

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: 2014-2018MY Forester

NUMBER: 04-23-18R

SUBJECT: Power Steering System Diagnostics

DATE: 09/27/18

REVISED: 10/11/19

INTRODUCTION:

This 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.

IMPORTANT NOTE: The information provided in this bulletin is only applicable to vehicles equipped with EPS racks with Lot Numbers **BEFORE 117X614038**. A procedure for interpreting the Lot Number is provided after the flow chart shown below. If any of the concerns described below are verified on an EPS rack **with or after** Lot Number 117X614038, diagnose following the procedure in the applicable Service Manual.

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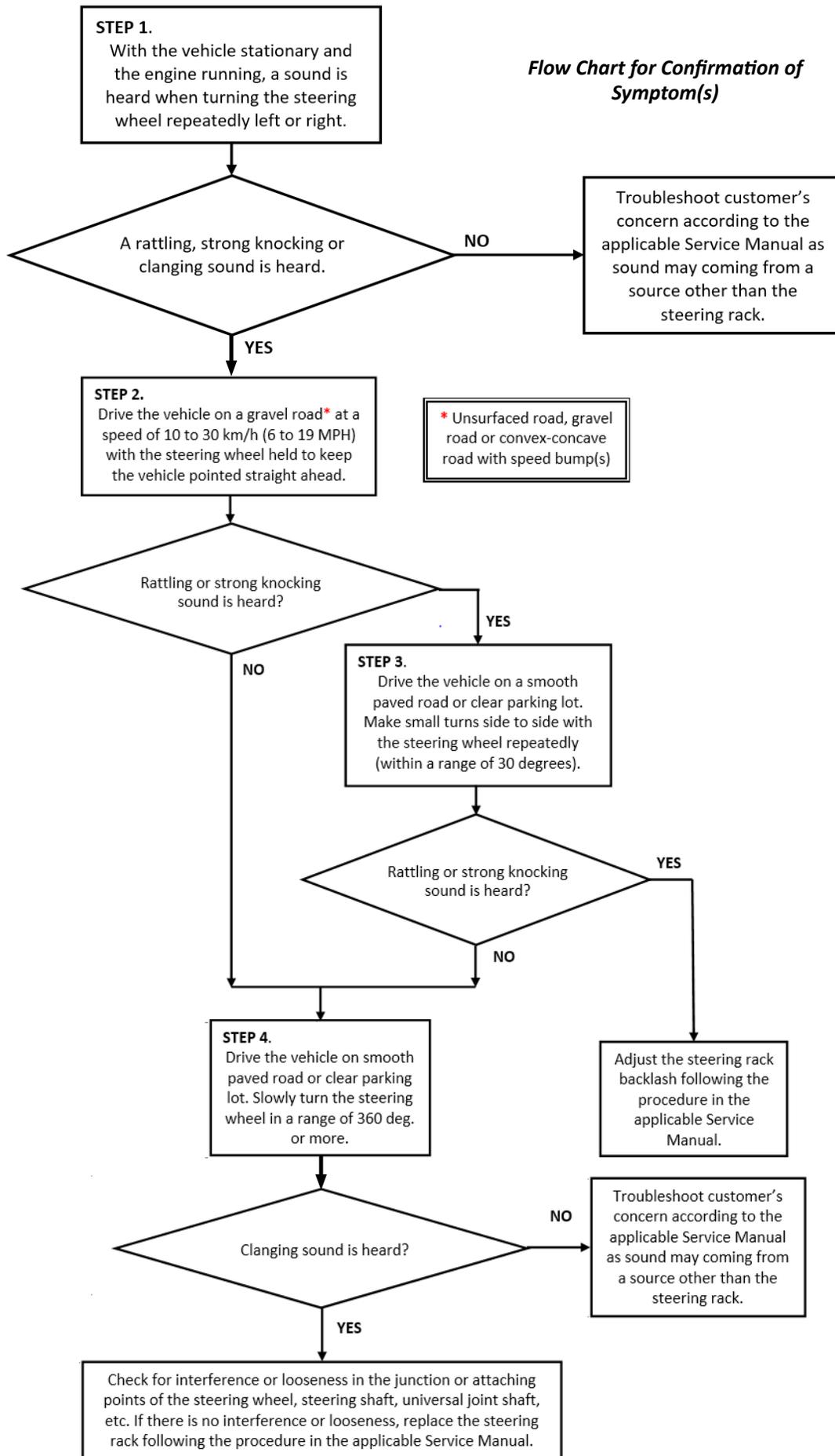
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

Subaru of America, Inc. is ISO 14001 Compliant

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.

