



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: February 7, 2025
Re: *WRB-25 Incorrect Wheel Seat Surface Safety Recall and Stop Sale – Tool Shipment and Inspection Procedure*

We are happy to provide an update regarding the WRB-25 Safety Recall and Stop Sale.

We will be shipping the essential tools needed to complete the WRB-25 inspection directly to all Subaru retailers, at no charge, on Monday 2/10.

Your order will reference the WRB-25 recall, and each retailer will receive one tool. **Please do not cancel these orders or return this tool as it is required to support the WRB-25 safety recall.** We have a limited inventory of additional tools, which will be held for special circumstances, such as broken or lost tool. Retailers should expect to receive their tool on Tuesday (2/11) or Wednesday (2/12).

Retailers will receive the following tool: **WRB-25 Inspection Gauge / SOA Part Number 28199SL000** (additional tool information is provided on the next page)

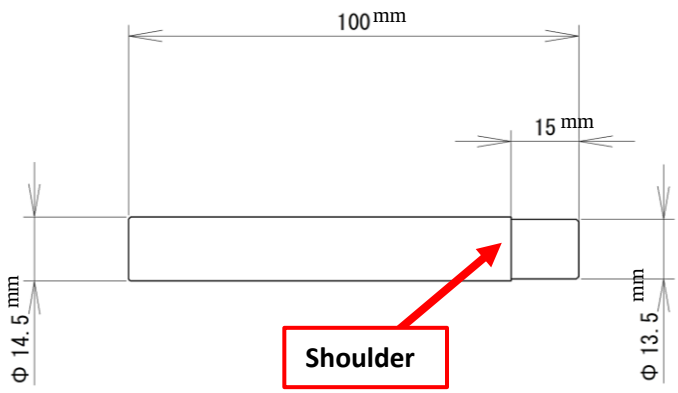


As retailers receive the WRB-25 Inspection Gauge, inspections can begin on any stop sale or SSLP vehicle affected by the WRB-25 recall using the inspection process outlined below.

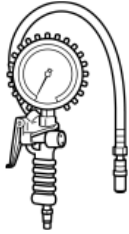
Wheel shipments are also beginning to arrive at the RDCs. As inventory continues to arrive, we are preparing the WRB-25 Recall Bulletin, which will include the repair procedure for wheel replacement should you encounter a vehicle that will require one or more wheels to be replaced. In the interim, if you encounter a vehicle that required wheel replacement, please hold the vehicle until the Product Campaign Bulletin is posted on STIS later next week (the week of 2/10).

INSPECTION PROCEDURE INFORMATION

REQUIRED TOOLS:

Part Name	Part Number	Image
WRB-25 Inspection Gauge	28199SL000	
		

NOTE: One WRB-25 Inspection Gauge will be automatically shipped to all retailers at no cost.

Tool Name	Image	Applications
Wheel nut socket 19mm		For loosening and tightening wheel nuts
Tire pressure gauge		Tire air pressure adjustment
Adjustable torque wrench		Checking the tightening torque of wheel nuts

INSPECTION PROCEDURE:

STEP 1: Confirm the affected wheels are installed on the vehicle. The applicable wheels are **ONLY** the 18-inch wheels shown below.



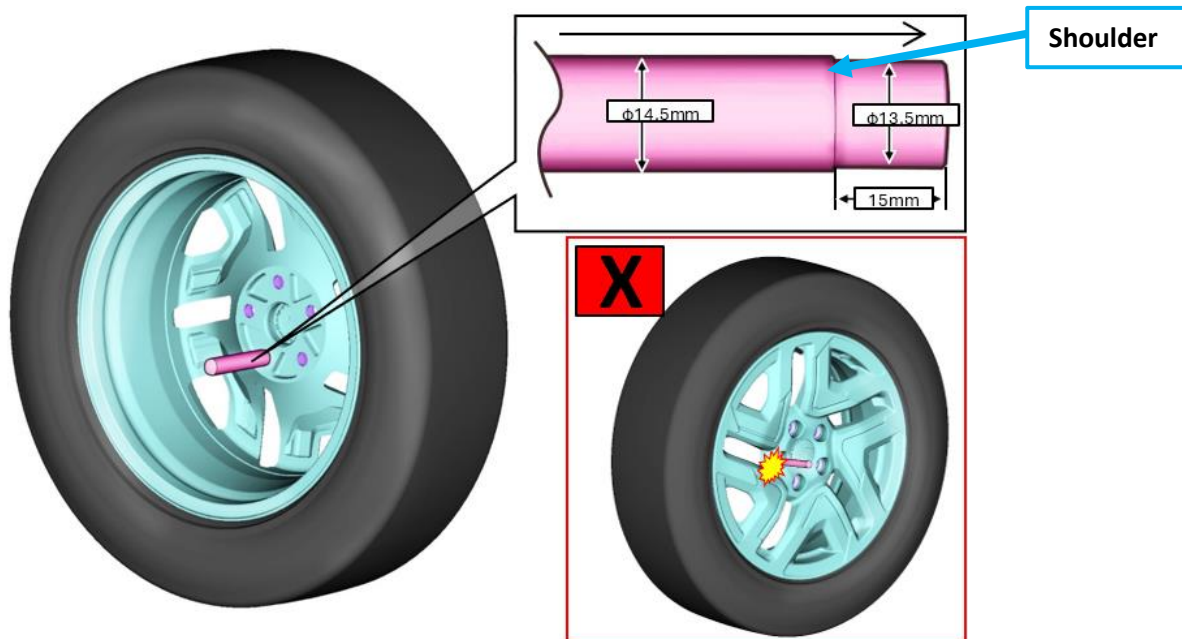
STEP 2: Raise the vehicle using the lift manufacturer's specified procedures.

