

**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:** 2014-18MY Forester  
 2012-19MY Impreza  
 2013-19MY Crosstrek

**NUMBER:** 05-70-19R

**DATE:** 09/30/19

**REVISED:** 12/02/20

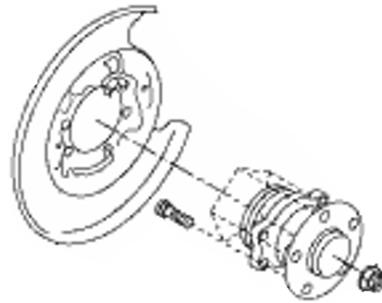
**SUBJECT:** Rear Wheel Backing Plate- Design Change

### INTRODUCTION:

This bulletin announces a design change made to the rear wheel / brake backing plates. Under certain circumstances, some customers may have a concern regarding a howling-type sound from the rear of the vehicle later diagnosed as a faulty hub / bearing assembly. Unevenness of the backing plate surfaces may affect the concentricity (roundness) of the hub / bearing after torqued during assembly and over time, cause the howling -type sound to develop. Production changes for the backing plates have been implemented to optimize their mounting surface quality.

### PART INFORMATION:

Description	Part Number
HUB / BEARING ASSY	28473FL040
BACKING PLATE RH	26704FJ002
BACKING PLATE LH	26704FJ012



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

### SERVICE PROCEDURE / INFORMATION:

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

**NOTE:** Although the service procedure for replacing these components remains unchanged, the backing plate and hub / bearing assembly must be replaced AS A SET (left OR right) when this condition occurs.

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 and 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.

**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.

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**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
ONE REAR WHEEL BACKING PLATE & HUB BEARING REPLACE	A524-211	1.0	QCW-25
BOTH REAR WHEEL BACKING PLATES & HUB BEARINGS REPLACE	A524214	1.5	

**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.

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