

- 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

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2025MY Forester

NUMBER: WRB-25

SUBJECT: Safety Recall and Stop Sale – Incorrect Wheel Lug Seat Surface

DATE: 02/14/25

NHTSA ID: 25V-033

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2025 model year Forester Limited vehicles equipped with 18-inch aluminum alloy wheels.

Description of the Defect and Safety Risk

The affected vehicles may be equipped with 18-inch aluminum alloy wheels manufactured with an incorrectly specified lug seat surface. The incorrectly specified lug seat surface could affect vehicle stability, increasing the risk of a crash.

Remedy

For all potentially affected vehicles, Subaru retailers will inspect all four wheels and replace any wheel(s) found to have an incorrectly specified lug seat surface with correctly manufactured one(s).

Affected Vehicles

A total of 20,366 U.S. vehicles will be affected by this recall, as listed below. Not all vehicles in the production range listed are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

Model Year	Carline	Production Date Range
2025	Forester	April 5, 2024 – October 15, 2024

Retailer Responsibility

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$27,874 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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>Subaru of America, Inc. is ISO 14001 Compliant</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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Any vehicles listed in any recall/campaign that are in retailer stock must be:

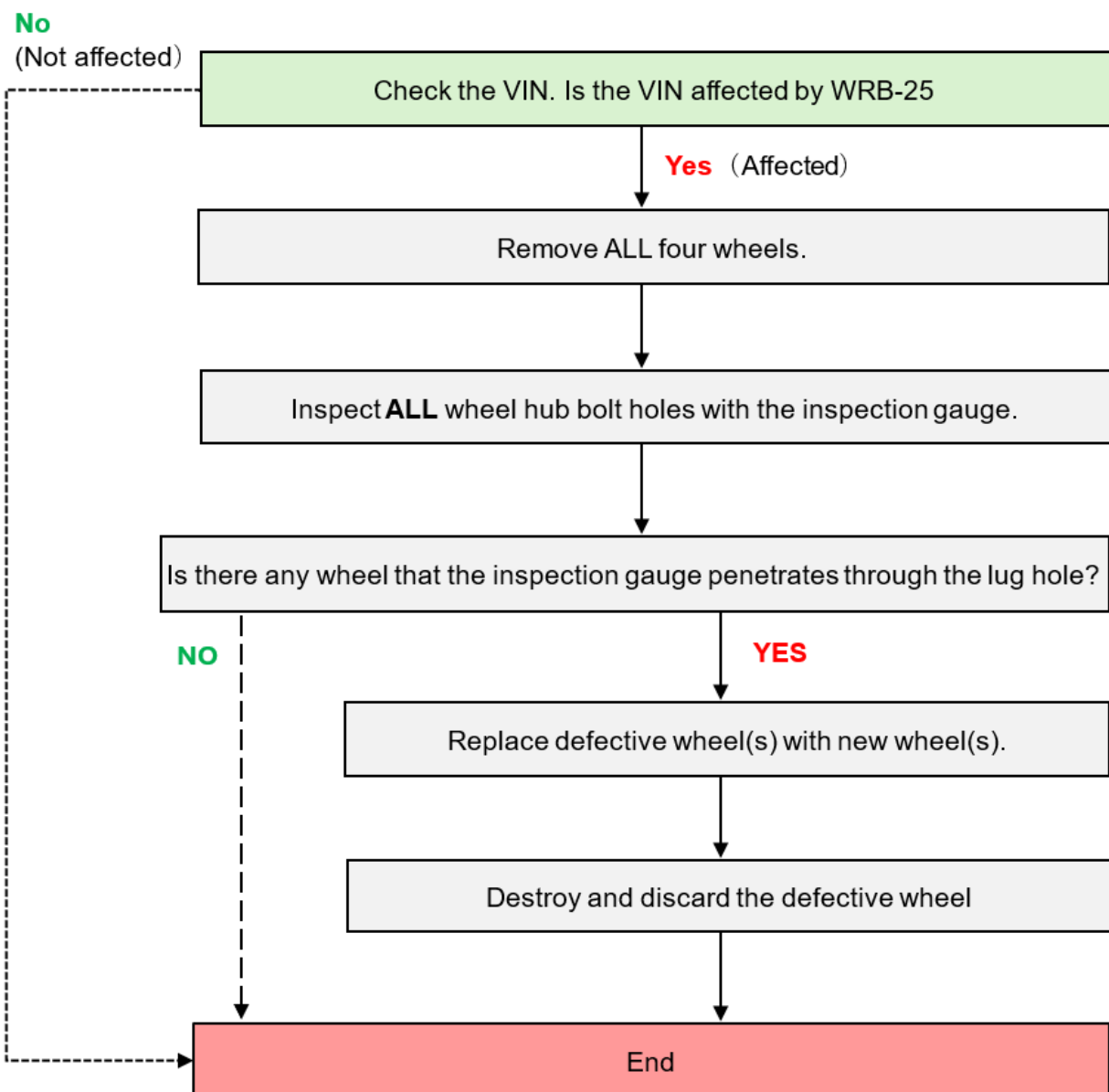
- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin once the parts become available.

