

- 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: 2020-23MY Outback
2019-23MY Forester

NUMBER: 03-91-23R

DATE: 01/08/24

SUBJECT: Clicking/Cracking-Type Sound on Slow Turns
Front Drive Axle Shaft – Design Change

REVISED: 04/23/24

INTRODUCTION:

This bulletin announces the design change made to the front drive axle shaft assemblies to address cases of a clicking/cracking-type sound heard when driving with the steering wheel in the fully locked (left or right) position. Size of the joint has been increased to provide added durability. If a clicking/cracking-type sound is duplicated while driving the vehicle with the steering wheel in the fully locked position, replaced the affected side with the newly designed drive axle shaft assembly. The assemblies are not required to be replaced in pairs.

PRODUCTION CHANGE INFORMATION:

The new drive shaft assemblies have been incorporated into vehicle production as per the table below.

| Model | Starting VIN |
|----------|--------------|
| OUTBACK | TBD |
| FORESTER | PH455319 |

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.

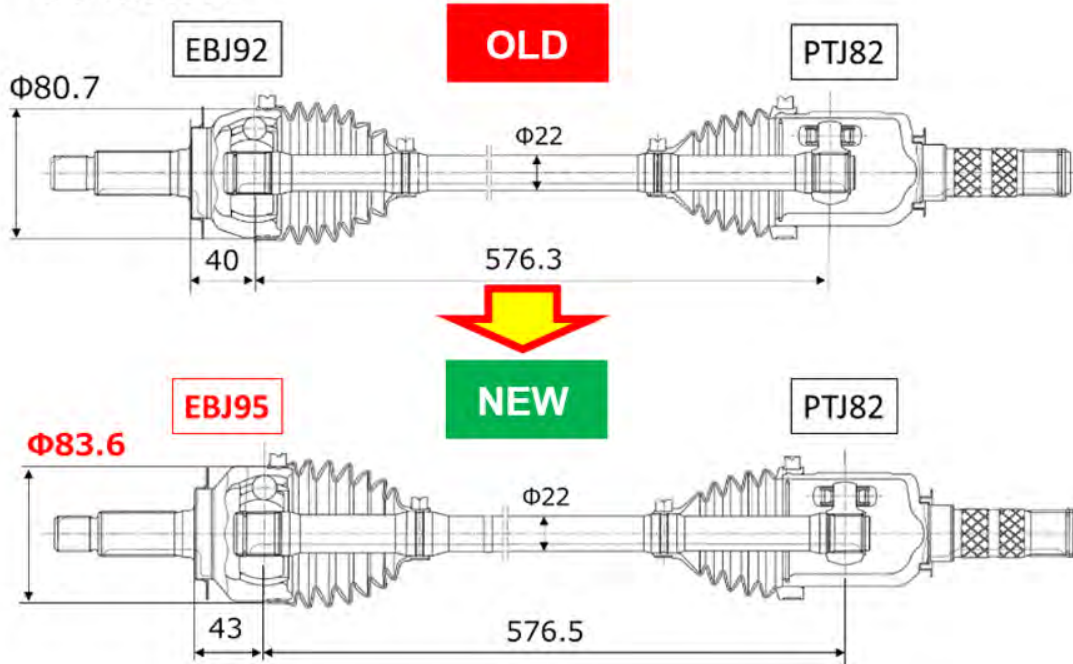
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

