

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: 2012-2016MY Impreza 2.0
 2013-2017MY Crosstrek
 2014-2017MY Forester

NUMBER: 04-24-18

DATE: 11/09/18

SUBJECT: Increased Steering Effort when Cold, DTC C2532

INTRODUCTION:

This bulletin announces a new Electronic Power Steering (EPS) control module for the models listed above. These new EPS control modules address a limited number of customer concerns regarding increased steering effort which may occur during freezing temperatures after a cold start. The cause has been identified as a frozen relay contact inside the control module. Illumination of the EPS warning lamp can also occur and a DTC C2532 may be stored.

PRODUCTION CHANGE INFORMATION:

The new EPS control modules were incorporated into production per the table below:

Model	Starting VIN
Crosstrek	HH276440
Forester	JH401989

PART INFORMATION:

Description	Part Number	Applicability
CONTROLLER- STEERING	34710FJ002	Impreza
	34710FJ113	
	34710FJ212	
	34710FJ252	
	34710FJ032	
	34710FJ083	Crosstrek
	34710FJ241	
	34710FJ201	
	34710FJ212	
	34710FJ252	
	34710SG102	Forester

REMINDER: Always order the most up-to-date steering controller part number for the specific VIN of the vehicle being repaired.

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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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 / INFORMATION:

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

The service procedures for diagnosing and replacement of the EPS control module 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:

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 CONTROL UNIT R&R	B659-021	0.2	UJF-43
EPS TESTING & DIAGNOSIS	C659-011	0.5	

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.