



SPECIAL EDITION

01 QMR OF THE MONTH - TRIP WINNER ANNOUNCEMENT

Subaru of America, Inc. is extremely excited to announce the fourth quarter 2018 QMR of the Month SIA / Indianapolis Motor Speedway Trip winner! As previously mentioned in the January 2018 edition of TECH TIPS 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 the Subaru of Indiana Automotive plant along with a visit and tour of 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 fourth quarter is:

**Corey Repoza from Herb Gordon
Subaru in Silver Springs, MD**

Corey submitted an excellent QMR outlining his diagnosis and repair of the A/C system on a new 2019MY Forester. The customer stated the A/C system was not working and that it blew warm air regardless of the setting. After confirming the condition as reported, Corey connected his manifold gauges to check high and low-side system pressures which were both equal at just 90 psi. A thorough inspection for refrigerant leaks revealed nothing. Realizing he was working with a variable-displacement type compressor, Corey connected the SSM4 and checked the current data. His findings revealed the compressor was not coming on along with both high and low-side pressures were zero instead of the 90 psi his gauges read. Next, he checked for DTCs and started looking into the stored B14A3 which related to an open pressure sensor circuit. The diagnostics asked if a B14A4 (shorted sensor circuit) was present which it was not. Corey then started looking into the wiring diagram for commonalities between different components and realized the air intake door and high pressure sensor shared the same power and ground. Since the harness connector (B627) for the high pressure sensor was easier to access than the mix door actuator’s, he disconnected it and realized current data for the low-side pressure began to change. After numerous additional electrical checks which he provided detailed results of in his report, Corey determined the high pressure sensor was failed internally. He proceeded to evacuate the system and replace the sensor. After recharging, normal current data was observed along with normal system operation.

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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, Ascent, Crosstrek Hybrid 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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(L to R): Field Service Engineer David Kirby, Senior Master Technician Corey Repoza, Service and Parts Director Greg Edwards, and General Manager Edward Sarecky.

In recognition of Corey Repoza becoming the fourth quarter 2018 QMR of the Month SIA / Indianapolis Motor Speedway Trip winner, FSE David Kirby organized an award ceremony held in the showroom of the retailer. Corey received both of his award plaques and was congratulated by his colleagues. His FSE David Kirby spoke on how Corey's out of the box thinking and reporting skills made a tremendous impact and quick response to help enhance product quality.

To display SOA's gratitude for Corey's efforts, lunch was also provided for Corey and several of his fellow coworkers at Kloby's Smokehouse. David made sure to emphasize that Corey has made an impact on product quality and encouraged his fellow coworkers to aim for the stars as Corey did with his QMR submission. After lunch was concluded, the Service Director hung one of Corey's two plaques in the customer waiting room, so customers would know that the service staff of this facility is proactive in product improvement. Corey will also have an article published in the retailer's monthly newsletter with the details of his efforts and recognition of this award.



Corey will join William Ertl, Jeremy Hughes, and Daniel Anderson (previous winners) 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 TECH TIPS for more information regarding the award trip.

Picture of Corey with his plaque in the customer waiting room which displays a thank you letter from SOA President and CEO Tom Doll, and SOA Vice President of Service & Quality Michael Campbell.

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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.