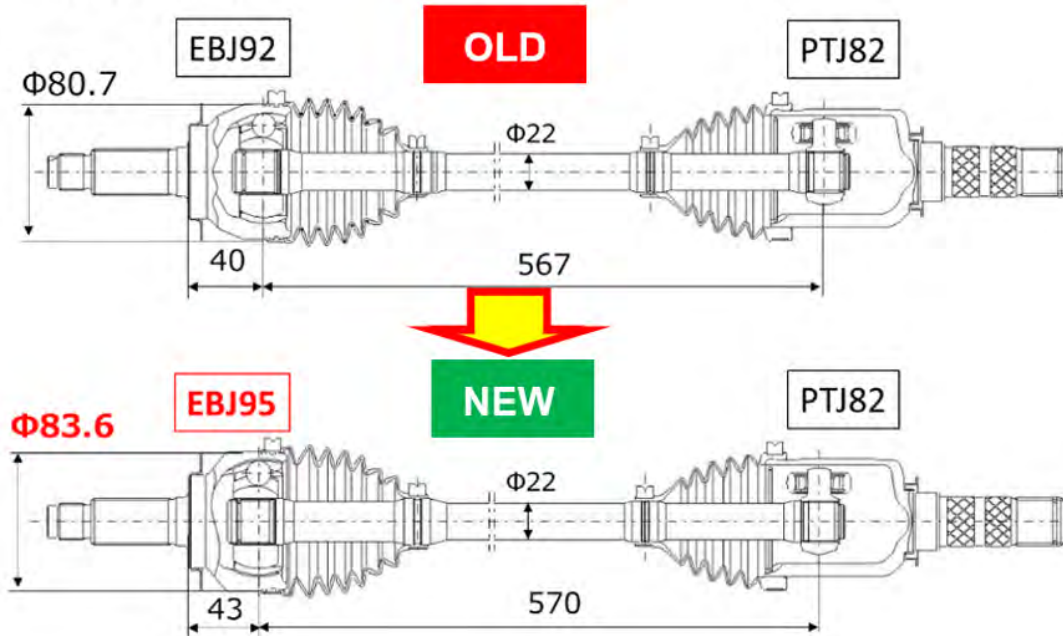
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DESCRIPTION OF DESIGN CHANGE:

OUTBACK



FORESTER



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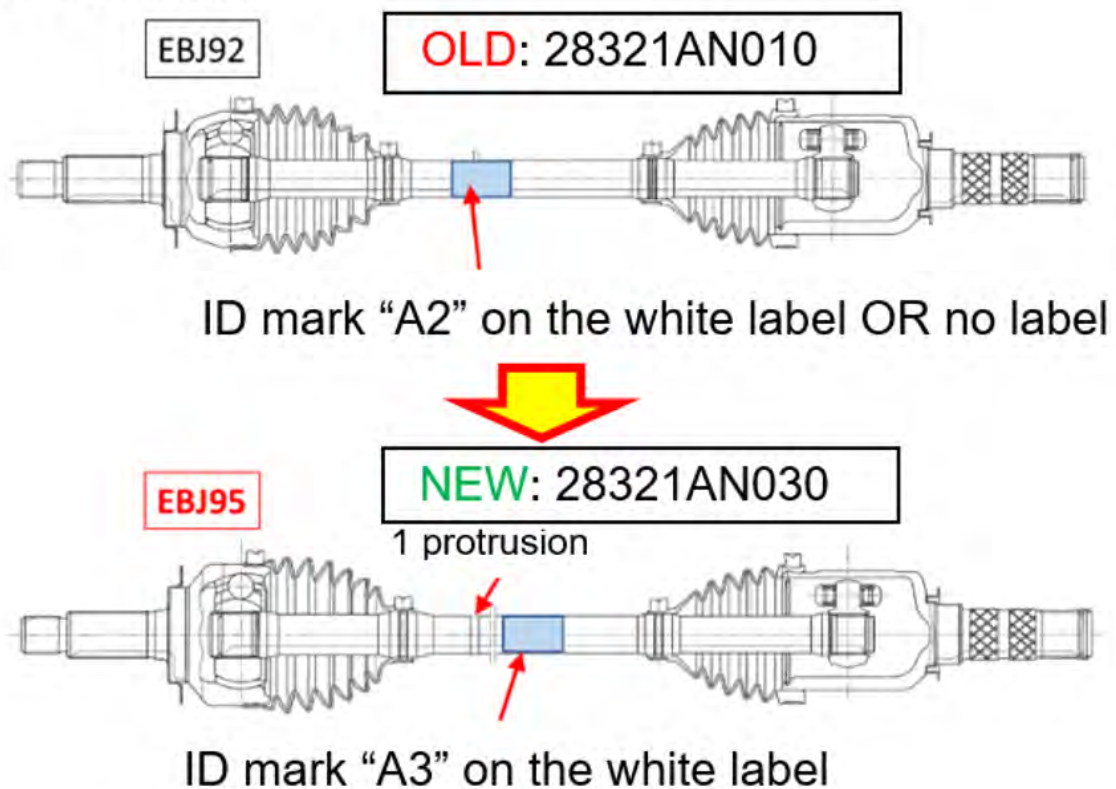
PART INFORMATION:

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

| Model | Part Description | Part Number |
|--------------------|----------------------------|-------------|
| OUTBACK | DRIVE SHAFT ASSEMBLY-FRONT | 28321AN030 |
| FORESTER | DRIVE SHAFT ASSEMBLY-FRONT | 28321SJ010 |
| OUTBACK & FORESTER | NUT (One Time Use) | 902170049 |

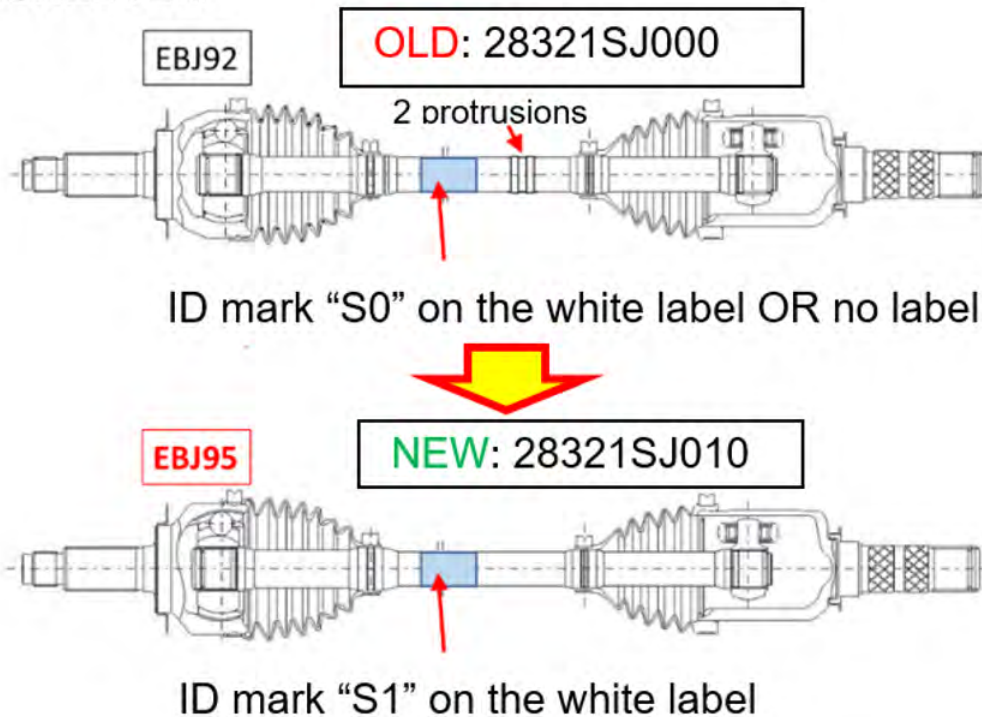
HOW TO DISTINGWITH OLD AND NEW PARTS:

OUTBACK



Continued...

FORESTER



SERVICE PROCEDURE / INFORMATION:

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

The service procedures for the front drive shaft 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.

Refer to STIS: [DrivelineAxle > PROPELLER SHAFT / DRIVE SHAFT / AXLE > Front Drive Shaft](#)

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 FRONT AXLE SHAFT ASSEMBLY R&R | B621-301 | Refer to Labor Time Guide | NCK-25 (RIGHT) |
| | | | NCL-25 (LEFT) |
| BOTH FRONT AXLE SHAFT ASSEMBLIES R&R | B621-304 | Refer to Labor Time Guide | NAN-25 |

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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.