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Owner Notification


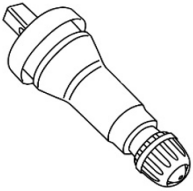


Subaru will notify affected vehicle owners by first class mail on February 28, 2025.

SERVICE PROCEDURE FLOW CHART:



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PART INFORMATION:

Part Name		Part Number	Qty	Image
DISC WHEEL AL 18 NOTE: See below for information on placing part orders		28111SL0409S	As Needed	
With TPMS	VALVE	28194FJ001	As Needed	
	SELF-TAP SCREW, VALVE	28192FJ000	As Needed	
Without TPMS	VALVE	28102AA000	As Needed	

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INFORMATION PART ORDERING FOR 18-INCH WHEELS:

If the inspection results in a wheel replacement, an email must be sent to the PICs. To ensure adequate inventory of wheels are available, the 18-inch wheel (p.n. **28111SL0409S**) is restricted from retailer ordering. Therefore, the following process **MUST** be followed to obtain a wheel(s).

IMPORTANT: Failure to follow the process as outlined below will delay potential part release.

Vehicles requiring wheel replacement:

Send an email to the Parts Information Coordinators (PICs) at Picemail@subaru.com. The subject line of the email should include reference to the WRB-25 recall, your 6- digit retailer code, the last 8 characters of the vehicle identification number (VIN) requiring the wheel replacement, and the number of wheels needed (Example: WRB-25- 030291- SH123456- 1 wheel). In addition, clear photos of the wheel(s) will be required. The EXAMPLE image below provides clear instructions on how to mark the holes on wheels that fail inspection. Clear photos of the wheel(s) with these markings must be attached to the email that is sent to the PICs. To ensure efficient review and order placement, please be sure to include the requested photo in a .jpeg format.

Upon receipt of the email, the PICs will review the information and reply to the retailer email with an order number, if the wheel order was placed, or requesting additional information if all of the requested information was not provided. If the order is placed, the retailer should expect to receive the wheel(s) within 2-3 business days.

