

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: 2014-18MY Forester
 2018-20MY Crosstrek
 2015-20MY WRX

NUMBER: 03-83-20R

DATE: 02/13/20

REVISED: 02/21/20

SUBJECT: New Shift Fork and Sleeve Availability for Split-Case 6MT Models

INTRODUCTION:

This bulletin announces availability of new shift forks and the corresponding sleeve and hub assembly to address isolated customer concerns of a rattling / vibration -type sound from the shift knob. The sound is primarily reported while driving in 4th gear between 1900 and 2500 rpm.

PRODUCTION CHANGE INFORMATION:

The new components were incorporated into production on the models listed starting with these VINs:

- Crosstrek- **LG225906**
- WRX- **L9809030**

PART INFORMATION:

The new shift forks have wider (thicker) nylon inserts on the longer fork arm to dampen the vibration. To accommodate these inserts, the groove for the fork on the outside of the sleeve has been widened. Because these parts work together in combination, these new fork and sleeve / hub assemblies must always be replaced AS A SET.

Description	Part Number	IMPORTANT NOTE:
FORK COMPLETE-SHIFTER 3RD & 4TH*	32810AA300	Since there is <u>NO</u> compatibility between the new and old parts, ALWAYS replace the required Fork and Sleeve / Hub together AS A SET.
	32810AA310	
	32810AA320	
SLEEVE & HUB ASSEMBLY	32605AA371	

* The shift fork part numbers listed above are selective. See the applicable Service Manual for procedures to measure and determine the applicable part for the specific repair being performed.

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

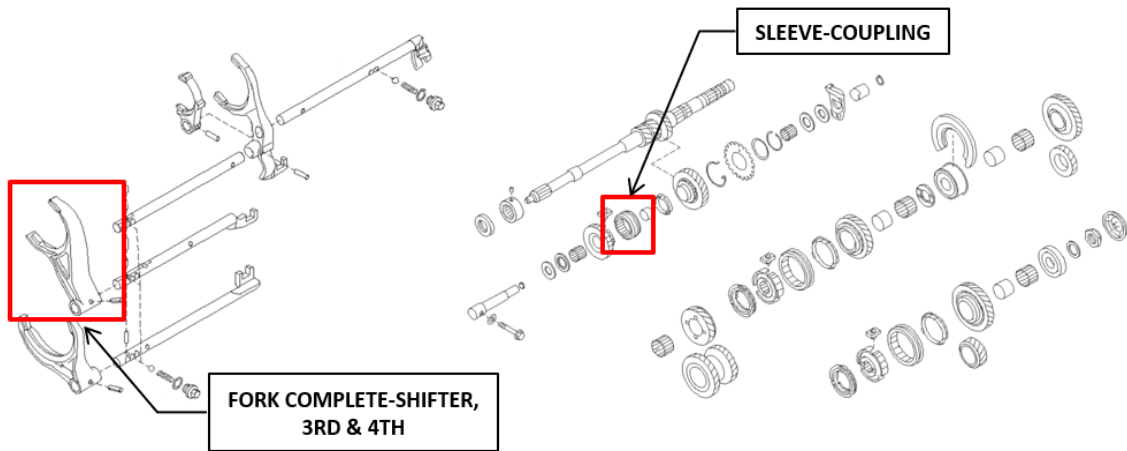
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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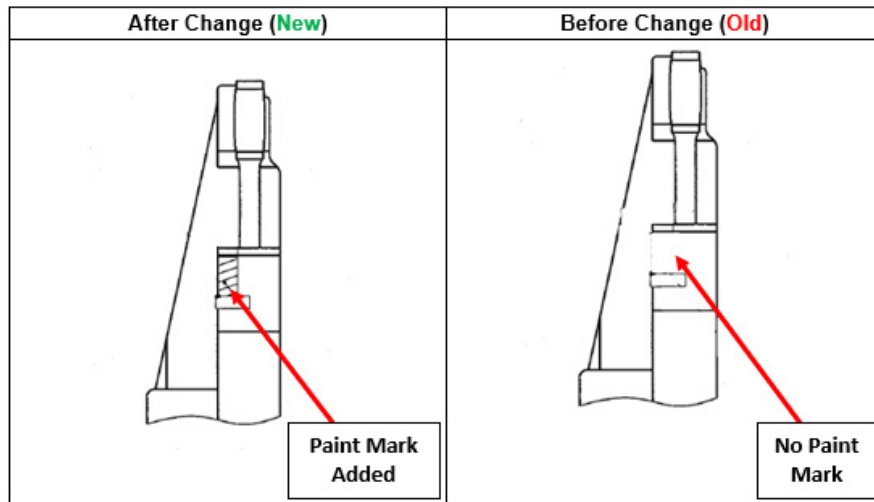
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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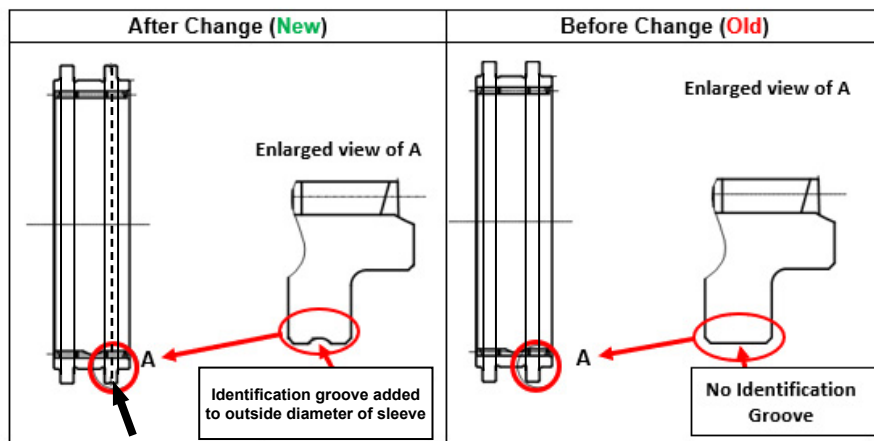
REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.



