**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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SUBARU

QUALITY DRIVEN® SERVICE

# SERVICE BULLETIN

**APPLICABILITY:** 2017MY Forester Models with EyeSight
**NUMBER:** 04-18-17
**SUBJECT:** DTC B281C for EyeSight System
**DATE:** 08/15/17

## INTRODUCTION:

This bulletin announces availability of a new Electronic Power Steering (EPS) controller to address a very limited number of cases involving DTC B281C "INCOMPATIBLE WITH EYESIGHT (EPS)" in the EyeSight system.

**NOTE:** This DTC affects the EyeSight system operation only and has no effect on EPS operation.

## PRODUCTION CHANGE INFORMATION:

The new EPS controller was incorporated into production starting with VIN **H*549728.**

## PART INFORMATION:

The part number for the new CONTROLLER-STEERING is: **34710SG101**.

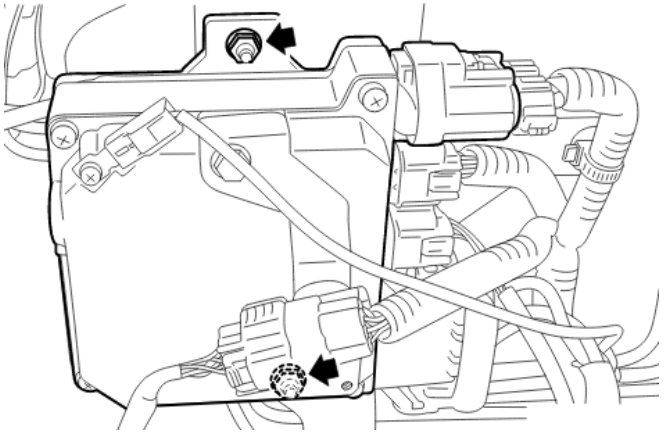
## SERVICE PROCEDURE / INFORMATION:

- If the EyeSight system warning light illuminates, check for any stored DTC using SSM-4.
- If DTC B281C is in memory, replace the EPS controller following the procedure in the applicable Service Manual.
- If B281C is not stored, follow the EyeSight diagnostic procedures in the applicable Service Manual.

*Continued...*

**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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**When replacing the controller, torque the retaining nuts to 5.5 ft. lbs.**

**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-42 |
| EPS TESTING AND 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.