

**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:** 2015-2017MY Legacy and Outback  
2015-2017MY WRX

**NUMBER:** 04-17-17R

**DATE:** 09/13/17

**SUBJECT:** Rattling Sound from Steering Rack

**REVISED:** 09/22/17

### INTRODUCTION:

This bulletin provides a service procedure to address isolated customer concerns of a rattling sound identified as coming from the Electronic Power Steering (EPS) rack assembly. The repair involves installation of a new tension spring for the worm gear to reduce / eliminate the condition. It should be noted the condition is NOT detrimental to the operation of the EPS system.

### PRODUCTION CHANGE INFORMATION:

The new EPS rack springs were incorporated into production starting with the following VINs:

Vehicle / Model	Starting VIN
Legacy	H*069171
Outback	H*429659
WRX	J*801300

### PART INFORMATION:

Description	Part Number
SPRING KIT NBL	34130AL010

A special tool bit is required to remove the cover screw for access to the tension spring. An inch-pound torque wrench will also be necessary. ONE tool will be provided to each Retailer AT NO CHARGE to coincide with this bulletin's release. Additional bits can be sourced (at user expense) from either Bosch or Matco. Both tool suppliers will utilize the same BTP40P part number.



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

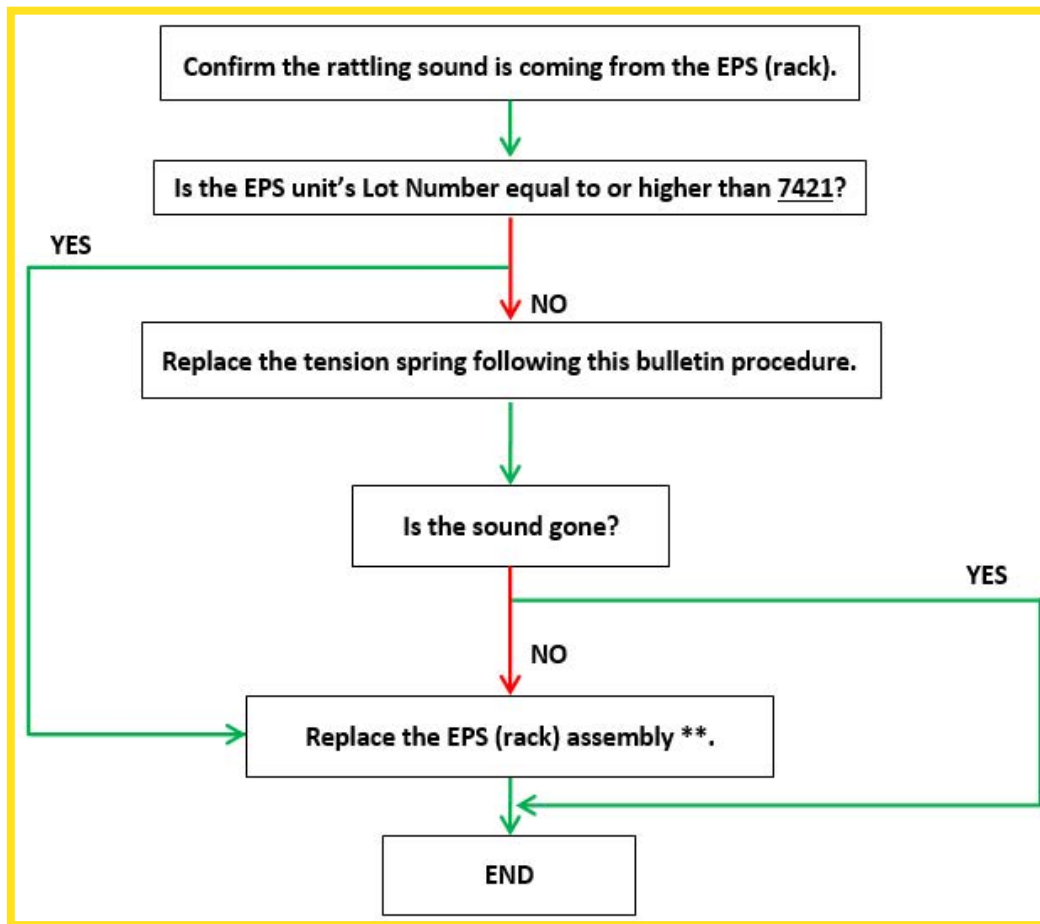
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment,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

## SERVICE PROCEDURE / INFORMATION:

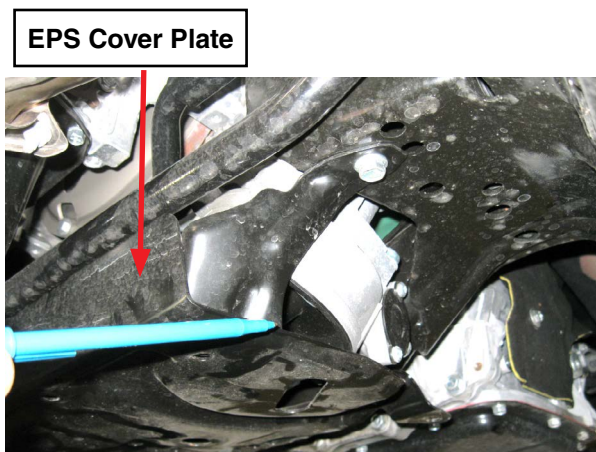
Use the following flow chart when diagnosing a steering rattle sound concern on the applicable vehicles specified above:



**\*\*IMPORTANT:** The EPS unit's Lot Number must be recorded if the assembly is replaced. This number is required to be entered in the Miscellaneous Detail field as part of the claim submission.

