

ARTICLES CONTAINED IN THIS ISSUE

CODE	ARTICLE	PAGE
(00)	New STIS Releases from 01/01/2013 to 01/31/2013 ...	6
(01)	Thanks to You.....	3
(01)	QMR of the Month	4
(06)	EyeSight™ System Temporary Stop Information	2
(06)	Click or Knock Sound When Releasing the Brake Pedal ..	3
(07)	2014 Forester Turbo, Battery Cable Precaution /DTC P0606	3
(11)	Troubleshooting DTC P0457 on 2008 and Later Model Years	2
(16)	Generation 1 CVT Transmission Servicing	1

16 GENERATION 1 CVT TRANSMISSION SERVICING

Should you encounter a stripped front differential fill tube drain plug when changing the gear oil on a generation 1 CVT unit (2010 - 2012 Legacy and Outback), there is a countermeasure drain plug available. The original drain plug Part number 807016180 should be replaced with a 807016160 drain plug. This new type is 1.0 mm longer. **DO NOT USE Part Number 807016210** this drain plug is too long and will damage the CVT Transmission.

All Remanufactured CVT transmissions will have this longer type drain plug already installed.



807016180
8.5 mm



807016210
17.0 mm

Happy Presidents' Day



Just a reminder, the Techline will be closed on Monday, Feb. 18th, in honor of Presidents' Day.

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, L.L. Bean, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks.

SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"

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.



QUALITY DRIVEN® SERVICE



06 EYESIGHT™ SYSTEM TEMPORARY STOP INFORMATION

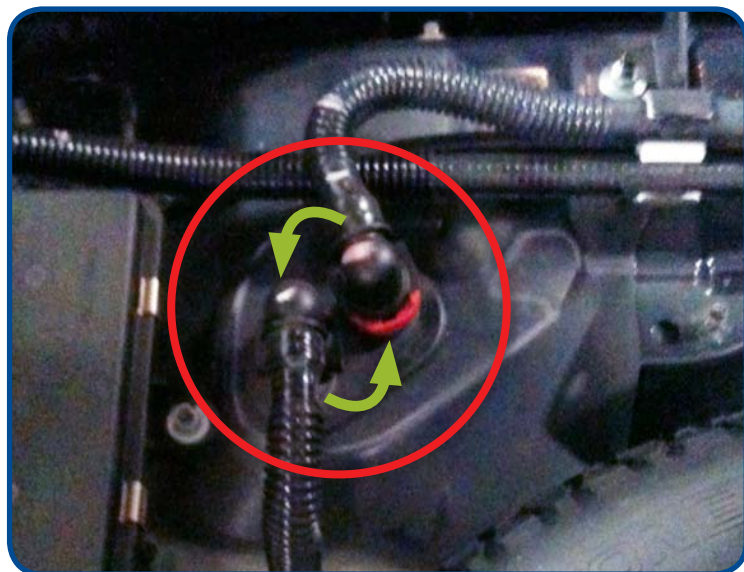
If you receive a customer concern of their EyeSight system becoming inoperative, the following information and photos may help with a solution. Apparently, small spiders are able to get inside the lens hoods and as shown, build webs which can obstruct the view of the EyeSight system's stereo camera.



Once you have removed the lens hood assembly from the camera following the procedures in the applicable Service Manual, determine if the webs have contacted the lens itself as shown in the photo on the right. If they have, the lens hood must be replaced. If the webs can be removed **without touching the camera lens**, **CAREFULLY** remove them and reassemble the camera. **IMPORTANT:** Always confirm proper system operation before returning the vehicle to the customer. Refer to the Service Manual or the EyeSight and Keyless Access with Push Button Start (Module 923) Technician Reference Booklet on STIS for further diagnostic information.

11 TROUBLESHOOTING DTC P0457 ON 2008 AND LATER MODEL YEARS

When troubleshooting any evaporative system trouble code, particularly a DTC P0457, do not forget to check evaporative hose connections for being in their correct locations. On occasion, the Techline receives reports of Technicians finding hoses switched at the canister. Further investigation revealed the vehicle was involved in a rear-end collision and had been repaired at a Body Shop. The photo on the right shows a 2009 Impreza which came from a body shop with DTC P0457. The hoses in the photo are switched. With the hoses hooked up backwards, the drain hose goes to the fuel tank and the canister hose goes to atmospheric pressure which eventually sets the code.



07 2014 FORESTER TURBO, BATTERY CABLE PRECAUTION / DTC P0606

The engine management system on the all-new 2014 Forester Turbo is equipped with a back-up memory. When disconnecting the battery cables, a self-shutoff process takes place in the ECM and the back-up memory is cleared. After re-connecting the battery (while the back-up memory is clear), if the ignition switch is turned on and off repeatedly, the CEL will illuminate and DTC P0606 will set. To prevent P0606 from setting, turn the ignition switch “ON” then “OFF” **one time** after re-connecting the battery then let the vehicle sit for one minute. This will allow the self-shutoff relay to power down, completing the self-shutoff procedure.

06 CLICK OR KNOCK SOUND WHEN RELEASING THE BRAKE PEDAL

The Techline continues to receive reports of a “click” or “slight knock” type sound when releasing the brake pedal on 2010 thru 2013 Legacy/Outback models. The design of the master cylinder was new in 2010. Investigation has determined the sound is generated by a negative pressure caused by brake fluid returning into a chamber inside the Master Cylinder. There are no short or long term issues caused by this sound.

