

- 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:** 2017-18MY Impreza  
 2018MY Crosstrek  
 2019MY Ascent

**NUMBER:** 04-22-18  
**DATE:** 09/17/18

**SUBJECT:** Rattle Sound from Steering Rack on Rough Roads

**INTRODUCTION:**

This bulletin announces availability of a new electric power steering (EPS) rack assembly. The new EPS assembly addresses a limited number of customer concerns involving a rattling-type sound from the steering which may be heard when driving on rough roads.

**PRODUCTION CHANGE INFORMATION:**

The new EPS assembly was incorporated into production as per the table below:

Model	Starting VIN
Impreza	TBD
Crosstrek	J9310961
Ascent	K3402362

**PART INFORMATION:**

Description	Part Number	Applicability
STEERING GEAR BOX ASSEMBLY, EPS	34110FL00D	Impreza 4 and 5-Door
	34110FL071	Crosstrek
	34110XC00B	Ascent

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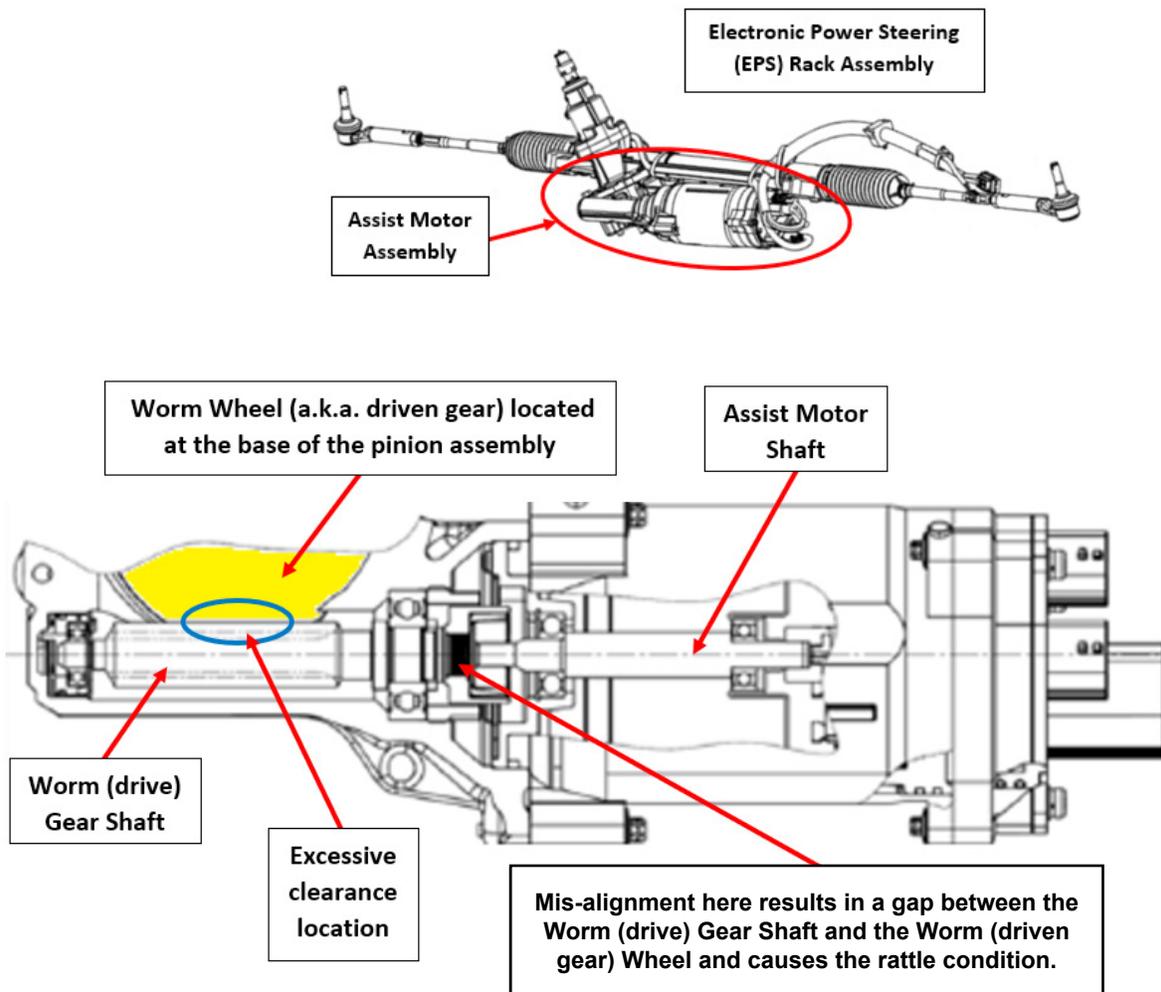
<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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## SERVICE PROCEDURE / INFORMATION:

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

The service procedures replacing the EPS rack 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.

## ADDITIONAL EPS AND ASSIST MOTOR ASSEMBLY DETAIL:



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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:

Labor Description	Labor Operation #	Labor Time	Applicability	Fail Code
EPS GEARBOX ASSY R&R FOR RATTLE Includes: all repair work as listed in the Service Manual, toe adjustment, steering mid-point setting and Lane Keep learning clear (when needed).	B659-031	1.5	Impreza	RDK-25
			Crosstrek	
		2.6	Ascent	
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	0.3	All	

## 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.