STEP 3: Mark the current tire position of each tire using masking tape or wax pen.

STEP 4: Remove all four wheels.

STEP 5: Slowly insert the WRB-25 Inspection Gauge in all five holes from the backside of each wheel. For a more accurate result, perform the inspection with the wheel positioned upright instead of facing down.

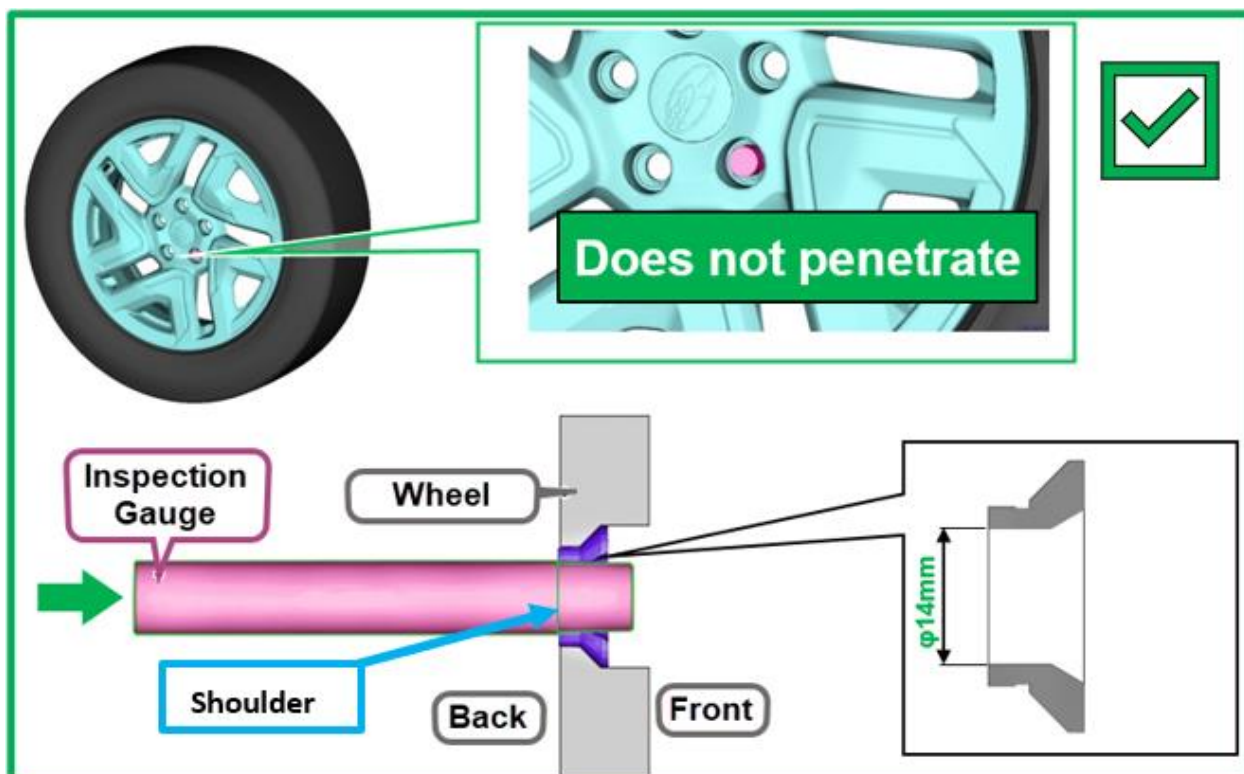
NOTE: The shoulder of the gauge is 13.5mm in diameter and 15mm in length.

