

**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:** 2012-16MY Impreza  
 2013-17MY Crosstrek  
 2014-18MY Forester

**NUMBER:** 04-27-21R  
**DATE:** 07/27/21  
**REVISED:** 07/28/21

**SUBJECT:** Electronic Power Steering (EPS) Gear Box Assembly Warranty Extension

**INTRODUCTION:**

As part of Subaru’s dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the Basic New Car Limited Warranty for the Electronic Power Steering (EPS) Gear Box Assembly for certain 2012-2018 MY vehicles. This will extend coverage under the Basic New Car Limited Warranty on vehicles sold or leased in the United States.

In areas where there are high concentrations of road salt used to melt snow and ice, there is a possibility corrosion may develop on the EPS Gear Box Assembly. If the vehicle were then to suffer a significant enough impact from hitting a pothole or similar road hazard, it is possible the impact could cause a portion of the EPS Gear Box housing to crack.

**VERY IMPORTANT:** It is very important to understand if this were to occur, there will **NOT** be a complete loss of steering assist. Instead, it could result in an uneven steering feel when turning left or right.

The EPS Gear Box Assembly Warranty Extension extends the original Basic New Car Limited Warranty as it applies to the EPS Gear Box Assembly *only* when a crack in the gear box housing is identified. The coverage period extends the vehicle’s Basic New Car Limited Warranty as it applies to the EPS Gear Box Assembly to ten (10) years / unlimited mileage. Repairs performed during this extended coverage period must be completed prior to the expiration of the ten year/ unlimited mileage period.

<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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**NOTE:** ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair. See sample inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type – Description	Addl Miles	Addl Months	Status
7/26/2021		RDK- EPS Gear Box Warranty Extension	99999	84	Active

**IMPORTANT:** This Warranty Extension is subject to the same terms and conditions set forth in the Basic New Car Limited Warranty. The Warranty Extension is only applicable to original equipment, Genuine Subaru EPS Gear Box Assembly including a Genuine Subaru Replacement Part. Aftermarket or used / salvage EPS Gear Box Assemblies are not covered by this Warranty Extension. See the individual vehicle Warranty coverages for further details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Subaru Claims Policies and Procedures Manual.

**PART INFORMATION:**

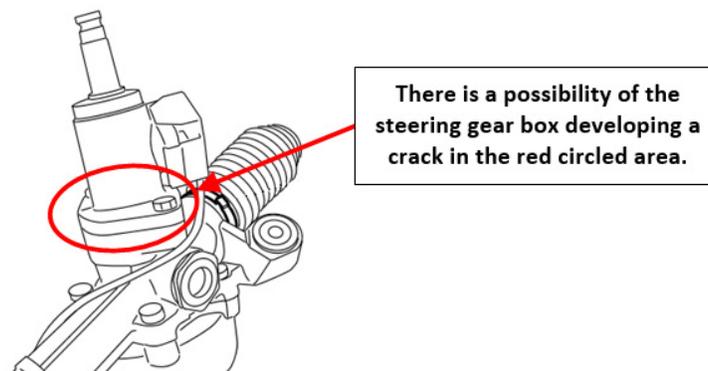
Description	Part Number	Applicability
Steering Gear Box Assembly, EPS	34110SG021	2014-16MY Forester
	34110SG090	2017-18MY Forester
	34110FJ151	2012-14MY Impreza
	34110FJ231	2015-16MY Impreza
	34110FJ091	2013-14MY Crosstrek
	34110FJ181	2014MY Crosstrek
	34110FJ261	2015-17MY Crosstrek

**SERVICE PROCEDURE / INFORMATION:**

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

When a customer presents a vehicle for consideration of repairs to be covered by this Warranty Extension, the standard terms of the Basic New Car Limited Warranty will apply. As mentioned above, retailers must always confirm coverage before proceeding by performing a Vehicle Coverage Inquiry on Subarunet.com. If a customer presents with an EPS system concern outside of the terms of this Warranty Extension, contact the Claims Team and review for possible alternative coverage.

If a vehicle is presented with a customer concern of uneven steering wheel effort felt when turning, after confirming the condition, inspect the EPS gear box in the circled area shown in the illustration for any evidence of cracking.



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**EXAMPLES:**



If a crack is confirmed, the EPS Gear Box Assembly must be replaced. The service procedures for replacement 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.

**WARRANTY / CLAIM INFORMATION:**

When a customer presents a vehicle for consideration of repairs to be covered by the Warranty Extension, the standard terms of the Basic New Car Limited Warranty will apply. As mentioned above, retailers must always confirm coverage before proceeding by performing a Vehicle Coverage Inquiry on [Subarunet.com](http://Subarunet.com).

**IMPORTANT REQUIREMENT:** When replacement of the EPS Gear Box Assembly is required under the terms of this extension, the claim **MUST** be submitted with clear photos of the cracked gear box housing, similar to the example above. Any claim submitted without photos of the cracked gear box housing will be subject to a claim debit.

Labor Description	Labor Operation #	Labor Time	Fail Code
EPS GEAR BOX ASSEMBLY R&R ( <i>Includes R&amp;R of all necessary components, Steering Position Sensor Calibration &amp; Steering Toe Adjustment.</i> )	B659-400	1.5	RDK-02
EPS TESTING & DIAGNOSIS	C659-011	0.5	
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	0.3	

**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.