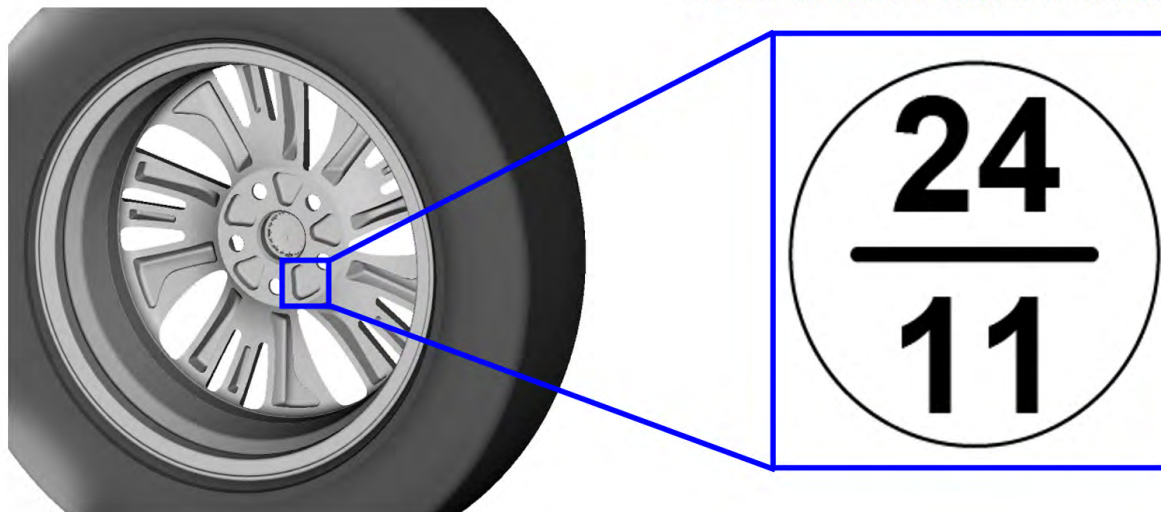
This EXAMPLE image shows a wheel with two failing lug holes.




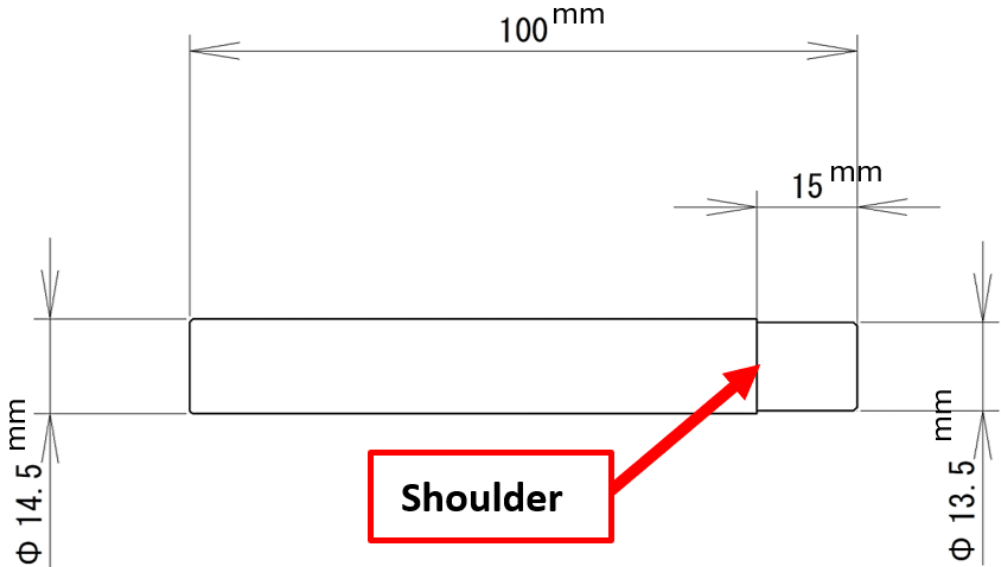
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IMPORTANT: All 18-inch aluminum alloy wheels manufactured in November 2024 and after are shipped with the countermeasures. One of the five triangular indentations on the back of the wheel is stamped with the year and month of manufacture. Any 18-inch aluminum alloy wheels that were purchased as spare parts before and are subject to inspection.

EXAMPLE: Manufactured in November 2024



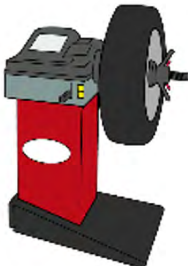
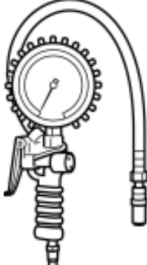




REQUIRED TOOLS:

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.