The sound is considered a normal operating characteristic and replacement of any components will not likely lower the sound level.

01 THANKS TO YOU

Subaru of America reported sales of 336,441 vehicles in 2012. Subaru wishes to extend their “Thanks To You” for your contributions towards this tremendous achievement. This is the fourth consecutive year of sales records for Subaru of America and fifth consecutive year of sales increases. Subaru is the only manufacturer to increase sales each year for the last five years. With the release of the new 2014 Forester in March and a new hybrid coming in the fourth quarter of 2013, Subaru is in a great position to make 2013 another record setting year.

Subaru of America, Inc. is pleased to announce the release of an exciting new program for Subaru Service Technicians. QMR of the Month is designed to recognize those Subaru Service Technicians who go above and beyond by taking the time to submit detailed product quality related information using the QMR (Quality Monitoring Report) system. The QMR system is found on Subarunet in the Service area. Each month, a QMR from each Region (Western, Central, Eastern, SDC, and SNE) as selected by that region's Field Service Engineers (FSEs), will be submitted to SOA for review by the Service Field Quality Assurance Group with a single winner selected based upon the criteria listed below.

The monthly winning technician will receive:

- Acknowledgement of their achievement in a future Tech Tips
- A Subaru Jacket
- A \$100 Gift Card

Watch for the name of the first monthly winner in the next issue of Tech Tips.

Selection Criteria for QMR of the Month will include, but is not limited to:

- QMRs submitted by Subaru Service Technicians
- Vehicle information is complete and correct
- Includes concern as described by the customer, cause as determined by Technician, and details of the final correction (where applicable)
- Includes detailed information on how the concern was diagnosed (measurements, instrument readings, etc...)
- Includes good quality photos / videos that further explain the condition or diagnosis (photos are clear, use of some instrument to call out specific location or item, near and far shots where necessary, comparison objects or scales) Information on any prior repair(s) or related vehicle history
- Attached diagnostic data (CID/ CVN, FFD, SSMIII, other)
- Step by step diagnostic results from Service Manual for the listed condition
- Additional VINs listed if multiple cases being reported
- Comments to explain and clarify relevance or severity of the condition being reported
- Not limited to conditions for current models or model years
- Report should be able to stand on its own and be easily understood by someone unfamiliar with the condition

Continued...

Program Details

- Subaru of America, Inc. reserves the right to cancel or amend this program at any time and its determinations are final.
- Subaru Service Technician Does Not include those dealer employees classified or listed with multiple or separate titles including but not limited to Dealer Principal, General Manager, Sales Manager, F/I Manager, Service Manager, Parts Manager, Shop Foreman, Dispatcher, Service Advisor, Warranty Administrator, Salesperson, or other titles.
- In order to receive any award(s), qualifying Subaru Service Technicians must be actively employed by a Subaru dealership throughout the program period and at the time the awards are claimed and distributed (and such dealership must be active at each such time).
- It is the responsibility of the dealership to make all decisions regarding the employment status and to inform SOA, SDC or SNE of any changes in employment status. SOA, SDC and SNE shall not be responsible for any errors or omissions in the dealership'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 and are non-transferable and cannot be exchanged or substituted in any way.
- Qualifying Subaru Service Technicians may only win a maximum of two times per calendar year.
- Winner is responsible for any and all associated taxes on winnings. Consult with your personal tax advisor for specifics.

WQD-40; Subaru Product / Campaign Bulletin, Catalytic Converter Replacement & Engine Control Module (ECM) Reprogramming

18-165-13; Service Manual Correction, Service Manual Corrections (2009-2013MY Forester)

H7110SG100; Accessory Installation Guide, 2014 Forester AC Power Outlet

15-159-13; Technical Service Bulletin, Tire Rubbing Sound from Right Front

TSMSFJ; Troubleshooting Guide, Remote Engine Start Systems Troubleshooting Guide (2012MY Impreza & 2013MY Impreza / Crosstrek Vehicles)

TIPS0113; TechTIPS Newsletter, 2013 January TechTIPS Newsletter

2013 Calendar of Subaru Holidays

President's Day

Monday, February 18, 2013

Memorial Day

Monday, May 27, 2013

Independence Day

Thursday, July 4, 2013

Labor Day

Monday, September 3, 2013

Thanksgiving Day

Thursday, November 28, 2013

*** NOW YOU CAN E-MAIL YOUR TECHTIPS INPUT AND SUGGESTIONS TO: SERVICEINFO@SUBARU.COM ***

This is your chance to offer suggestions for use in future issues of TechTIPS! Make sure that if you e-mail us, you place in the **subject line** of your e-mail "**For TechTIPS Newsletter**". Thank you!

MODEL: _____

YEAR: _____

VIN: _____

Description of situation encountered: _____

Your suggestion for repair procedure, product improvements, etc.:

Please attach separate sheets, if necessary. You may also want to include Service Manual diagrams or references, or your own drawings to assist in describing your suggestion. All information submitted becomes the property of Subaru of America, Inc. Permission is granted to Subaru of America, Inc. to print your name and suggestions in TechTIPS and other Subaru of America, Inc. publications. Mail items to: PO Box 6000, Cherry Hill, NJ 08034-6000.

Your Name: _____ **Signature:** _____

Dealer's Name: _____ **City:** _____

Date: _____ **Dealer Code:** _____

SUBARU TECHLINE
Hours of Operation

Monday – Thursday 8:30am to 6:30pm
Friday 10:30am to 5pm