



## SPECIAL EDITION

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QMR OF THE MONTH - TRIP WINNER ANNOUNCEMENT

Subaru of America, Inc. is extremely excited to announce the third quarter 2018 QMR of the Month SIA / Indianapolis Motor Speedway Trip winner! As previously mentioned in the January 2018 edition of TechTIPS and a Subarunet announcement on January 15, 2018 titled "QMR of the Month Program Enhancement - Trip to SIA and Indianapolis Motor Speedway", SOA has added yet another great new feature to the QMR of the Month program. One National winner from each 2018 calendar year quarter (a potential of 4 winners annually) will win a trip to Lafayette, Indiana to visit and tour both the Subaru of Indiana Automotive plant, and the world-famous Indianapolis Motor Speedway. In addition, each winner will receive two plaques which include the following: 1) a SBR Appreciation letter from SBR Corporate Vice President Hiroki Kurihara, and 2) a SOA Appreciation letter from President and CEO Tom Doll, and Vice President of Service & Quality Michael Campbell!

The winner for 2018's third quarter is:

**Daniel Anderson** from  
**Stohlman Subaru in Vienna, VA**

Daniel submitted an excellent QMR describing a vehicle which presented with a no crank / no start condition. The combination meter warning lights came on normally but, there was no response when turning the key to the start position. After repeated attempts to communicate using the SSM, he was eventually able to obtain a DTC U0100 for "Lost Communication with ECM". His electrical diagnosis revealed Fuse 25 (15a) was blown in the under-hood Main Box which controls circuit MB-38 and powers the ECM, Leak Check Valve, Fuel Injectors 1 to 4, the Mass Air Flow and Intake Air Temperature Sensors and Purge Control Solenoid Valve. While monitoring the fuse circuit using a graphing multimeter, he could start the vehicle and observe the amperage draw on circuit MB-38, Fuse 25. Daniel observed spikes in the voltage draw while wiggling the engine harness. Further inspection isolated the source of the short to ground to a splice located in the engine harness. The splice had rubbed through the insulation and was contacting the aluminum coolant crossover pipe. After completing the repair to the splice and adding extra insulation to prevent recurrence, Daniel verified a stable amperage draw on circuit MB-38, fuse 25 while again wiggle-testing the harness. He then cleared all stored DTCs and road tested the vehicle to confirm normal operation. Daniel attached several high-quality photos to his QMR which were also edited with additional detailed descriptions.

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

The Subaru TechTIPS newsletter is intended for use by professional Technicians ONLY. Articles 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 your vehicle has or will have that condition. Impreza, Legacy, Justy, Loyale, Outback, Forester, Subaru SVX, WRX, WRX STI, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks.

**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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QUALITY DRIVEN® SERVICE

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Education Foundation



(L to R): VP of Sales Jamie Dent, Field Service Engineer Len Conway, Senior Master Technician Dan Anderson, Wife Jennifer Anderson, Retailer Principal Cathy Stohlman, Parts & Service Director Joe Lishman, District Parts & Service Manager Beth Kuhn, and District Sales Manager Andrew Raszewski.

The Stohlman Subaru Service and Parts departments enjoyed a Mission BBQ lunch with pulled pork, pulled chicken, brisket, mac-n-cheese, corn bread, coleslaw, and sweet tea. FSE Len Conway then addressed the group to congratulate Dan on his achievement, as well as encouraged the group to be diligent in writing detailed, accurate QMRs. Afterwards, Dealer Principal Cathy Stohlman congratulated Dan on his accomplishments and those of the entire Service and Parts departments.

After lunch, Dan was presented with his recognition plaques and was joined by his wife Jennifer in the presentation. Stohlman Subaru also congratulated Dan on their Facebook page to make sure everyone knew of Dan's great accomplishment.



Picture of Stohlman Subaru's Facebook post (text and pictures) congratulating Dan Anderson on his great accomplishment.

**Stohlman Subaru of Tysons** added 4 new photos — with **Daniel Anderson**.  
16 hrs · 🌐

Congratulations to Dan Anderson, our very own Stohlman Subaru Senior Master Technician on winning the esteemed Subaru Quality Monitoring Report (QMR) Certificate of Appreciation.

It takes a lot of dedication and countless hours to be this good under the hood of a Subaru. Dan Anderson is a leader here in the Service department of Stohlman Subaru of Tysons. He takes great pride and joy in maintaining our customers vehicles & his award is a testament to the quality of work we supply here at Stohlman Subaru.

#stohlmanautos #stohlmansubaru #subarutech #subaruservice

Daniel will join William Ertl and Jeremy Hughes (our first and second quarter winners) and up to one other (to be determined) winner in visiting Indiana for their award trip during the Spring of 2019.

Remember, any Subaru Technician can be a QMR of the Month national winner. Please refer to January 2018 edition of TechTIPS for more information regarding the award trip.

## PROGRAM DETAILS

- Subaru of America, Inc. reserves the right to cancel or amend this program at any time. All determinations are final.
- A Subaru Service Technician designation does NOT include retailer employees having multiple or separate titles including but not limited to: Retailer Principal, General Manager, Sales Manager, F/I Manager, Service Manager, Parts Manager, Shop Foreman, Dispatcher, Service Advisor, Warranty Administrator, Salesperson, or other titles.
- To receive any award(s), qualifying Subaru Service Technicians must be actively employed by an active Subaru retailer throughout the program period and at the time any award(s) is / are claimed.
- It is the responsibility of the Retailer to make all decisions regarding the employment status and to inform SOA, SDC or SNE of any changes in that status. SOA, SDC and SNE shall not be responsible for any errors or omissions in the Retailer's reporting of the employment status of Subaru Service Technicians.
- No awards will be distributed to a Subaru Service Technician not meeting all program requirements.
- Awards must be redeemed by the individual Subaru Service Technician who earned the award. Awards are non-transferable and cannot be exchanged or substituted in any way.
- All prize winners are responsible for any and all associated taxes on winnings. Consult with your personal tax advisor for specifics.
- If you have any questions regarding the program, please contact your local FSE.