### Lot Number Identification:

Using a flashlight and by looking in from the driver's side, the EPS unit's Lot Number can be verified without removing the EPS cover plate.



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(EPS Cover is removed here for reference only.)

**VERY IMPORTANT:** These 4 digits determine the EPS unit's Lot Number (date code).

- The first number (a 6 in the picture) is the year (2016).
- The second (also a 6 in the picture) indicates the 6th month (June).
- The third and fourth (03 in the picture) is the 3rd day (June 3, 2016)
- The second set of 4 numbers (1049) is the production number or serial number for that specific date.

If the Lot Number is **equal to or after 7421 (April 21, 2017)**, the EPS unit is post-countermeasure and the condition **will not be repaired** by replacing the tension spring.

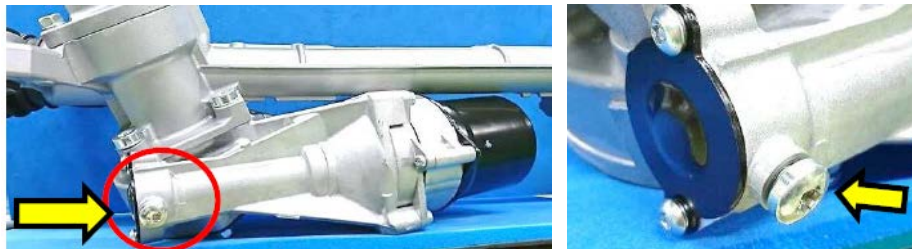
## TENSION SPRING REPLACEMENT PROCEDURE:

### IMPORTANT NOTES:

- This repair does NOT require the EPS unit to be removed. (Photos below for reference only.)
- Post-repair wheel alignment is NOT required or necessary.

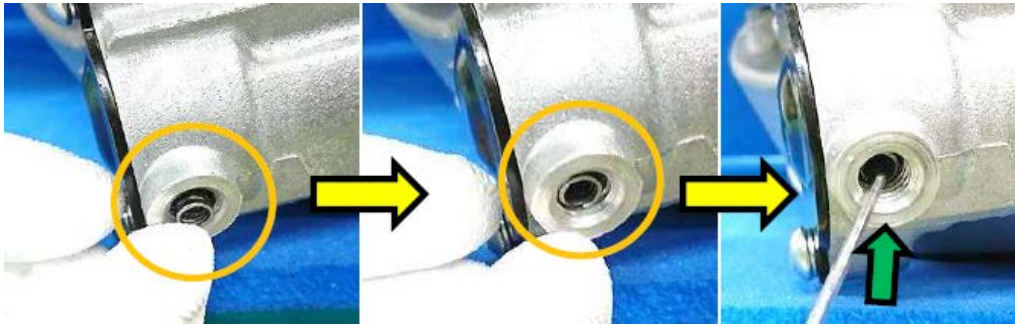
**Step 1-** Raise the vehicle and remove the undercover.

**Step 2-** Using the special tool bit, remove the tension spring cover screw.

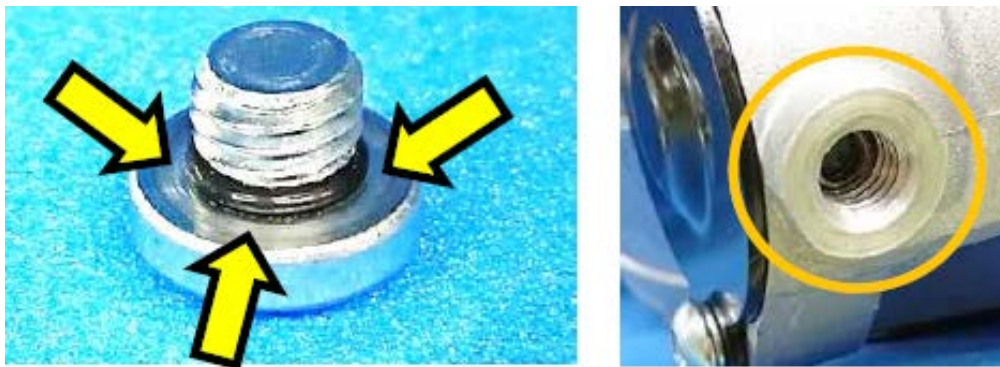


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**Step 3-** Remove the tension spring and replace with the new part. Make sure the new spring is fully seated in the hole.



**Step 4-** Make sure the cover screw hole is clean with no contamination before reinstallation. Lubricate the o-ring with some ATF on your fingers then install the new tension spring cover screw / o-ring and torque to **40 inch-pounds**.



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## 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:

Use ONE of the following 3 scenarios listed below when coding the applicable EPS Rack repair. All times include road testing.

Labor Description	Labor Operation #	Model	Labor Time	Fail Code
#1: LOT NUMBER IS EQUAL OR HIGHER THAN 7421, REPLACED EPS RACK	A659-002	Legacy / Outback and WRX	3.4	RDQ-20
#2: LOT NUMBER IS LOWER THAN 7421, TENSION SPRING REPLACEMENT DID REPAIR THE SOUND	A659-006	Legacy / Outback	1.3	
		WRX	2.4	
#3: LOT NUMBER IS LOWER THAN 7421, TENSION SPRING REPLACEMENT DID <u>NOT</u> REPAIR THE SOUND, REPLACED EPS RACK <b>IMPORTANT NOTE:</b> The possibility of this scenario is VERY remote. Should this scenario apply, Techline must be contacted BEFORE replacing the EPS rack assembly.	A659-016	Legacy / Outback	4.0	
		WRX	3.8	

**REMINDER:** The lot number of ANY replaced EPS steering gearbox **MUST** be listed in the Miscellaneous Detail field of the claim submission.

## 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.