

**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:** 2013-22MY Crosstrek  
2018-22MY Forester

**NUMBER:** 03-88-22

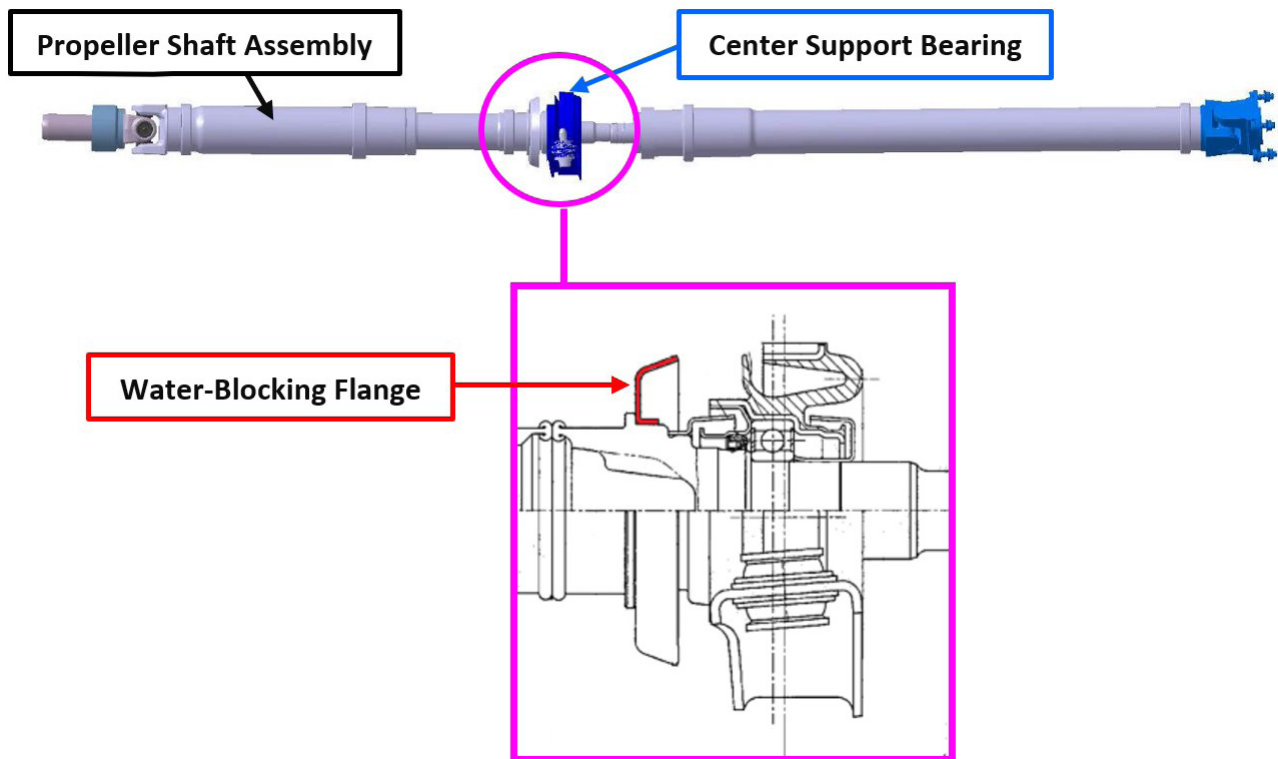
**DATE:** 08/02/22

**SUBJECT:** Propeller Shaft / Design Change

**INTRODUCTION:**

The bulletin announces the design change made the propeller shaft to address the small number of customer concerns regarding a growling-type sound being heard from under the vehicle when driving. The center support bearing may become contaminated by heavy exposure to water, snow, mud, and dirt. The new propeller shafts have water-blocking flanges incorporated to prevent any contamination.

**AREAS OF DESIGN CHANGE:**



<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 style="text-align: center;"><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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## PART INFORMATION:

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

Part Description	Model	MY	Transmission	Part Number
PROPELLER SHAFT ASSEMBLY	Crosstrek	13-17	CVT	27111FJ081
		13-17	MT	27111FJ091
		18-22	CVT	27111FL140
		18-22	MT	27111FL150
	Crosstrek PHEV	19-22	CVT	27111FL230
	Forester	18	CVT	27111FJ081
		18	MT	27111FJ091
		19-22	CVT	27111FL140
		19-22	MT	27111FL150

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for the propeller shaft 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.

Refer to STIS: [Driveline/Axle > PROPELLER SHAFT / DRIVE SHAFT / AXLE > Propeller Shaft](#)

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Powertrain Warranty, 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 #	Fail Code	Labor Time
PROPELLER SHAFT, U JOINT/DOJ R&R	B372-601	KTU-25	0.5

## 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.