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Tool Name	Image	Applications
Wheel Nut Socket 19mm		For loosening and tightening wheel nuts
Tire Changer		For wheel replacement
Wheel Balancer		Adjust the wheel balancing
Tire Pressure Gauge		Tire air pressure adjustment
Adjustable Torque Wrench		Checking the tightening torque of wheel nuts
Permanent Marker		To be used when putting a mark on the back of the wheel after inspection of the wheel

NOTE: Further information regarding tire and wheel service equipment can be found on the [Subaru Tools & Equipment website](#).

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SERVICE PROCEDURE INFORMATION:

STEP 1: Confirm the affected wheels are installed on the vehicle. The applicable wheels are **ONLY** the 18-inch wheels (p.n. 28111SL0409S) shown below.



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

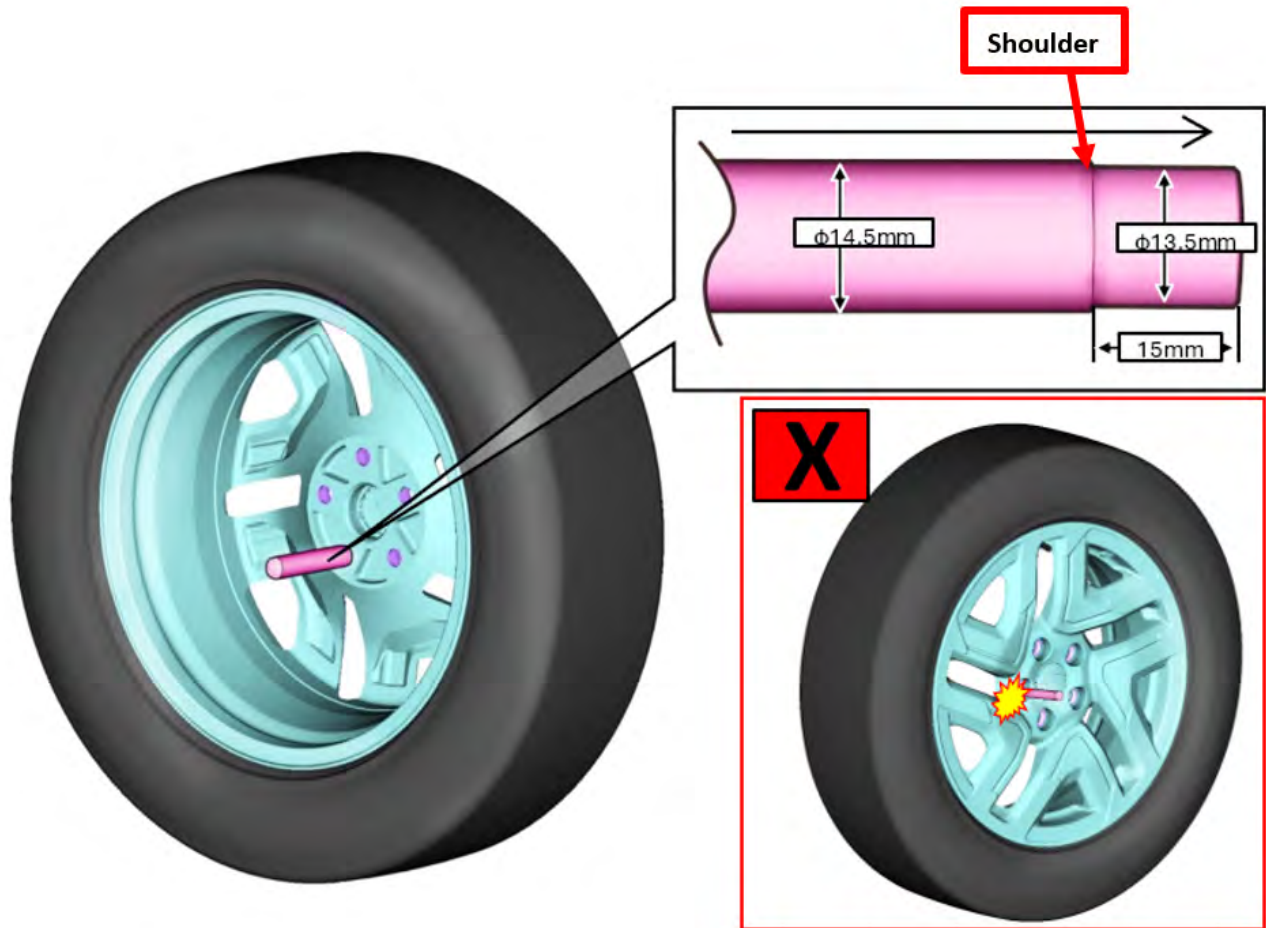
STEP 3: Mark the current tire position of each tire using masking tape or wax pen.

