

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 INFORMATION BULLETIN

APPLICABILITY: All Models

NUMBER: 04-19-17

SUBJECT: Steering Pull Troubleshooting Procedure

DATE: 12/27/17

INTRODUCTION:

This Service Information bulletin provides a troubleshooting procedure to use when diagnosing a customer concern of a Steering Pull. It also contains helpful information to use when determining if a tire-related condition may or may not be a warrantable repair.

SERVICE PROCEDURE / INFORMATION:

How to determine the difference between a Steering pull and a Steering Off-Center condition:

- **Steering “Pull”:** The vehicle pulls right (or left) with the steering wheel held in the straight ahead position.



Steering wheel position is neutral
 but vehicle pulls to the right (or left).

- **Steering Off-Center:** The steering wheel must be held at slight angle to keep the vehicle going straight.



Steering wheel
 position is Off-Center
 but vehicle goes
 straight.



Steering wheel
 must be held to stay
 in neutral position.

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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.

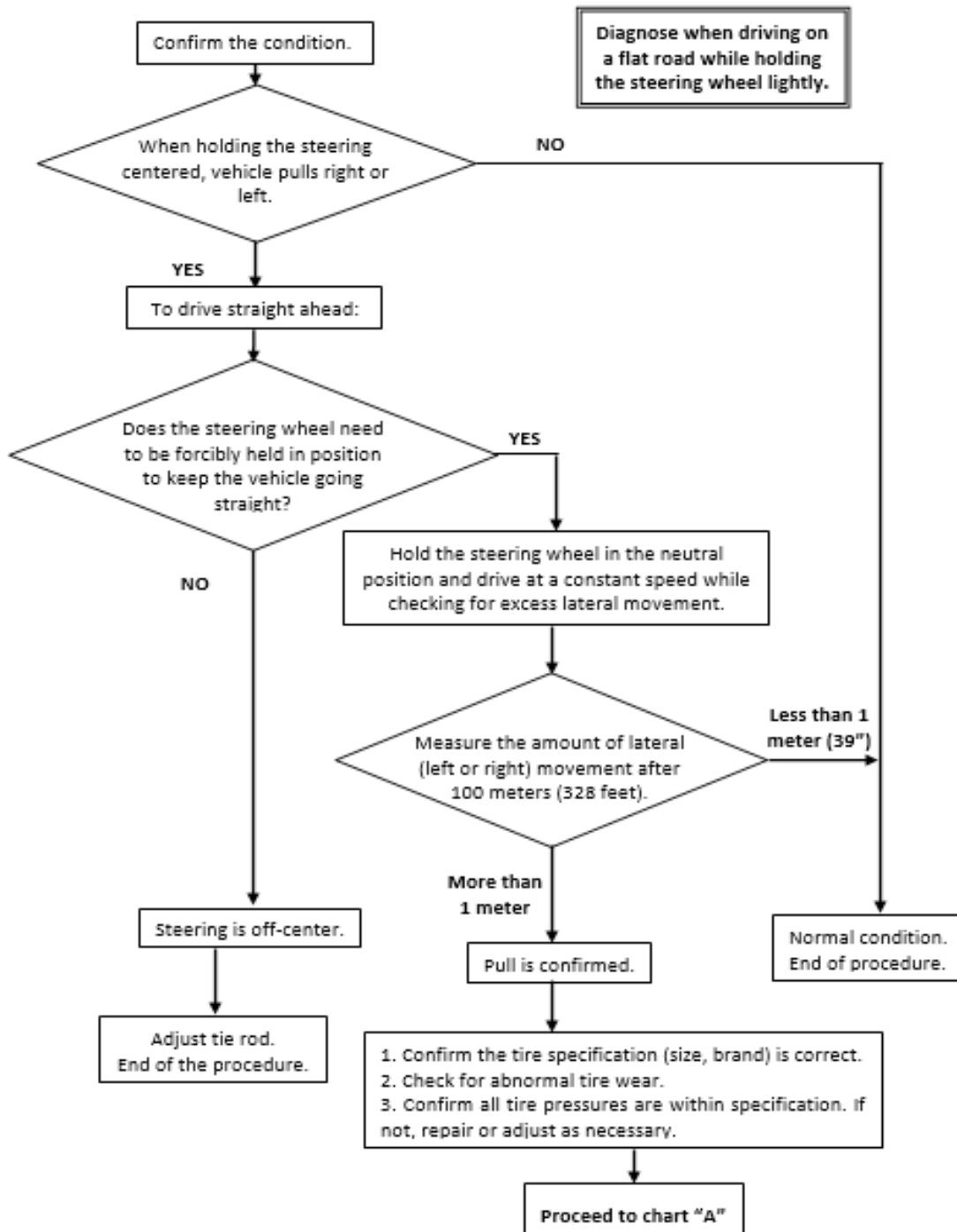
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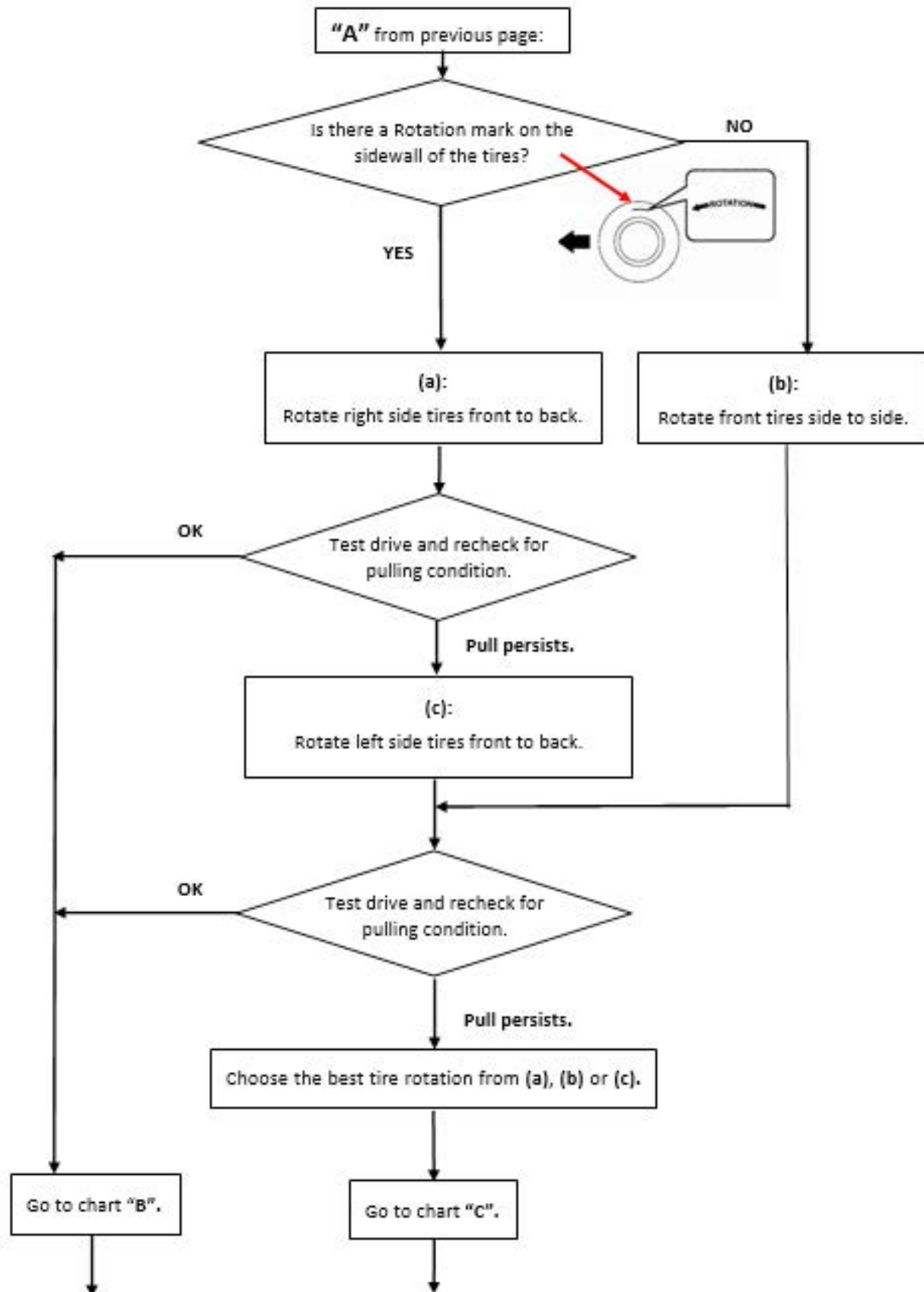
Some examples of factors which can cause a pulling condition:

