

- 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:** 2019-23MY Crosstrek PHEV

**NUMBER:** 03-95-24

**SUBJECT:** Rear Differential Carrier / Design Change

**DATE:** 12/19/24

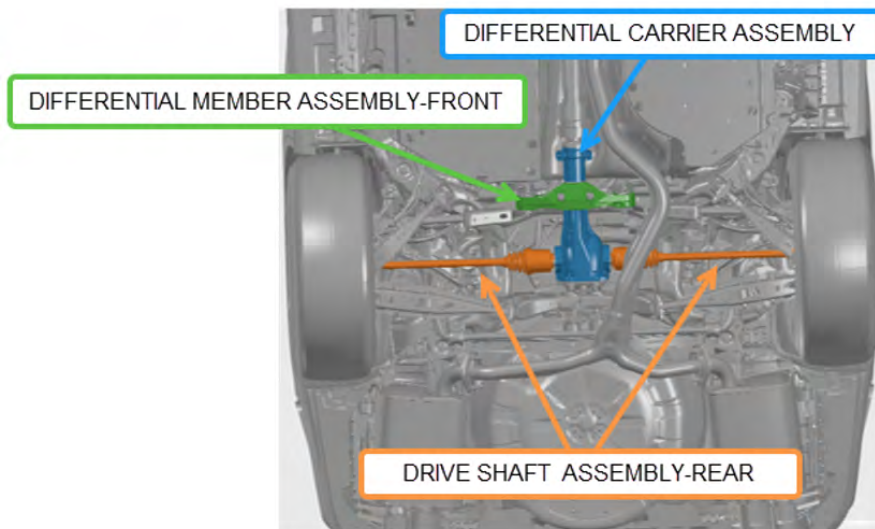
**INTRODUCTION:**

This bulletin announces the repair procedures to be followed when encountering cases of a groaning-type sound from the rear of the vehicle heard when turning. When turning with a high throttle position, high torque is applied to the rear differential causing a groaning-type sound to develop over time. A new rear differential carrier has been developed with enhanced durability to prevent this from occurring. If a groaning-type sound from the rear differential carrier while turning is reported by a customer, follow the repair procedures outlined in this bulletin.

**PART INFORMATION:**

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

Part Name	New Part #	Quantity
DIFFERENTIAL CARRIER ASSEMBLY	38300AC530	1
DRIVE SHAFT ASSEMBLY-REAR	28421SL010	2
DIFFERENTIAL MEMBER ASSEMBLY-FRONT	41310AG040	1