STEP 4: Remove all four wheels.

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STEP 5: Slowly insert the WRB-25 Inspection Gauge into 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.

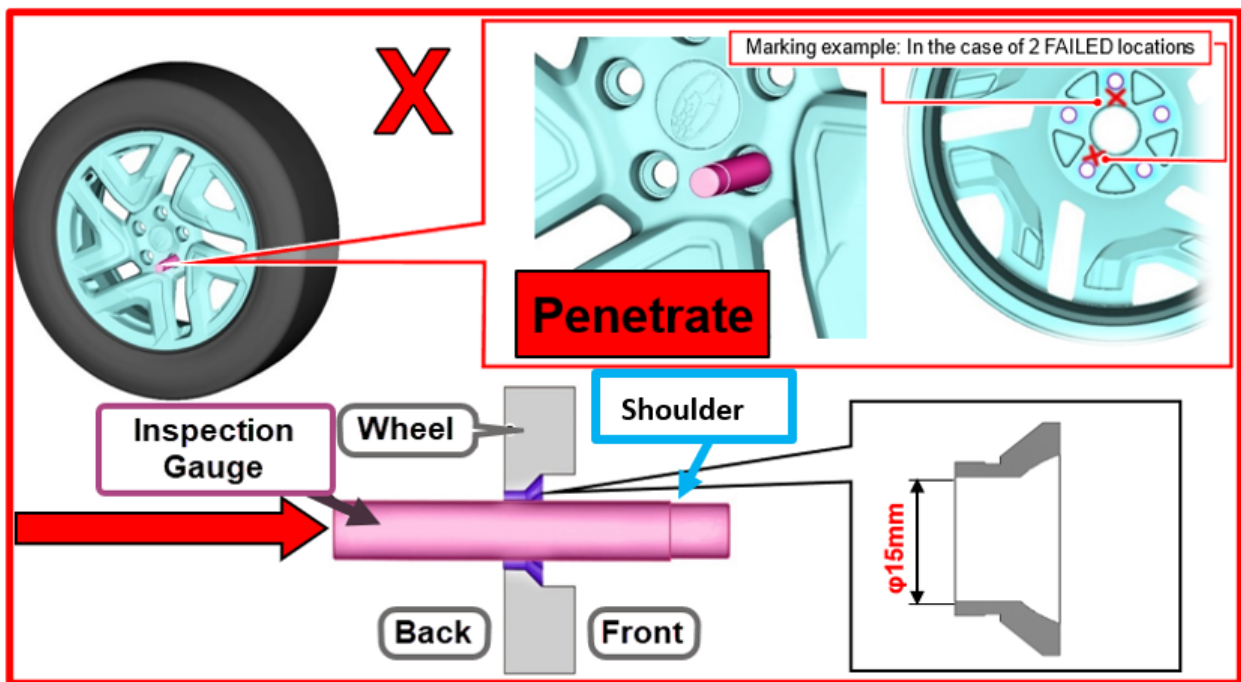
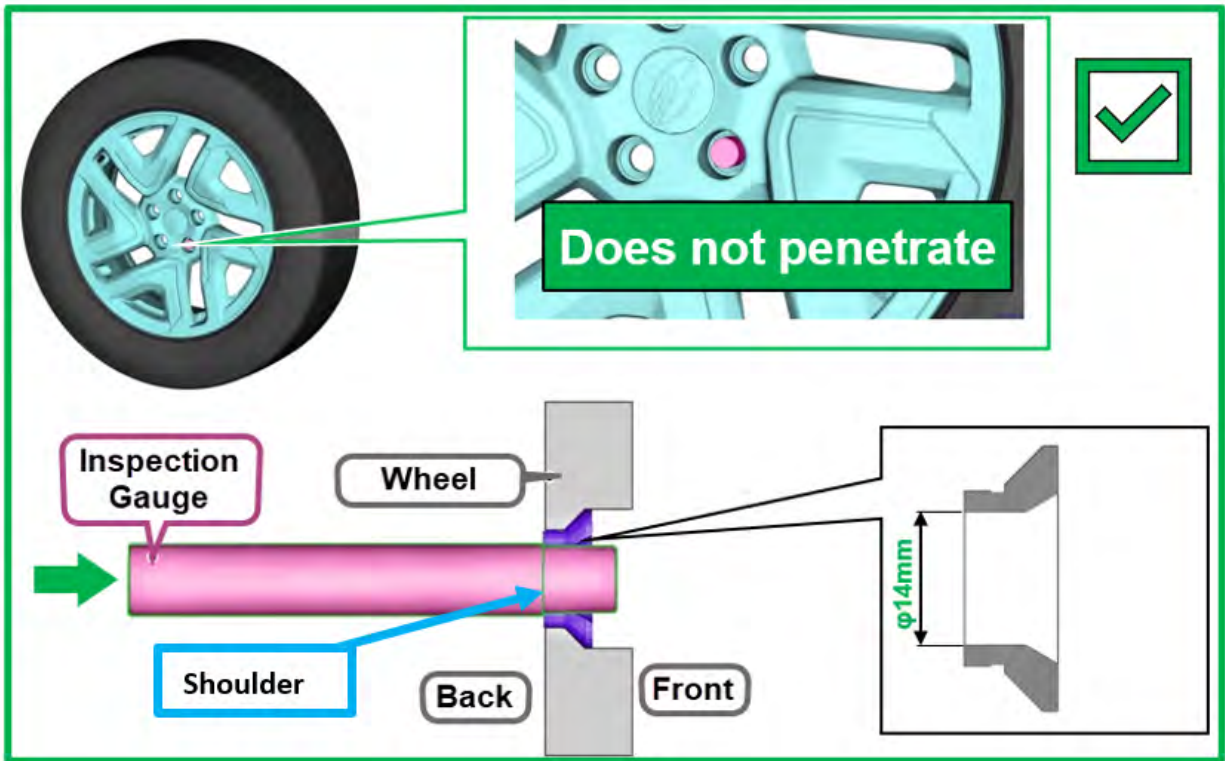


