

**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:** 2014-2018MY Forester

**NUMBER:** 04-23-18

**SUBJECT:** Power Steering System Diagnostics

**DATE:** 09/27/18

**INTRODUCTION:**

This Service Information bulletin provides helpful tips to simplify the diagnosis of sound concerns originating in the electronic power steering (EPS) gearbox (steering rack) assembly. If a vehicle presents with a “rattling”, “knocking” or possibly a “clanging” type sound coming from the steering rack and / or a vibration felt through the steering wheel, use the flow chart below to help make diagnosis of the concern easier.

Descriptions of possible concerns:

- **“Rattling”:** Sound or vibration heard or felt in the steering that occurs while driving and without any steering wheel input (travelling straight ahead).
- **“Knocking”:** A “muffled” sound or possibly a vibration -type feeling that occurs with the engine running and the vehicle either in motion or stationary.
- **“Clanging”:** A metallic -type sound heard with the engine running and the vehicle either in motion or stationary while turning the steering wheel left or right.

**SERVICE PROCEDURE / INFORMATION:**

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. 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.

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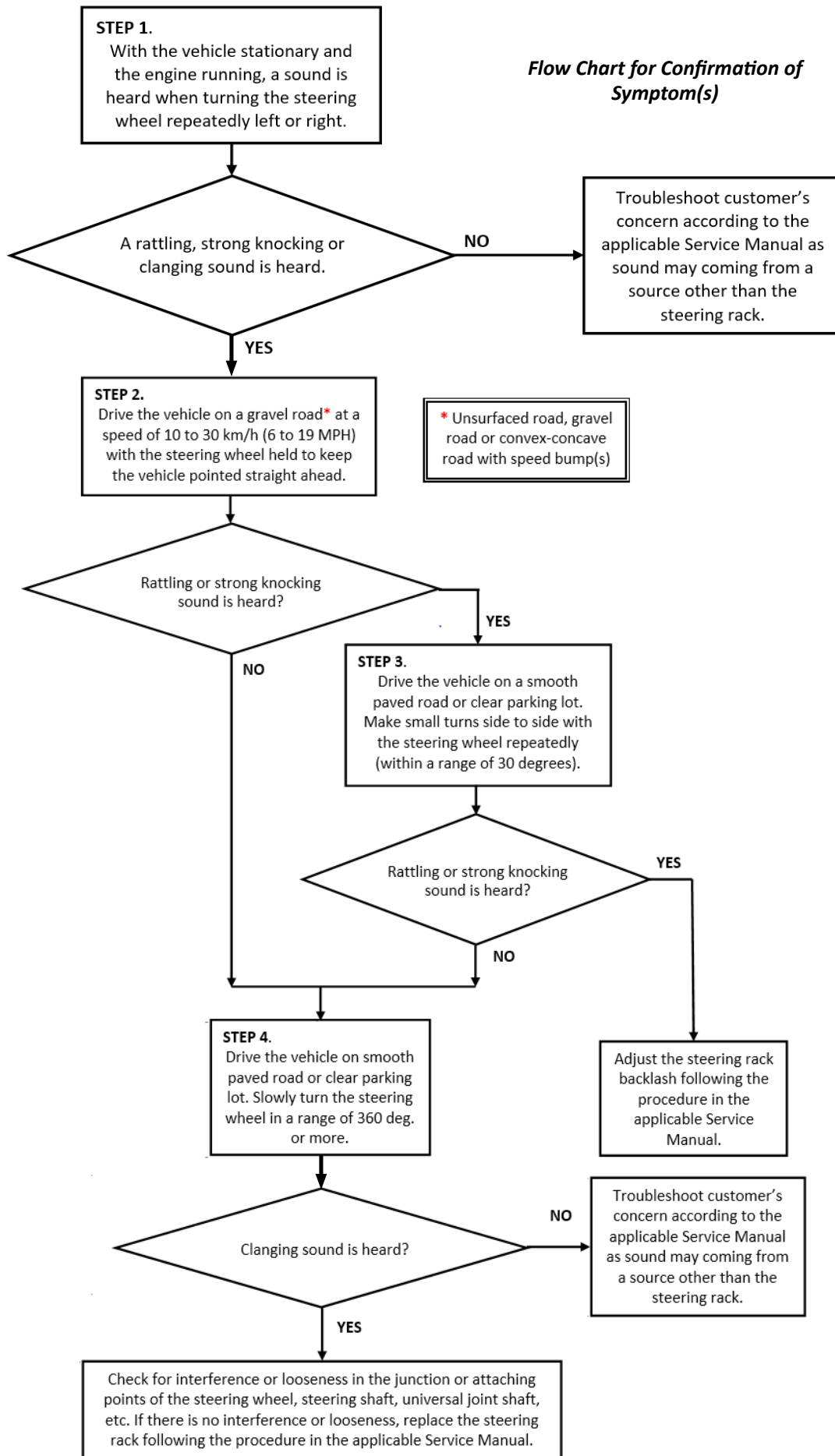
**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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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**Flow Chart for Confirmation of Symptom(s)**



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**IMPORTANT:**

Always road test the vehicle to confirm a quality repair has been made and verify the customer's concerns have been fully addressed.

**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.