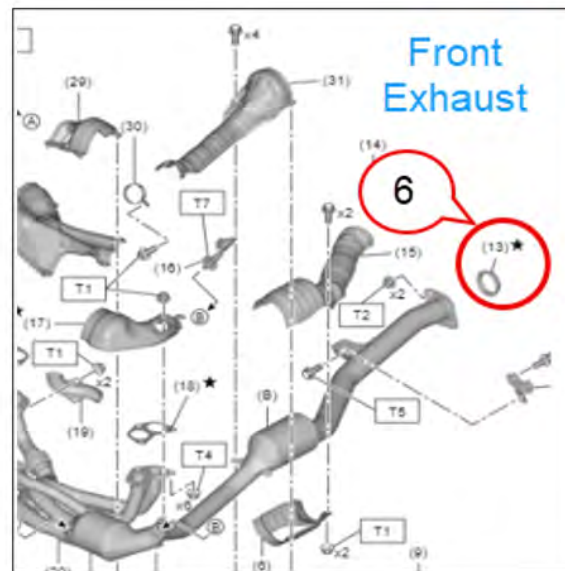
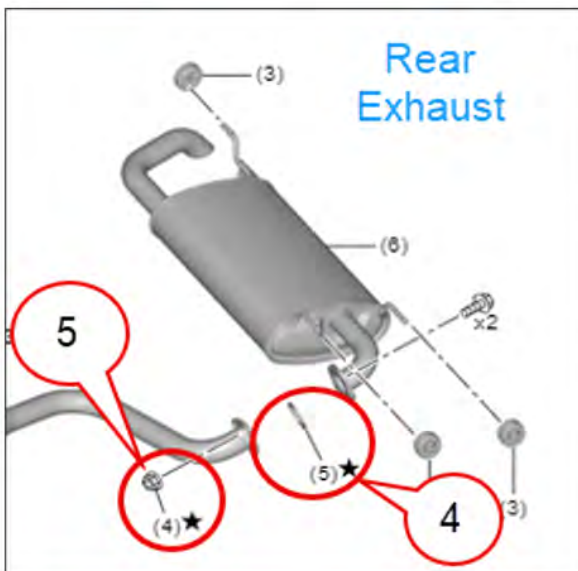
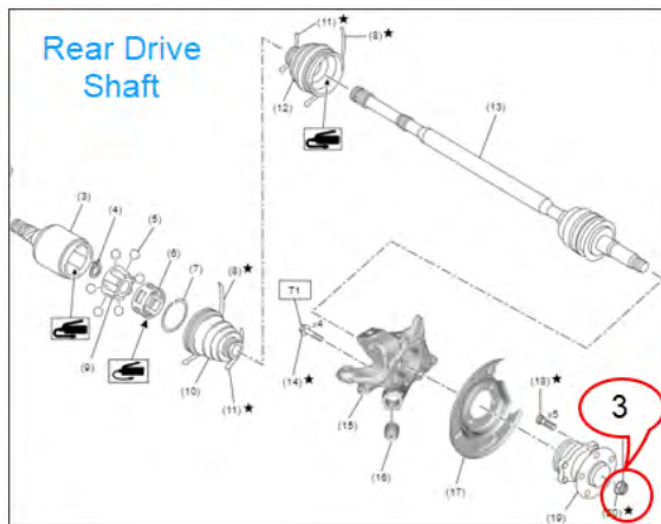
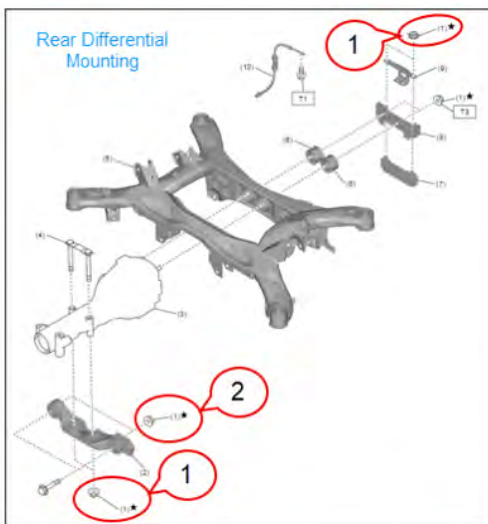


<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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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One Time Use Parts			
No.	Part Description	New Part No.	Quantity
1	SELF LOCKING NUT	023512000	4
2	SELF LOCKING NUT	902330008	2
3	SELF LOCK NUT M12	902170049	2
4	NUT(AXLE)M22 OIL	44011SG000	1
5	GASKET	902330011	2
6	SELFLKG NUT	44022AA123	1

**NOTE:** The Service Manual uses a **black star (★)** in the component breakdown illustrations to indicate one-time use parts.



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## SERVICE PROCEDURE / INFORMATION:

**IMPORTANT:** This procedure replaces a “VA” type rear differential to a “VB” type. 2019MY and 2020MY Service Manuals do not include the procedure for VB type rear differential.

**For 2019-20MY vehicles:** Always refer to 2021MY or later Service Manual in STIS: Driveline/Axle > DIFFERENTIALS > Rear Differential (VB-type)

**For 2021-23MY vehicles:** Always refer applicable Service Manual in STIS: Driveline/Axle > DIFFERENTIALS > Rear Differential (VB-type)

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Power Train Warranty period or covered by an active Subaru Added Security Power Train, Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
REAR DIFFERENTIAL R&R INCLUDING DIAG	A372-086	1.3	KCA-25

## 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.

This procedure replaces a “VA” type rear differential to a “VB” type. 2019MY and 2020MY Service Manuals do not include the procedure for VB type rear differential. Refer to the work procedure for VB type rear differential in the 21MY or later Service Manuals.