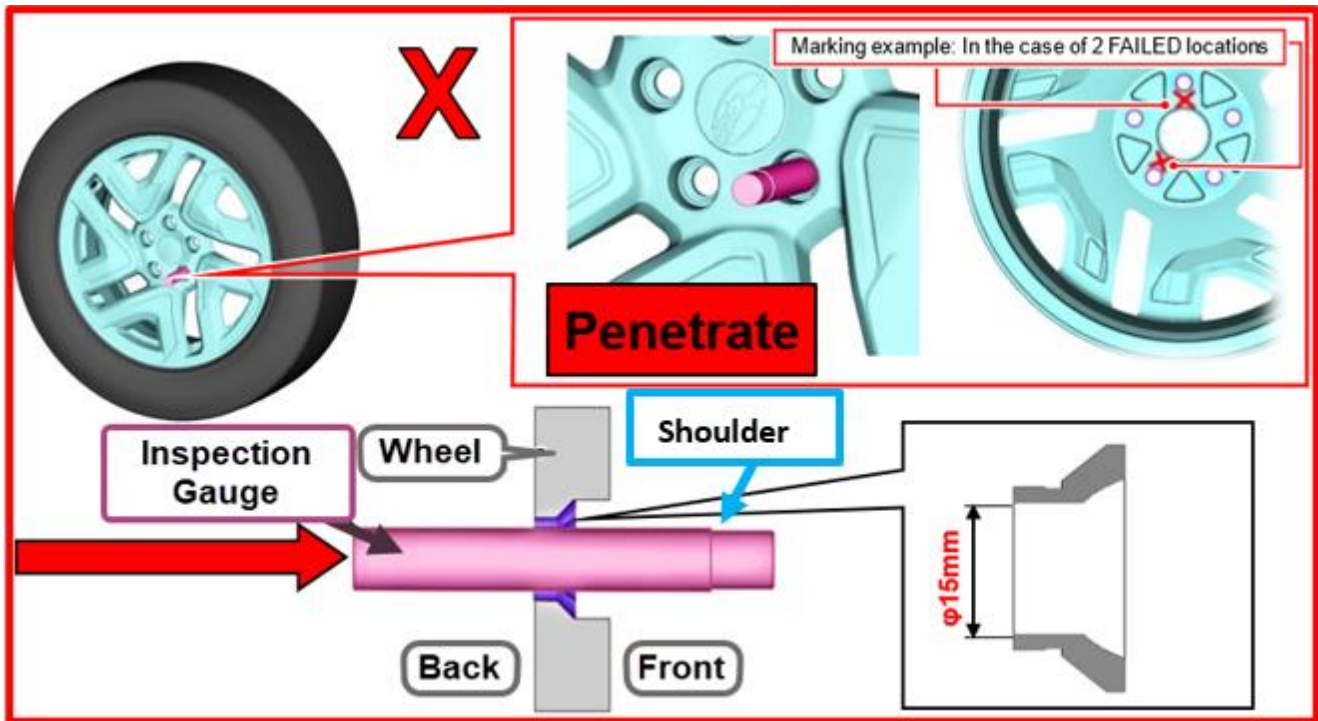


CAUTION: DO NOT insert the inspection gauge on the front side of the wheel.

INSPECTION RESULTS:

IMPORTANT: The inspection gauge will either stop at the 15mm shoulder or fully penetrate through the lug hole. Refer to the images below and additional information on the next page prior to proceeding.





Did the inspection gauge fully penetrate through any of the wheel lug holes past the 15mm shoulder section?

YES: Further action is required. Due to part inventory, this campaign cannot be completed. Set the vehicle aside and await the full procedure in the Product Campaign Bulletin, which will be available the week of 2/10.

NO: The wheels do not require replacement. Proceed to the next Step.

STEP 6: Install the tire and wheel assemblies on to their original positions (indicated by the markings). Torque the wheels lugs to 120Nm (89 ft-lbs.). Remove the masking tape or wax pen markings from the tires.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Please use the coding below to submit a claim for the WRB-25 inspection.

Recall Code	Labor Operation	Description	Labor Hours
WRB-25	A613086	INSPECTION ONLY WRB-25	0.5