CAUTION: DO NOT insert the inspection gauge from the front side of the wheel.

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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.

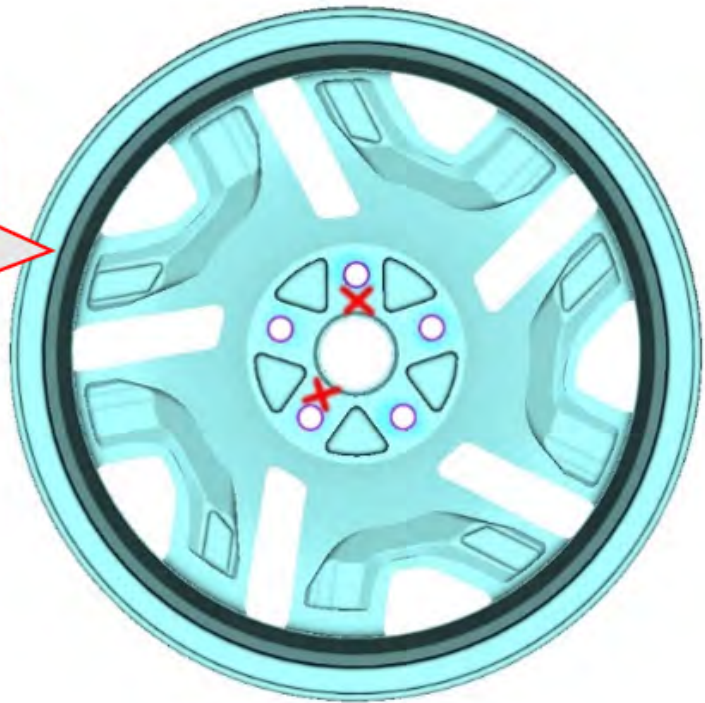


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Did the inspection gauge fully penetrate through any of the wheel lug holes past the 15mm shoulder?

YES: Using a permanent marker or paint pen, mark the failed inspection holes with an “X” on the back side of the wheel. This will prevent the failed wheels becoming confused passing wheels. Proceed to **STEP 6**.

This EXAMPLE image shows a wheel with two failing lug holes.



NO: The wheels do not require replacement. Proceed to **STEP 8 ONLY**.

STEP 6: Clear photos of the wheels will be required. The **EXAMPLE** image above provides clear instructions on how to mark the holes on a wheel that fail inspection. Provide clear photos of the affected wheels to your retailer’s parts department. The parts department can then refer to the information supplied on page# 4 of this bulletin for instructions on obtaining the necessary parts. Once all required parts are received, Proceed to **STEP 7**.

NOTE: Required photos are to be submitted in .jpeg formatting.

STEP 7: Replace the affected wheel with a new wheel. Using suitable tire replacement and balancing equipment.

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IMPORTANT:

- The original tire is to be installed on the new wheel. **DO NOT** replace the tire.
- Set the failed wheels aside to confirm they are not confused with usable wheels.
- The tire valves are to be replaced with every wheel replacement. **DO NOT** re-use the tire valves.
- The center caps are not to be replaced. The original center caps **MUST** be transferred to the new wheel.
- If the vehicle is equipped with TPMS, the original TPMS sensor is to be transferred to the new wheel. The sensor mounting screw will require replacement. **DO NOT** re-use the sensor mounting screw. Take particular care not to damage the tire TPMS sensors during.

NOTE: Further information regarding tire and wheel service equipment can be found on the [Subaru Tools & Equipment website](#).

STEP 8: Did any of the wheels require replacement?

NO: 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.

YES: 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. Proceed to the next Step.

CAUTION: ALWAYS confirm the wheels being installed have no “X” markings on the inside of the wheel.

STEP 9: Wheels failing the inspection process **MUST** be destroyed and properly recycled. The wheels can be destroyed using any of the following three methods:

