

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

NUMBER: 18-219-22

DATE: 05/12/22

SUBJECT: Service Manual Correction / DTC C2521
Electric Power Steering (EPS) Motor Malfunction
and/or DTC 21 Motor Failure 1 (Motor)

INTRODUCTION:

This Service Information Bulletin announces the Service Manual correction for the diagnostic trouble tree for DTC C2521 and/or DTC 21. Added harness testing has been added to the diagnostic steps. If DTC C2521 and/or DTC 21 is detected in the applicable models listed above, follow the new diagnostic information outlined below.

SERVICE PROCEDURE / INFORMATION:

IMPORTANT NOTES:

- Customer satisfaction and retention starts with performing quality repairs.
- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch.-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

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.

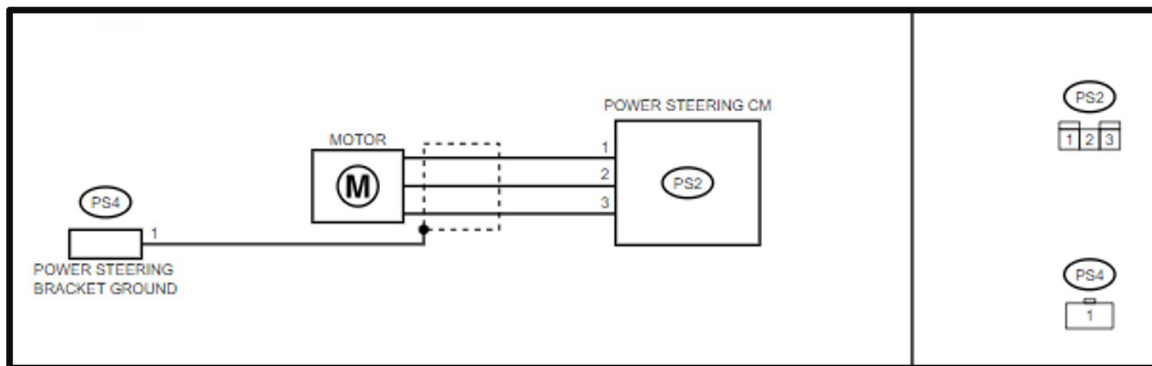
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Refer to STIS: Power Steering (DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC). The information below is to be used in conjunction with the applicable Service Manual. The additional corrections have been outlined in **RED**.

DTC C2521 MOTOR MALFUNCTION



STEP A: Checking Connection of the Motor Harness Connector

1. Turn the ignition ON.
2. Disconnect the PS2 connector from the power steering control module.
3. Check the condition of three terminal pins on the motor harness side of the PS2 connector.

Are there any of three terminal pins on the motor harness side of the PS2 connector loose or unsecured?

Yes Replace Power Steering Gear Box.

No Proceed to **STEP B**.

STEP B: Checking Connection between Motor Harness and Power Steering Control Module

1. Reconnect the PS2 connector to the power steering control module.

When reconnecting the PS2 connector, observe the terminal pin condition. Have any of three pins become loose or unsecured?

Yes Replace the power steering gear box.

No Proceed to **STEP 1** in the applicable Service Manual.

Continued...

NOTE: The procedures in the applicable Service Manual preceding the outlined steps above remain unchanged. These steps have been provided below for reference purposes.

1. CHECK MOTOR UNIT.

1. Turn the ignition switch to OFF.
2. Disconnect the connector (PS2) from the power steering control module.
3. Use a tester to check for continuity in the motor.

Connector & terminal

(PS2) No. 1 — No. 2:

(PS2) No. 1 — No. 3:


(PS2) No. 2 — No. 3:

Is there continuity?

Yes

 [Go to 2.](#)

No

Replace the steering gearbox.  [Ref. to POWER ASSISTED SYSTEM \(POWER STEERING\)>Electric Power Steering Gearbox.](#)

2. CHECK MOTOR INSULATION.

Use a tester to check for short circuits in the motor.

Connector & terminal

(PS2) No. 1 — Steering gearbox body:

(PS2) No. 2 — Steering gearbox body:

(PS2) No. 3 — Steering gearbox body:

Is the resistance 1 MΩ or more?

Yes

Replace the power steering control module.  [Ref. to POWER ASSISTED SYSTEM \(POWER STEERING\)>Power Steering Control Module.](#)

No

Replace the steering gearbox.  [Ref. to POWER ASSISTED SYSTEM \(POWER STEERING\)>Electric Power Steering Gearbox.](#)

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.