

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 INFORMATION BULLETIN

APPLICABILITY: 2020-22MY Legacy & Outback
2017-22MY Impreza
2018-22MY Crosstrek
2019-22MY Forester
2019-22MY Ascent

NUMBER: 18-218-22

DATE: 05/09/22

SUBJECT: Service Manual Correction / DTC B281C
“Incompatible with EyeSight (EPS)”

INTRODUCTION:

This Service Information Bulletin announces the Service Manual correction for the diagnostic trouble tree for DTC B281C. These corrections will be made to the Service Manual at a later date. In cases when the battery voltage drops to 10 volts or below, the electronic power steering (EPS) control module is not detected by the EyeSight control module. During this condition DTC B281C is set and the EyeSight functions become unavailable associated by a warning displayed on the combination meter. This service manual correction has added diagnostics with this scenario considered. If DTC B281C is detected in the applicable models listed above, follow the new diagnostic information outlined below.

SERVICE PROCEDURE / INFORMATION:

Refer to STIS: EyeSight (DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC) DTC B281C. The information below to be used in conjunction with the applicable Service Manual. The additional corrections have been outlined in **RED**.

**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
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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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DTC B281C INCOMPATIBLE WITH EyeSight (EPS)

1. CHECK DTC.

Read the DTC of [EyeSight] using the Subaru Select Monitor.  [Ref. to EyeSight \(DIAGNOSTICS\)>Diagnostic Trouble Code \(DTC\).](#)



Is DTC U**** displayed? (Current malfunction)



Perform the diagnosis for LAN system.  [Ref. to LAN SYSTEM \(DIAGNOSTICS\)>Basic Diagnostic Procedure>PROCEDURE.](#)  [Go to 2.](#)



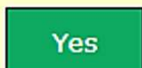
 [Go to 3.](#)

2. CHECK DTC.

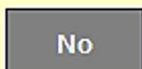
Read the DTC of [EyeSight] using the Subaru Select Monitor.  [Ref. to EyeSight \(DIAGNOSTICS\)>Diagnostic Trouble Code \(DTC\).](#)



Is DTC B281C still a current malfunction?



GO to STEP 2-2



GO to STEP 2-1

2-1 Checking EyeSight ECU power supply

Is the EyeSight ECU power supply voltage higher than 10V?



Using the Subaru Select Monitor, clear the EyeSight memory.



Check the battery voltage, electrolyte specific gravity, and electrolyte level. Recharge battery or replace battery. Using the Subaru Select Monitor, clear the memory of EyeSight.

Continued...

2-2 Checking Freeze Frame Data (FFD) for EyeSight ECU power supply

Read FFD and check EyeSight ECU power supply. If FFD is not available, go to **No** below.

Is the EyeSight ECU power supply voltage higher than 10V?

Yes

Go to Step. 3 (The procedures for Step 3 and after continue to be unchanged)

No

Check the battery voltage, electrolyte specific gravity, and electrolyte level. Recharge battery and/or replace battery if needed. Using the Subaru Select Monitor, clear the EyeSight memory.

NOTES:

- 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.

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.