

- 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: 2012-2016MY Impreza
 2013-2017MY Crosstrek
 2014-2018MY Forester

NUMBER: 04-21-18

DATE: 07/24/18

SUBJECT: Uneven Steering Effort

INTRODUCTION:

This bulletin announces availability of a new Electronic Power Steering (EPS) gear box assembly designed to address a VERY limited number of customer concerns regarding uneven steering effort felt when turning left or right. In areas where high concentrations of road salt are used to melt ice and snow, corrosion may develop and cause a portion of the gear box housing to crack if the vehicle were to suffer a large enough impact from hitting a pothole or similar type of road hazard.

VERY IMPORTANT: Should this condition occur, there will **NOT** be a complete loss of steering assist.

PRODUCTION CHANGE INFORMATION:

On Forester models, the new steering gear box assembly was incorporated into production starting with VIN J*462815. Since this change took place after production ended for all but 2018 MY Forester, there are no starting VINs for the other applicable models.

PART INFORMATION:

Description	Part Number	Applicability
Steering Gear Box Assembly, EPS	34110SG021	2014-16MY Forester
	34110SG090	2017-18MY Forester
	34110FJ151	2012-14MY Impreza
	34110FJ231	2015-16MY Impreza
	34110FJ091	2013-14MY Crosstrek
	34110FJ181	2014MY Crosstrek
	34110FJ261	2015-17MY Crosstrek

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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.

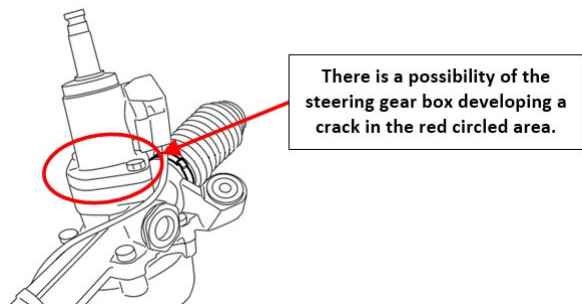
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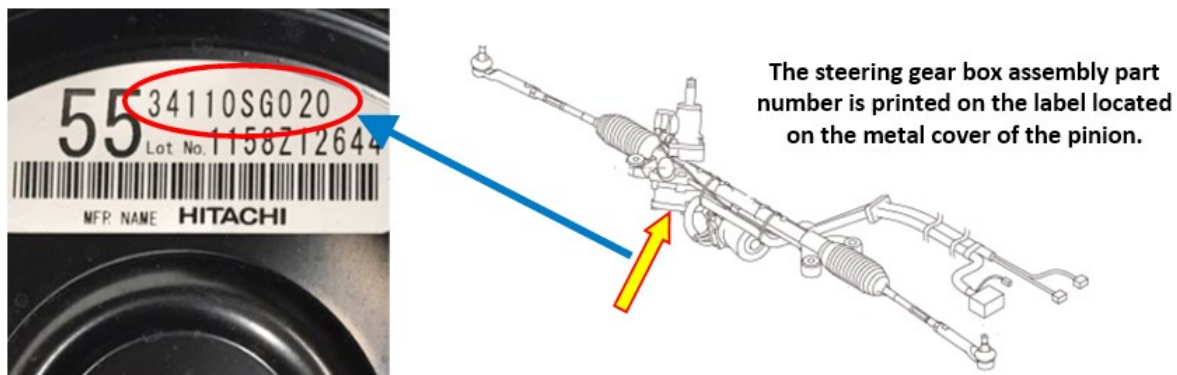
SERVICE PROCEDURE / INFORMATION:

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

If a vehicle is presented with a customer concern of uneven steering wheel effort felt when turning, after confirming the condition, inspect the steering gear box in the circled area shown in the illustration for any evidence of cracking.



To determine if the steering gear box is a new-style unit, verify and compare the part number on the label located on the bottom cover of the pinion as shown below to the Part Information table on pg. 1. The new assemblies have been re-designed in addition to utilizing materials having improved rust and corrosion resistance.



If a crack is confirmed, the EPS steering gear box assembly must be replaced. The service procedures for replacing the assembly 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 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
EPS GEAR BOX ASSEMBLY R&R (Includes R&R of all necessary components, Steering Position Sensor Calibration & Steering Toe Adjustment.)	B659-400	1.5	RDK-02
EPS TESTING & DIAGNOSIS	C659-011	0.5	
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	0.3	

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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.