

**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:** 2019-24MY Forester  
 2011-24MY WRX  
 2006-14MY Tribeca  
 2024MY Impreza & Crosstrek  
 2019-24MY Ascent

**NUMBER:** 03-96-25

**DATE:** 04/22/25

**SUBJECT:** Rear Axle Hub / Design Change

### INTRODUCTION:

This bulletin announces design changes made to the rear axle hubs. The new hubs have been fitted with the following:

1. Higher dust and water sealing performance of the inner seals.
2. Raised the shoulder height of the outer ring for added surface pressure relief.
3. Increased hardening surface of the ball bearings.
4. A new low-friction grease is used to enhance the sealing performance of the inner seals.

These changes have been implemented to reduce cases water intrusion further leading to harmonic, humming, and grinding type sounds heard from the axle hub while driving. If diagnosis has confirmed rear axle hub replacement due to sound/vibration complaint from a customer, replace the affected axle hub using the parts described in this bulletin.

### PRODUCTION CHANGE INFORMATION:

The NEW axle hubs have incorporated into vehicle production as per the VIN table below.

Model	Starting VIN
IMPREZA / CROSSTREK	RH348380
FORESTER	RH493976
WRX	R9800749
TRIBECA	N/A
Ascent	R3455408

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

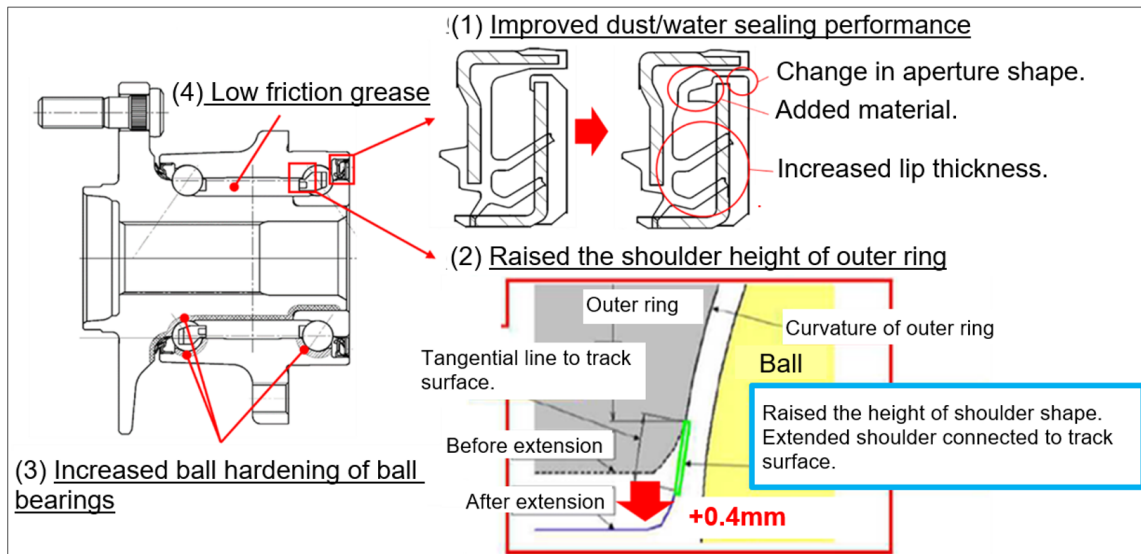
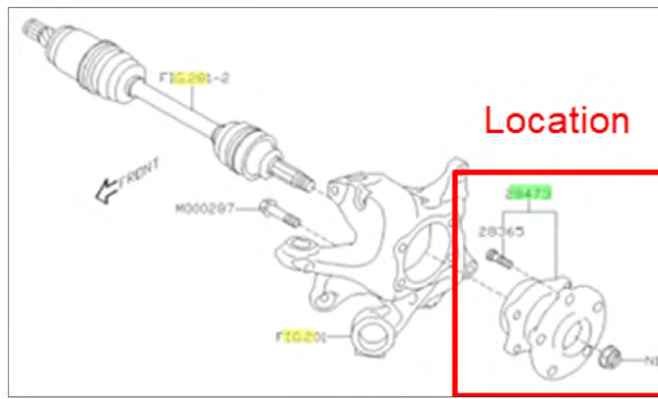
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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**DESCRIPTION OF DESIGN CHANGE:**



**PART INFORMATION:**

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

Year	Model	Part Description	Part Number
2019-24MY	Forester	Hub Unit Compl	28473VA012
2022-24MY	WRX		
2024	Impreza		
2019-24MY	Ascent		28473XC00E
2020-25MY	Legacy		
2020-25MY	Outback		
2024MY	Crosstrek SIA Produced (First 3 VIN Digits: 424)		
	Crosstrek Japan Produced (First 3 VIN Digits: JF2)		

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## **SERVICE PROCEDURE / INFORMATION:**

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

The service procedures for rear axle hub 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 > Rear Hub Unit Bearing

## **WARRANTY / CLAIM INFORMATION:**

Refer to the applicable Labor Time Guide.

## **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.