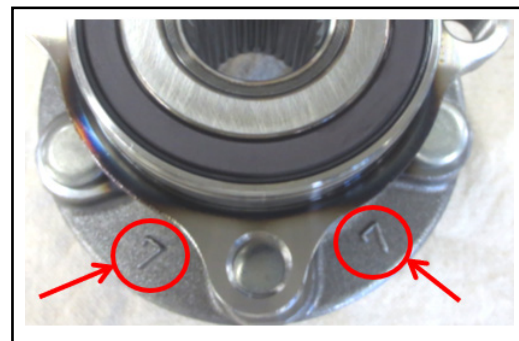
This bulletin announces availability of new front wheel hub assemblies incorporating bearing surfaces having increased resistance to imperfections resulting from shock loads. Excessive shock loads can occur when hitting a significant imperfection in the road surface (e.g. large pothole or expansion joint). If the bearing surface is affected, a growling -type sound may become audible when vehicle speed exceeds 25 MPH.

PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with starting VIN information when it becomes available.

PART INFORMATION:

| Description | Part Number | Application |
|-----------------------------|-------------|-----------------------------|
| HUB COMPLETE- FRONT AXLE | 28373FL010 | SBR (Japan) Built Models |
| | 28373FL00C | SIA (U.S.) |
| | 28373FL01A | Built Models |



NOTE: The new part can be easily identified by “7”s made onto the back of the flange as shown here.

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

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.

Continued...

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for front wheel hub / bearing assembly replacement remain unchanged. 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. 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 or Powertrain Limited Warranty period or covered by an active Subaru Added Security Powertrain, Classic or Gold plan, this repair may be submitted using the following claim information:

| Labor Description | Labor Operation # | Labor Time | Fail Code |
|--------------------------------------|-------------------|------------|-----------|
| LH FRONT HUB / BEARING UNIT R&R** | A611-187 | 0.8 | NCB-25 |
| RH FRONT HUB / BEARING UNIT R&R** | A611-188 | 0.8 | NCA-25 |
| BOTH FRONT HUB / BEARING UNITS R&R** | A611-189 | 1.2 | NAW-25 |

** INCLUDES noise testing

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.