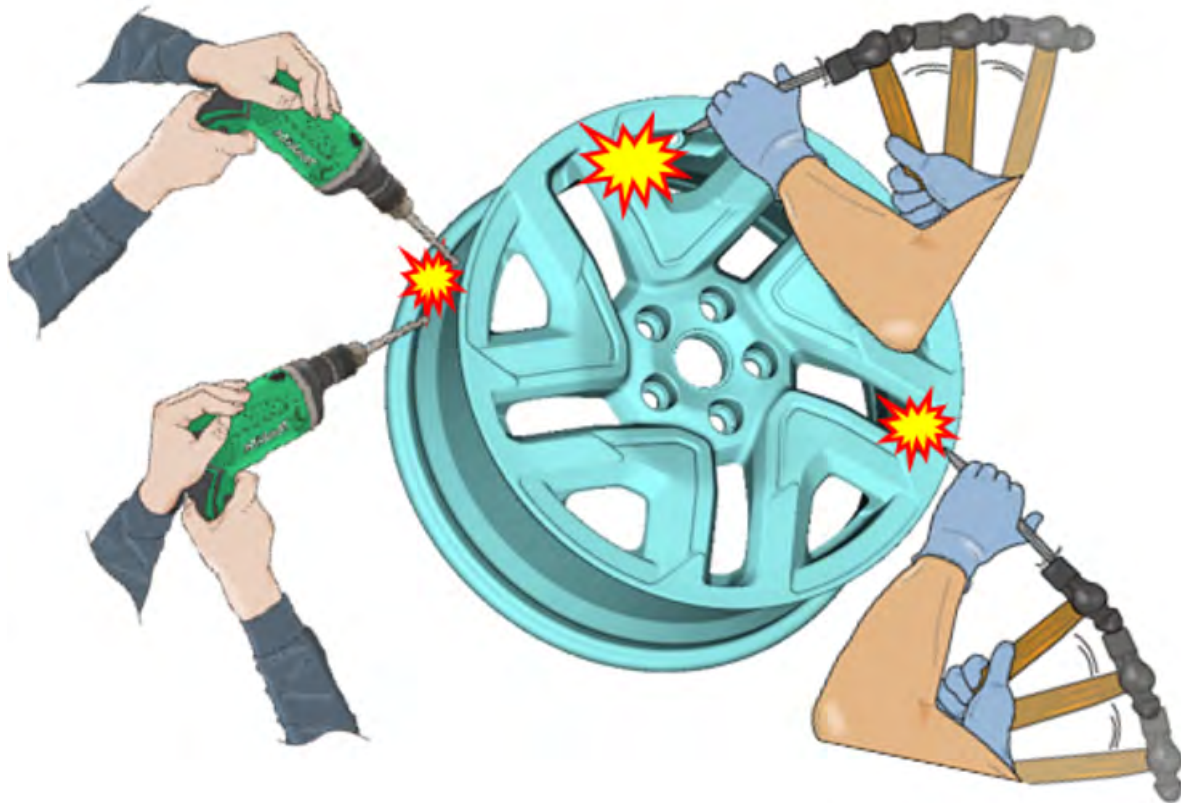
METHOD 1: Using a hammer and punch to deform the tire valve area.

METHOD 2: Drill a hole in the center of the wheel.

METHOD 3: Using a hammer and punch, puncture the center of the wheel.

Continued...

These methods will ensure the wheel(s) will not be able to hold any air preventing any possible re-use.



SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1

SUBARU

Campaign Code

WRB-25

COMPLETED

DIST./DEALER NO.

SERIAL NO.

DO NOT REMOVE

Continued...

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
Inspection only	A613-086	0.5h	WRB-25
Inspection and 1 Wheel replacement	A613-186	1.1h	
Inspection and 2 Wheel replacement	A613-286	1.4h	
Inspection and 3 Wheel replacement	A613-386	1.6h	
Inspection and 4 Wheel replacement	A613-486	1.8h	

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.

IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below



PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WRB-25
NHTSA Recall ID 25V-033
February 2025

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Subaru of America, Inc. (Subaru) has decided that a defect which relates to motor vehicle safety exists in certain 2025 model year Forester vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle may be equipped with 18-inch aluminum alloy wheels manufactured with an incorrectly specified lug seat surface, which could result in the wheel being improperly secured. An improperly secured wheel affects vehicle stability, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will inspect all four wheels on your vehicle and replace any wheel(s) found to have an incorrectly specified lug seat surface, free of charge.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately to schedule an appointment to have this safety recall completed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The inspection of your vehicle's wheels for the defective condition will take approximately 30 minutes. However, it may be necessary to leave your vehicle for a longer period of time to allow your Subaru retailer flexibility in scheduling.

If any of the wheels are defective and need replacement, your retailer will order replacement wheel(s) for your vehicle. The replacement process can take up to two hours, depending on how many wheels need to be replaced.

If wheel replacement is necessary, your retailer will provide you with alternative transportation at no cost until your vehicle is ready.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

Subaru of America, Inc.

Customer Advocacy Department, Attention: WRB-25 Recall

P.O. Box 9103, Camden, NJ 08101-9877

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrb25.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to <https://www.subaru.com/support/customer-support.html> and select 'Email Us'
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail:
Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov>.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION