

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: 2015-22MY Legacy & Outback
 2017-21MY Forester
 2015-23MY Impreza
 2015-23MY Crosstrek
 2016-21MY WRX
 2019-22MY Ascent
 2022-23MY BRZ

NUMBER: 18-231-23
DATE: 09/11/23

SUBJECT: Service Manual Correction for EyeSight® Adjustment/Calibration Error Codes 1403-1407

INTRODUCTION:

This Service Information Bulletin announces additional information regarding error codes 1403-1407 encountered when attempting an adjustment/calibration of the EyeSight® system after body repair procedures have been performed. When a vehicle has experienced high force impact, the side rocker panel angle(s) can become out of standard alignment. This can result in unsuccessful attempts to perform Eyesight® adjustment/calibration due to insufficient body alignment. The measurement procedures outlined below will provide confirmation if the vehicle’s body alignment is sufficient for EyeSight® operation.

REQUIRED TOOLS:

A magnetic digital angle gauge will be needed to perform the additional procedures.



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

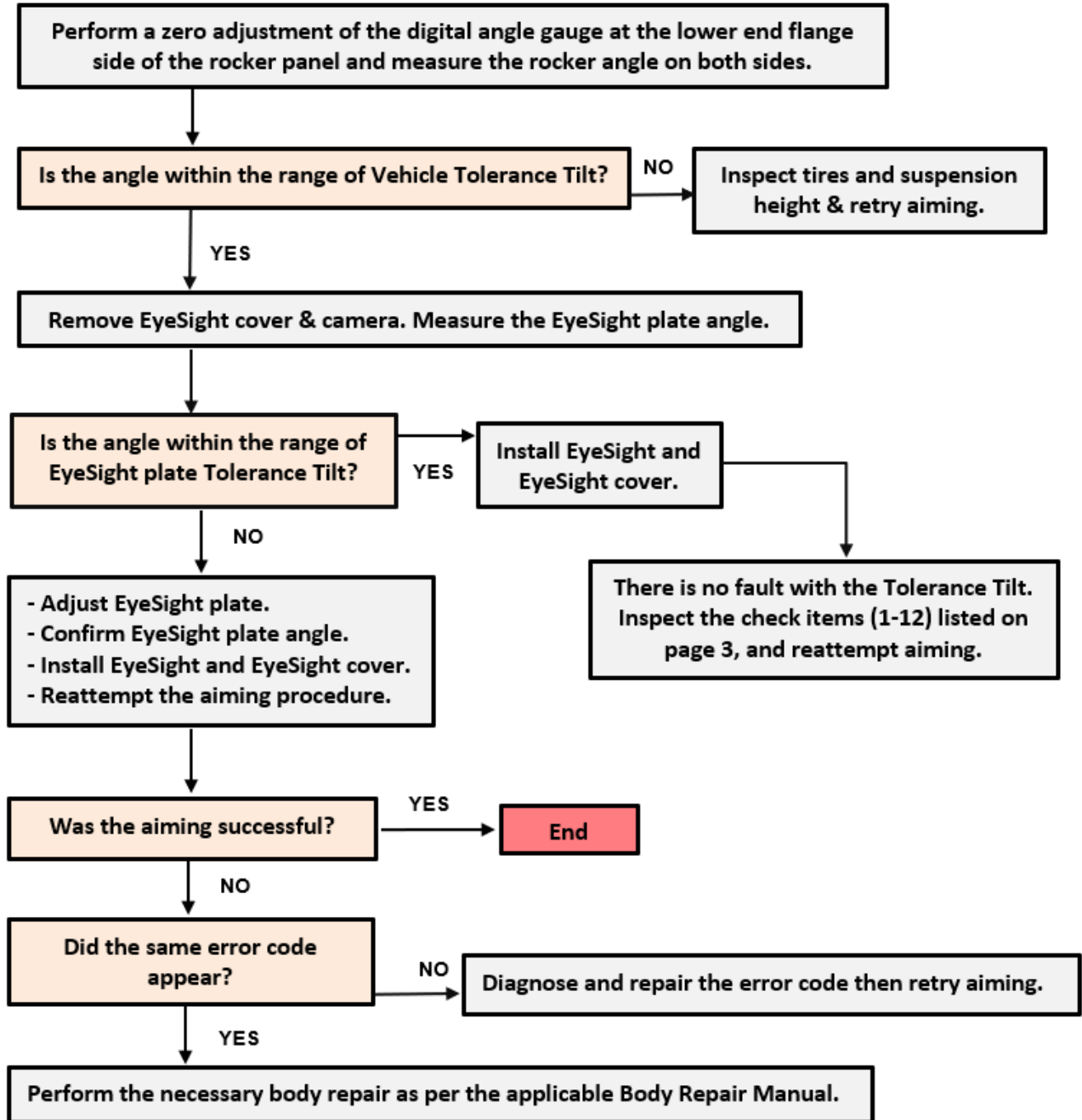
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

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SERVICE PROCEDURE FLOWCHART:



Continued...

SERVICE MANUAL CORRECTION / INFORMATION:

There is a thirteenth additional check item to be used in conjunction with the “Check Item on Error” section of the “EyeSight® Camera All Adjustment (Replacement/Removal)” menu located in the applicable Service Manual.

The additional revisions have been outlined below in **RED**.

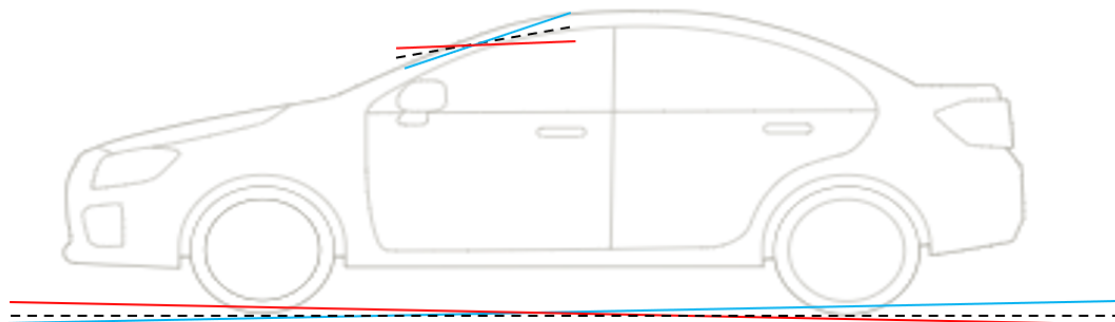
Error code	Display	Check items on error	Remarks
1401	«Vehicle State, Environment NG!»	Check body integrated unit.	—
1402	«Vehicle Model Information Registration NG!»	Confirm the part numbers of EyeSight system components, and reconfirm that the unit should be installed to that vehicle. To confirm the components, check each item.	—
1403	«Optical Axis Contrast NG!»	1. Make sure that the stereo camera cover is installed correctly.	Highly relevant with the check items 1 to 13
1404	«Optical Axis Target Detection NG!» Add text here	2. There should be no obstacles that blocks the stereo camera. 3. Stereo camera and camera plate are assembled with no gap. 4. Random chart for ver. 3 must be used. 5. There should be no obstacles that blocks the random chart. 6. Random chart must be set correctly for the vehicle. 7. Grid pattern of random chart should not be dirty or damaged.	
1405	«Optical Axis Target Detection NG!»	8. Lighting circumstance for random chart should be normal. 9. Make sure that the headlight is off. 10. There should be no objects (reflection) on the instrument panel. 11. Dirt should not adhere to the windshield or the lens filter of the stereo camera.	Highly relevant with the check items 4, 6, 7, 8, 9, 10, 11, 12 and 13
1406	«Optical Axis Right and Left Target Detection NG!»	12. There should be no crack on the windshield. Note:	Highly relevant with the check items 1 to 13
1407	«Out of the Optical Axis Adjustment Range NG!»	Detecting measures for the error codes 1403, 1404, 1405, 1406 and 1407 are different. Check items on error with high relevance are shown in the remarks.	Highly relevant with the check items 3 and 6.

**13. The Tolerance Tilt (deg) MUST be within the specified range.
See Below**

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Specified Vehicle Tolerance Tilt Range:

Model	MY	Tolerance Tilt [deg]			
		Vehicle (Rocker Panel)		EyeSight® Plate	
		Forward	Backward	Forward	Backward
Outback	15-19	0.71	-0.29	17.6	14.4
	20-22	0.71	-0.29		
Legacy	15-19	0.5	-0.5		
	20-22	0.5	-0.5		
Impreza SDN	15-16	0.52	-0.52		
	17-23	0.52	-0.52		
Impreza WGN	15-16	0.52	-0.52		
	17-23	0.52	-0.52		
Crosstrek	15-17	0.74	-0.3		
	18-23	0.73	-0.3		
Forester	17-18	0.74	-0.3		
	19-21	0.73	-0.3		
WRX/STI	16-21	0.52	-0.52		
Ascent	19-22	0.81	-0.14		
BRZ	22-23	0.53	-0.53		



Blue Line indicates Forward Tolerance Tilt
 Red Line indicates Backward Tolerance Tilt

Vehicle (Rocker Panel) Tolerance Tilt Measurement Procedure:

1. Perform a zero adjustment of the digital angle gauge at the left lower end flange side of the rocker panel. See the images below.
2. Measure the angle of the left center area of the rocker panel and record the reading.
3. Perform a zero adjustment of the digital angle gauge at the right lower end flange side of the rocker panel. See the images below.
4. Measure the angle of the right center area of the rocker panel and record the reading.

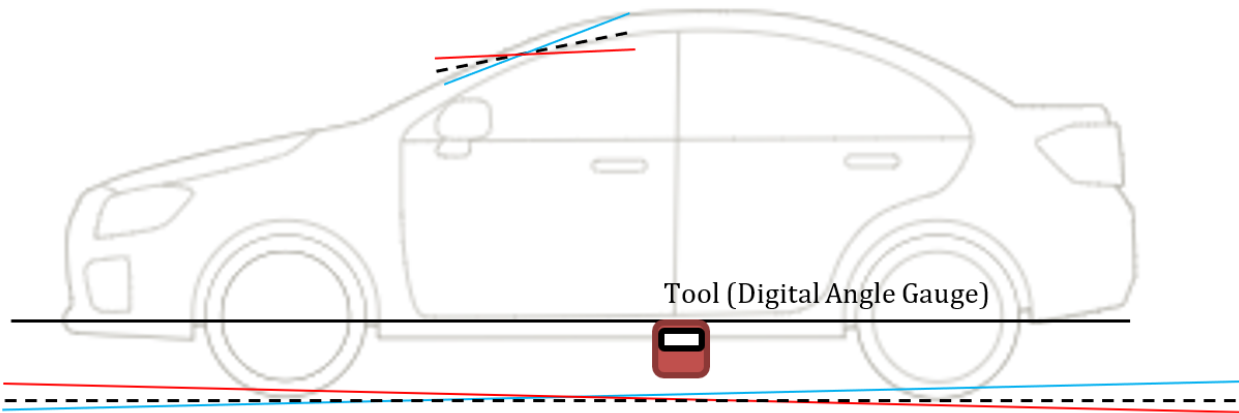
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NOTE: Be sure to measure near the center of the side rocker panel and **NOT** on the jack positions.



Measurement location of side rocker panel for zero adjustment (lower end flange)

Digital angle gauge

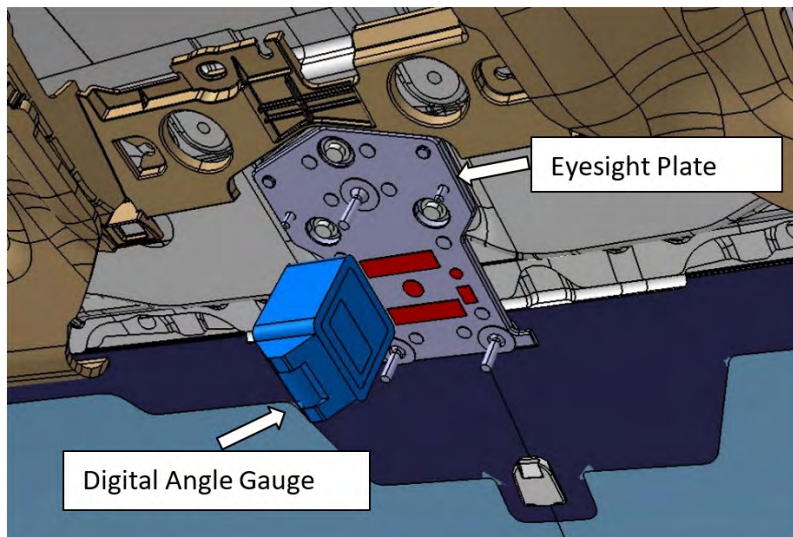


Tool (Digital Angle Gauge)

Blue Line indicates **Forward** Tolerance Tilt
Red Line indicates **Backward** Tolerance Tilt

EyeSight® Plate Tolerance Tilt Measurement Procedure:

Measure the angle of the plate/stereo camera mount.

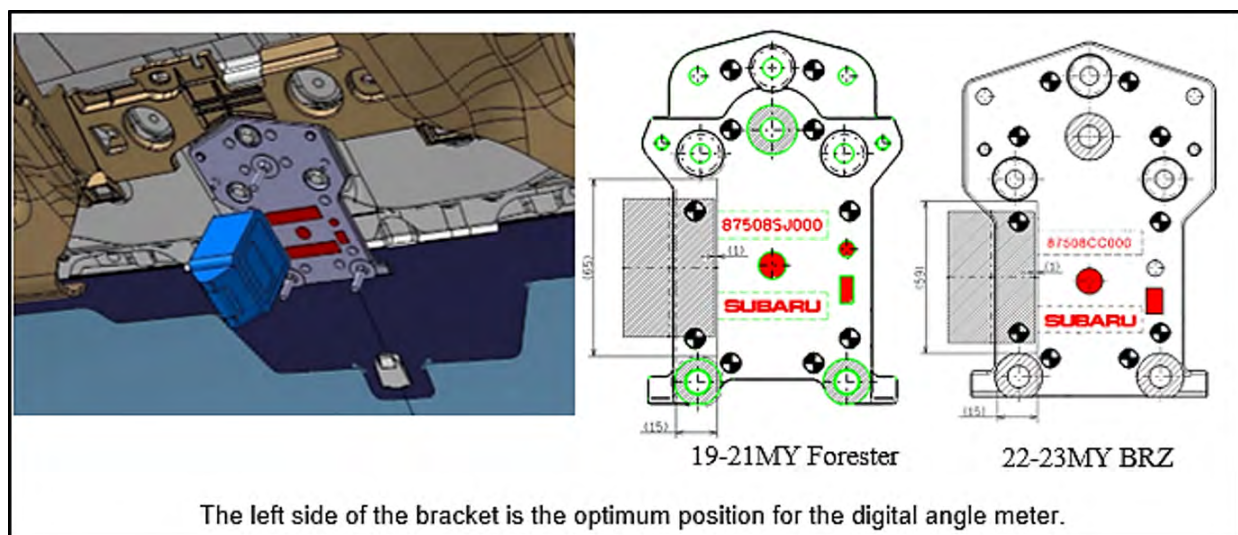
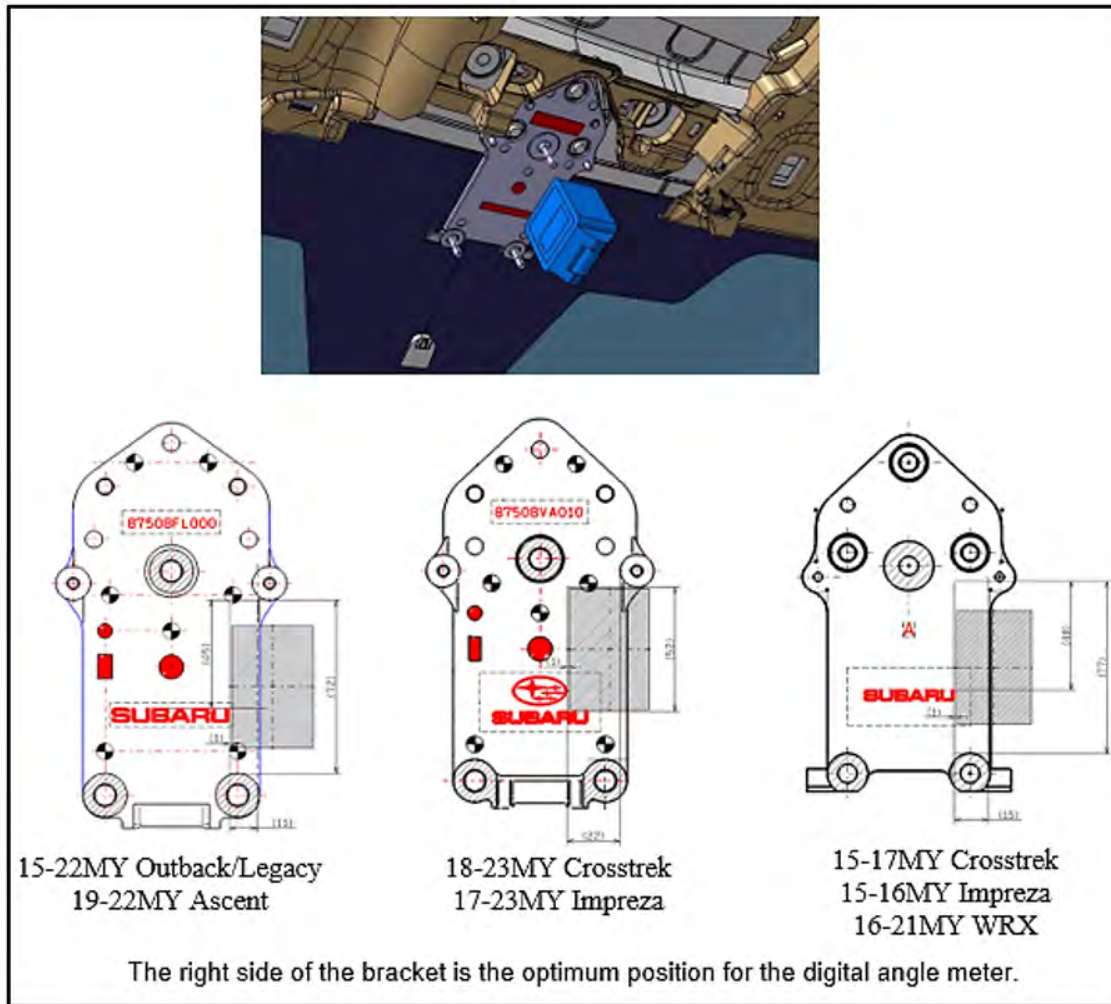


Eyesight Plate

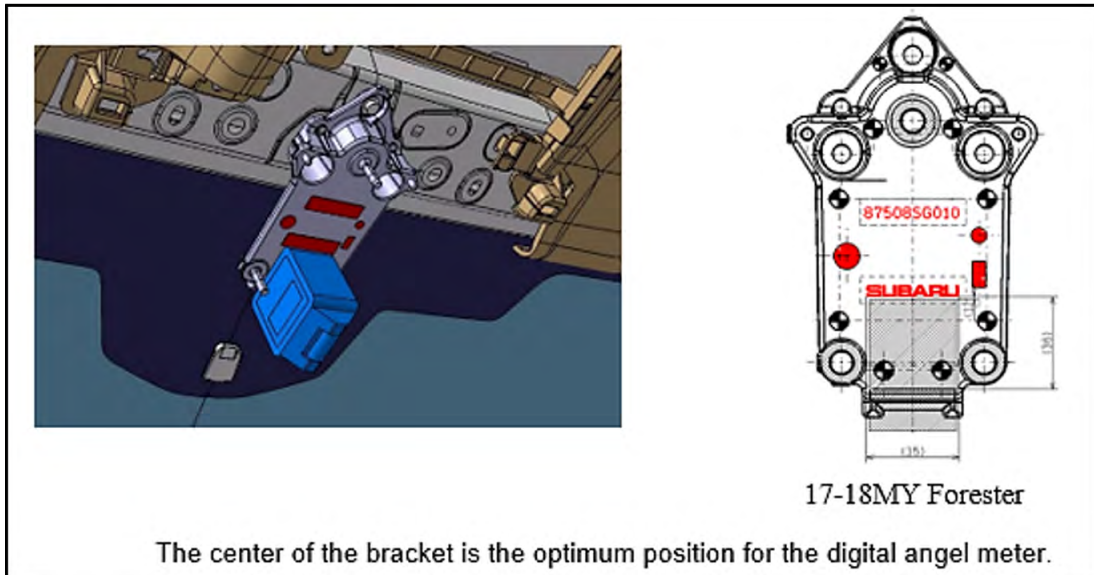
Digital Angle Gauge

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Install the angle gauge onto the section of the plate/stereo camera mount without any protrusions. This will provide the most accurate measurement.



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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
STEREO CAMERA BRACKET ADJUSTMENT	B067-706	0.3H	WEB-88
EYESIGHT CALIBRATION/ADJUSTMENT	C067-718	0.9H	
EYESIGHT TESTING & DIAGNOSIS	C067-700	0.4H	

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.