Flow Chart for Confirmation of Symptom(s)

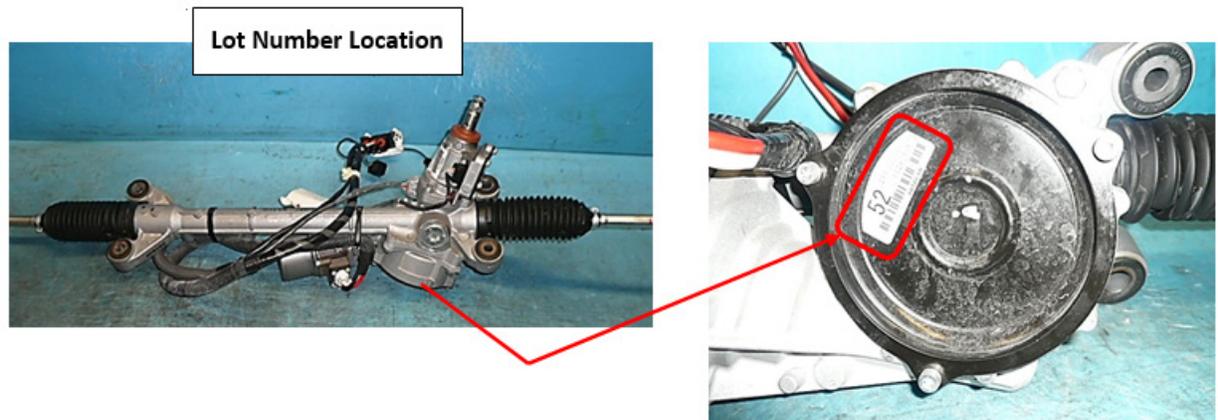


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LOT NUMBER IDENTIFICATION PROCEDURE:

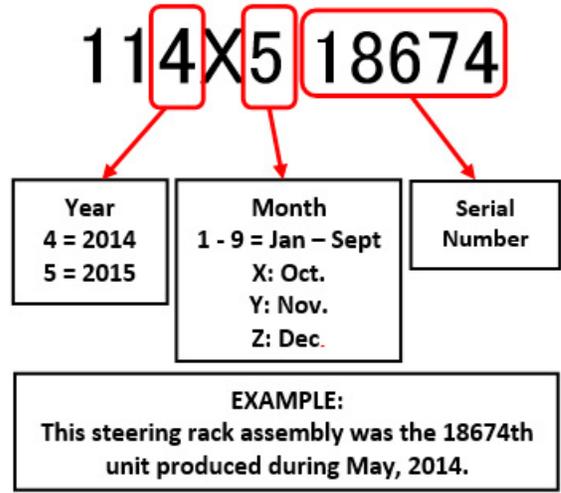
IMPORTANT: Use the information below to locate and interpret the Lot Number found on the bottom cover as shown. A change was made to the EPS rack assembly during June of 2017 but, there is not a starting VIN number available for when these parts were incorporated into the vehicle production. Therefore, never take it for granted a vehicle produced during or after June of 2017 has the new EPS rack installed. **Always** inspect the Lot Number **BEFORE** replacing any EPS rack assembly on a vehicle affected by this bulletin.

NOTE: In the event the rack requires replacement, always record the rack's Lot Number on the Repair Order as it will be required for claim submission.



Interpreting the Lot Number

Lot Number



If diagnostics determine EPS rack replacement is necessary, follow the procedure in the applicable Service Manual for the repair.

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

REMINDER: If any of the concerns described above are verified on a rack **with or after** Lot Number **117X614038**, diagnose following the procedure supplied in the applicable Service Manual.

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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	Fail Code
EPS RACK BACKLASH ADJUSTMENT- Includes: Flow Chart Diagnosis, Rack R&R and Toe Adjustment	B659-038	1.7	RDK-25
EPS RACK REPLACE- Includes: Flow Chart Diagnosis, Rack Assembly Replacement and Toe Adjustment	B659-032	1.5	
SUBLET REPAIR- ADMINISTRATION EXPENSES (For use when subletting the toe adjustment.)	C101-108	0.3	

NOTE: The Lot Number of the ORIGINAL EPS steering rack MUST be entered in the Miscellaneous Detail field at claim entry.

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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