Identification of FORK COMPLETE-SHIFTER, 3RD & 4TH

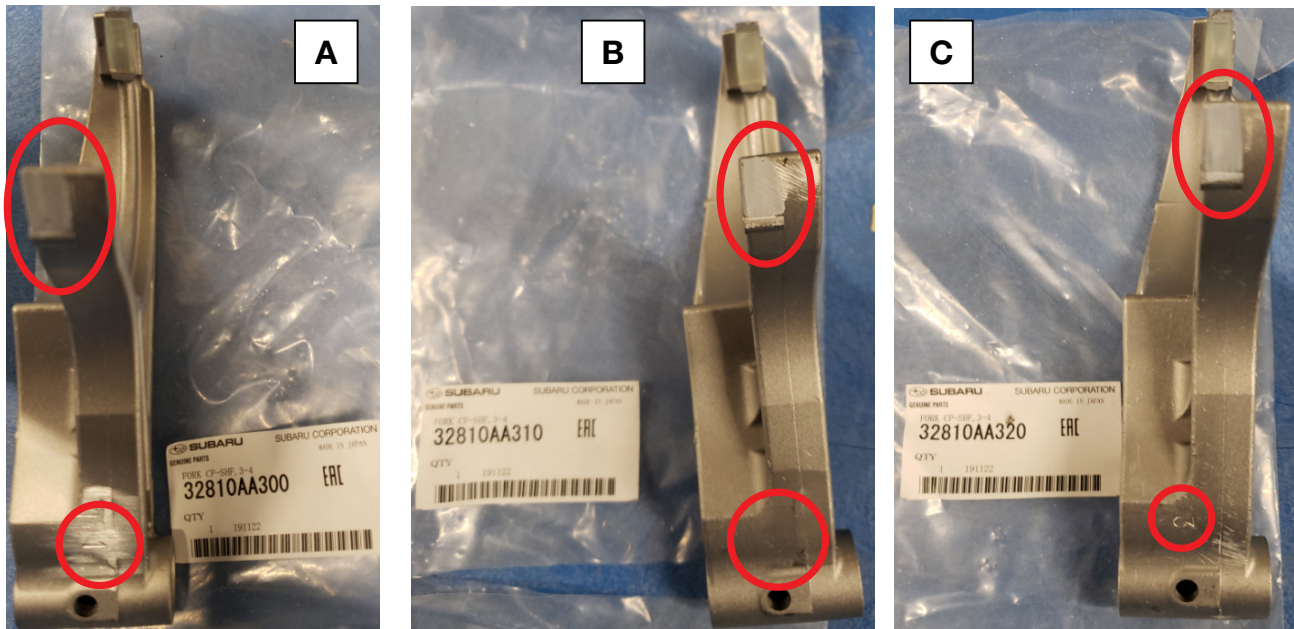


Identification of SLEEVE-COUPLING (Cross-Section View)



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The selective shift forks are identified by their stamped numbers (“A” and “C” below) or lack of a stamped number (“B”) located near the roll pin hole as shown below. These photos also show the white paint marks identifying the new-style forks..



SERVICE PROCEDURE / INFORMATION:

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

NOTE: This repair should only be performed after all other possible causes for the condition as described have been ruled out during diagnosis of the customer’s concern.

Other than the requirement for these parts to be replaced as a set, the service procedures for replacing the shift fork and sleeve 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 and 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.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited or Powertrain Limited Warranty period 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 #	Labor Time			Fail Code
		Forester	Crosstrek	WRX	
MANUAL TRANSAXLE R&R, SPLIT CASE & INSPECTION	B323-101	4.0	4.5	5.1	KCT-25
SHIFT FORK/STRIKING ROD, PLATES, BLOCKS, SHIFTER ARM	C323-301	1.5			

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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.