- Crowned road (slight slope) toward shoulder
- Remaining cornering force of tire (tire conicity or ply steer)
- Mismatched or unevenly worn tires
- Alignment out of proper adjustment
- Worn / damaged suspension component(s).

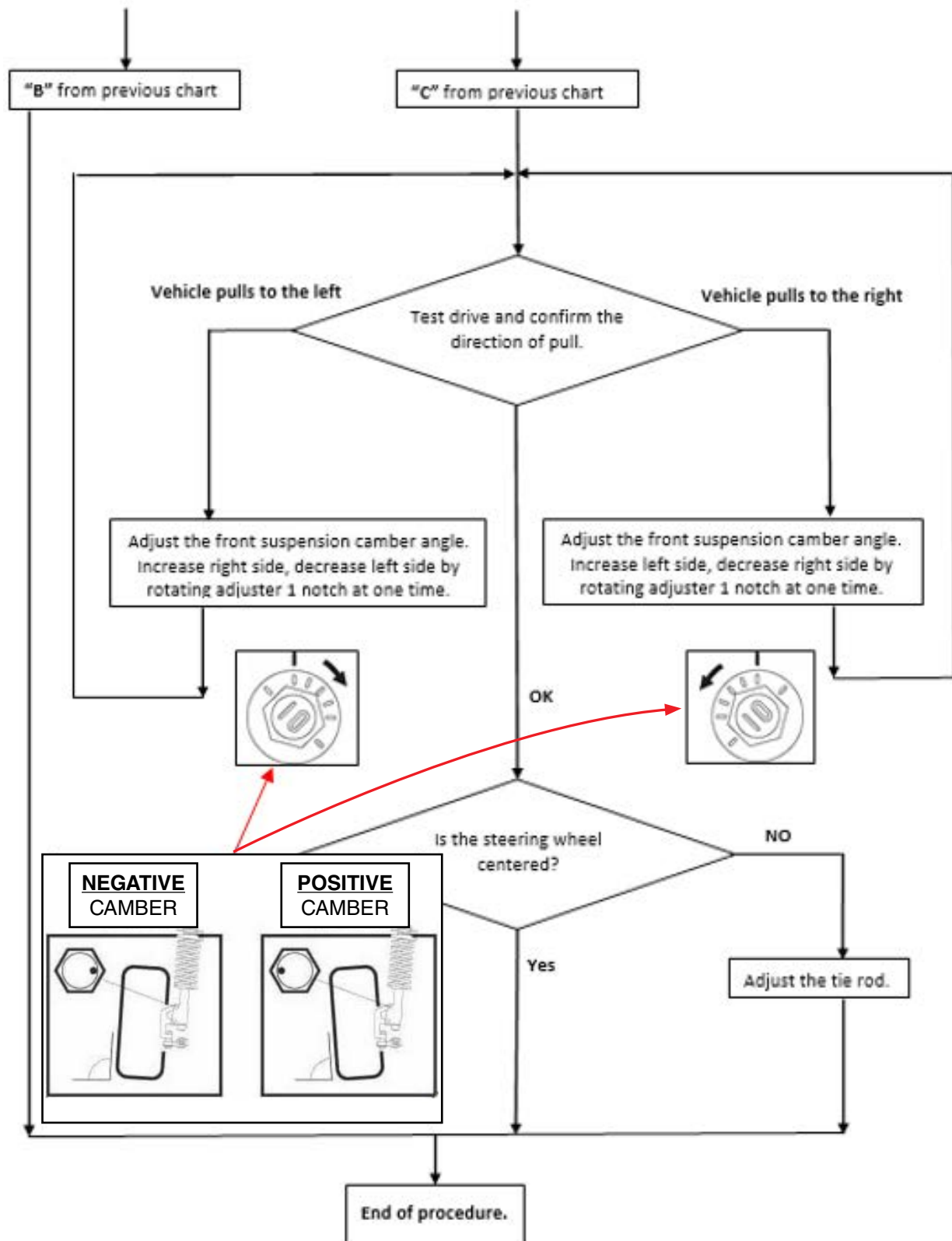
Confirmation of Steering Pull or Steering Off-Center:



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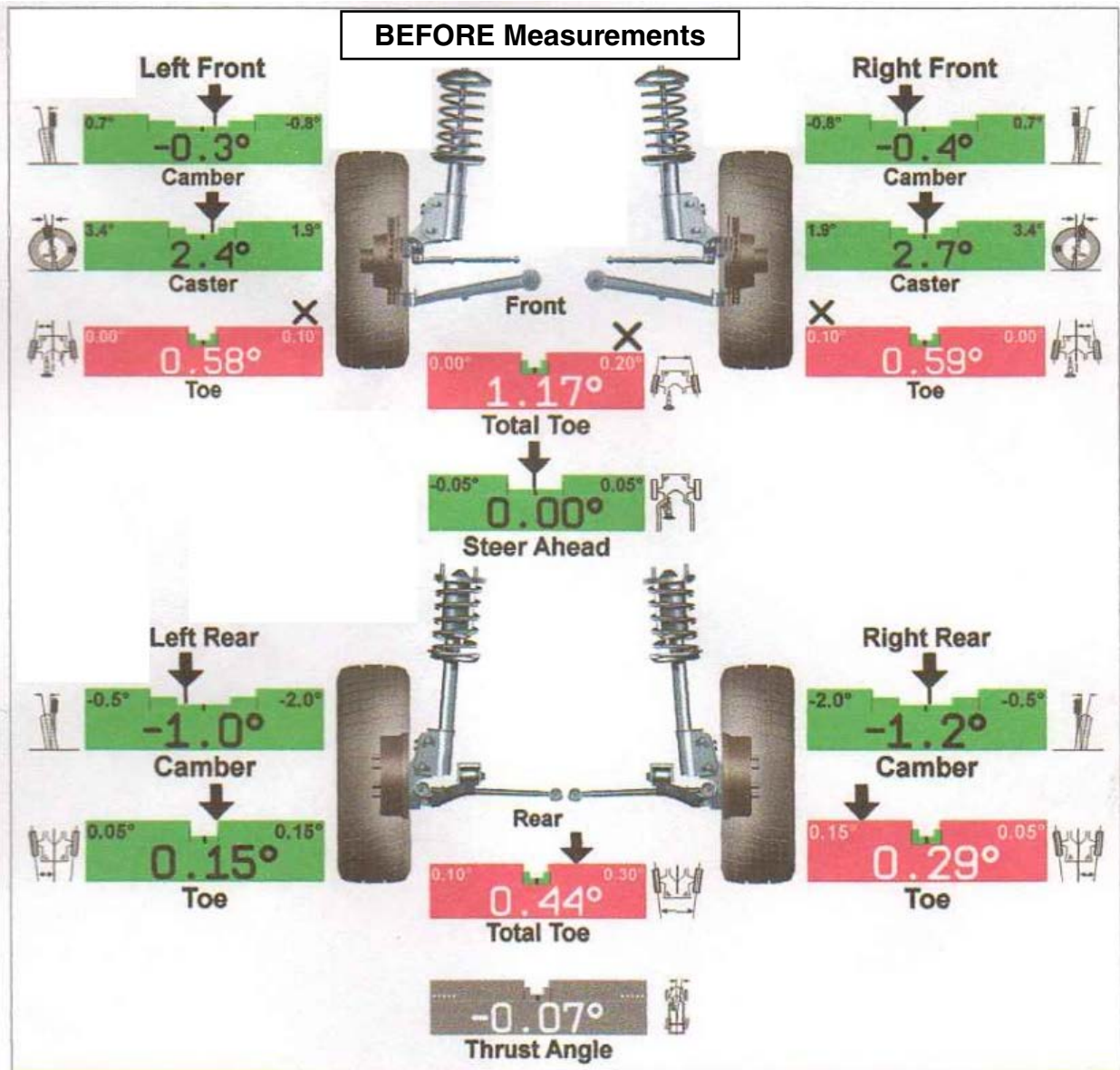
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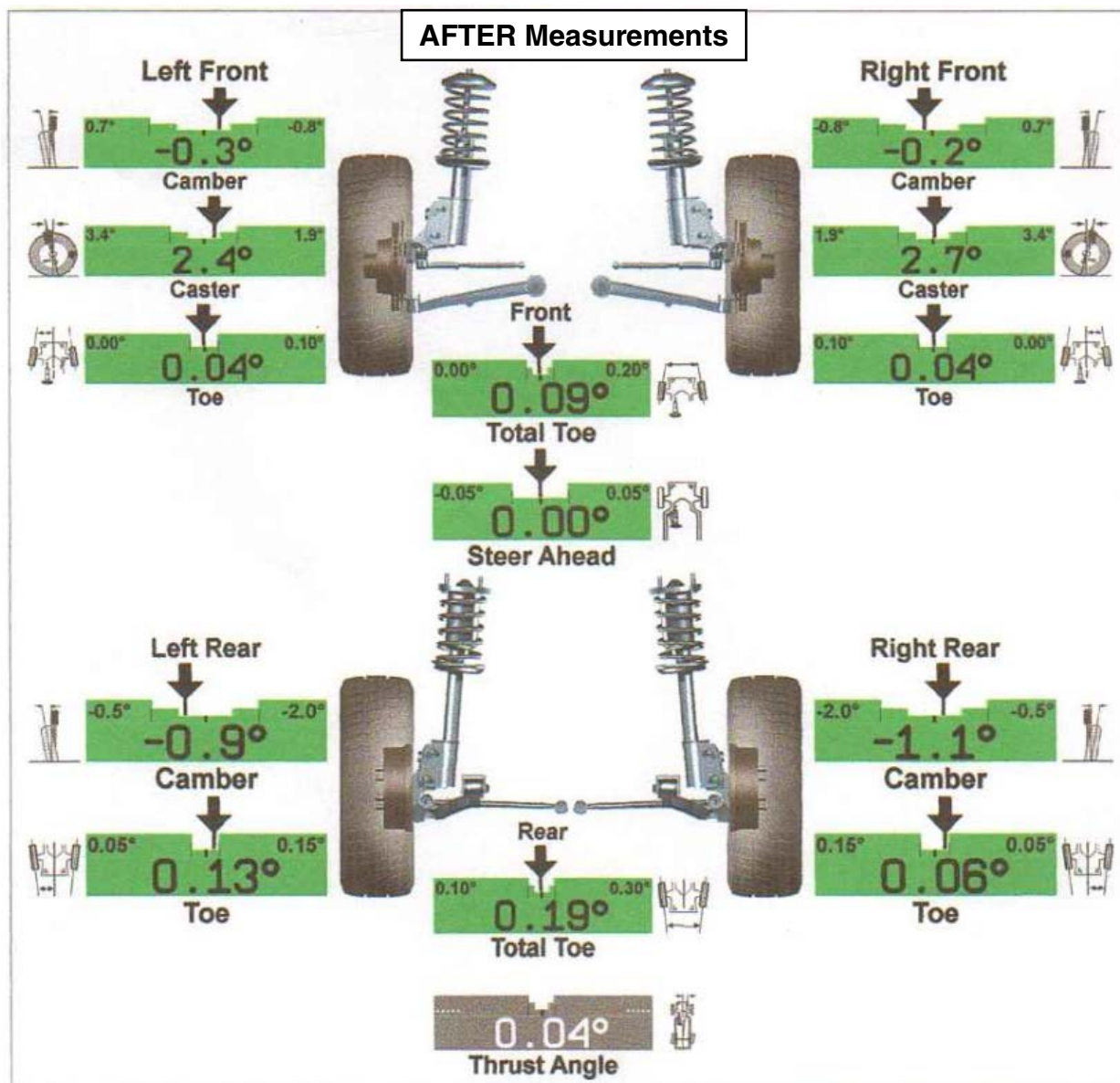
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IMPORTANT NOTES:

- After a tire concern has been ruled out, follow the normal wheel alignment progression steps (including rear wheel and thrust-angle checks) before proceeding with any adjustments.
- Alignment procedures are to be performed using properly calibrated, 4-wheel alignment-capable equipment.



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- Compare the “Before” and “After” measurements shown above. The images include a “range area” of what is within manufacturer specification. Adjustments can be made toward the outer limits (or toward the center) of these ranges to address specific customer concerns while still remaining within specification. In this example, the R/F Toe was adjusted from -0.4 to -0.2 degrees but, it was within the “green” range both before and after.

IMPORTANT: If diagnosis has determined a faulty tire is the root cause of the customer’s concern, final confirmation must always be made using road force measurement equipment. It is also important to keep the following in mind when working through a potentially warrantable tire replacement condition:

- Tire manufacturers know drivability issues related to the tire manufacturing assembly and curing process will become apparent immediately. They also know drivability conditions that become apparent only after thousands of miles of use are related to tire and vehicle maintenance and/or the driving conditions to which the tire was subjected.

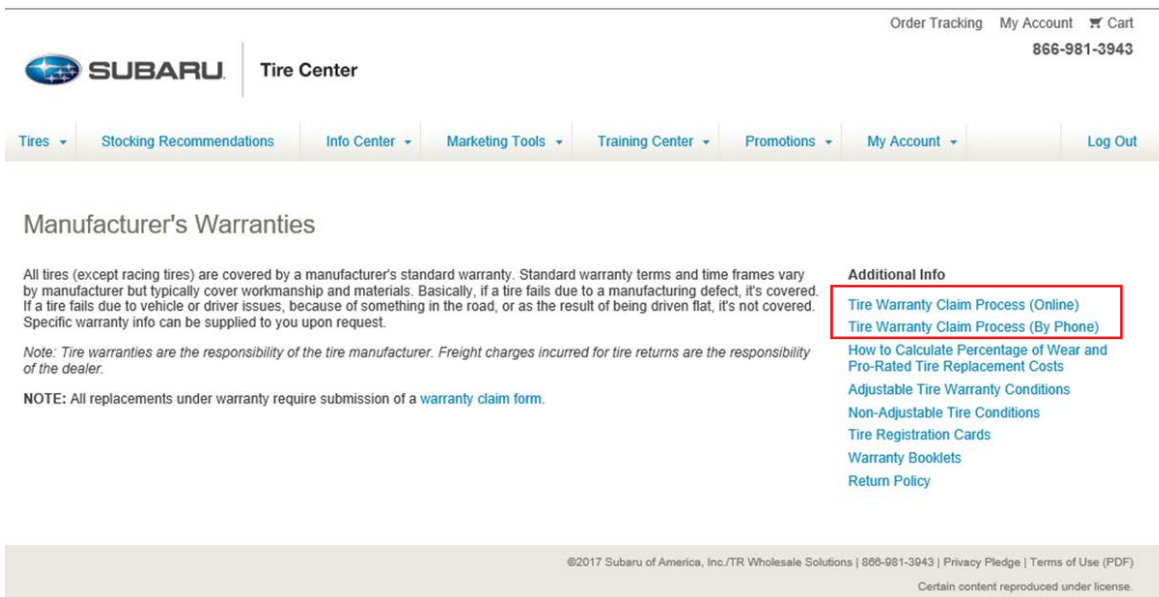
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- Tire manufacturers will not accept claims stating all four tires from the same vehicle have excessive road force variation, are out-of-round, cannot be balanced or are causing a steering pull. Today's manufacturing techniques and quality control checks make it highly unlikely that more than one tire will prove to cause a drivability problem.
- Manufacturers will reject attempts to adjust full sets of tires because they assume the retailer never attempted to isolate the problem tire.
- Drivability condition adjustments require returning the affected tires during the first year **OR** first 1 to 2/32" of treadwear, the first 25% of treadwear depending on the manufacturer requirements as provided below:

- **BF Goodrich:** First 25% treadwear / 1 year
- **Bridgestone:** First 1/32" of treadwear
- **Dunlop:** First 2/32" of treadwear
- **Firestone:** First 1/32" of treadwear
- **Goodyear:** First 25% of treadwear
- **Michelin:** First 2/32" of treadwear / 1 year
- **Yokohama:** First 25% treadwear.

NOTE: Only after all resources are exhausted should tire warranty coverage be requested through Tire Rack.

More information regarding the tire manufacturer claim process (either by phone or on-line) is accessible in the Subaru Tire Center area of Subarunet: Parts/Service-Prgms/Accessories/Tire Center.



The screenshot shows the Subaru Tire Center page. At the top, there's a navigation bar with links for Order Tracking, My Account, and Cart (866-981-3943). Below this is a menu with links for Tires, Stocking Recommendations, Info Center, Marketing Tools, Training Center, Promotions, My Account, and Log Out. The main content area is titled "Manufacturer's Warranties" and contains text about standard warranty terms. To the right, under "Additional Info", there are several links, with "Tire Warranty Claim Process (Online)" and "Tire Warranty Claim Process (By Phone)" highlighted by a red box. Other links include "How to Calculate Percentage of Wear and Pro-Rated Tire Replacement Costs", "Adjustable Tire Warranty Conditions", "Non-Adjustable Tire Conditions", "Tire Registration Cards", "Warranty Booklets", and "Return Policy". At the bottom, there's a footer with copyright information and a license statement.

Order Tracking My Account Cart
866-981-3943

SUBARU Tire Center

Tires Stocking Recommendations Info Center Marketing Tools Training Center Promotions My Account Log Out

Manufacturer's Warranties

All tires (except racing tires) are covered by a manufacturer's standard warranty. Standard warranty terms and time frames vary by manufacturer but typically cover workmanship and materials. Basically, if a tire fails due to a manufacturing defect, it's covered. If a tire fails due to vehicle or driver issues, because of something in the road, or as the result of being driven flat, it's not covered. Specific warranty info can be supplied to you upon request.

Note: Tire warranties are the responsibility of the tire manufacturer. Freight charges incurred for tire returns are the responsibility of the dealer.

NOTE: All replacements under warranty require submission of a [warranty claim form](#).

Additional Info

- [Tire Warranty Claim Process \(Online\)](#)
- [Tire Warranty Claim Process \(By Phone\)](#)
- [How to Calculate Percentage of Wear and Pro-Rated Tire Replacement Costs](#)
- [Adjustable Tire Warranty Conditions](#)
- [Non-Adjustable Tire Conditions](#)
- [Tire Registration Cards](#)
- [Warranty Booklets](#)
- [Return Policy](#)

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WARRANTY / CLAIM INFORMATION:

- For vehicles within the Basic New Car Limited Warranty period, refer to the Subaru Labor Time Guide for claim coding information.
- For information regarding tire warranties, refer to section 8.4.40 in the Subaru Claims Policies and Procedures Manual.
- Up to \$25.00 per tire may be claimed in Sublet to cover freight costs when returning a tire(s) covered under Warranty to Tire Rack.

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.

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