

## ARTICLES CONTAINED IN THIS ISSUE

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## 2014 CALENDAR OF SUBARU HOLIDAYS

### Thanksgiving

Thursday, November 27, 2014  
Friday, November 28, 2014\*

\*Techline Hours of operation will be  
from 9:00 am until 3:30 pm EST.

### Happy Holidays

Thursday, December 25, 2014  
Friday, December 26, 2014



## 01 QMR OF THE MONTH

We are pleased to announce this month's winner of the QMR of the Month.

# Larry Bright

Harvey Subaru in Bossier City, LA

Larry submitted a very detailed QMR on his diagnosis and repair of a sunroof rattle found on a 2015 Outback resulting from a missing sunroof frame mounting bracket. Larry included clear photos of his findings that proved very helpful to the 2015 Legacy/Outback Special Quality Team. By the way the Special Quality Team activity has been extended to January, 2015, so please keep those QMRs coming on any new (or repeating) conditions encountered. The ONLY way to be absolutely sure that WE know what YOU know is if YOU enter a QMR. In appreciation for going the extra mile and sharing his experience with us in hopes of improving product quality, Larry will be receiving the following from his FSE:

A Subaru  
**Confidence In Motion Jacket**  
and a  
**\$100 Gift Card**

Any Subaru Service Technician can participate in QMR of the Month. See the February 2013 Tech Tips for full details. You may see your name here in a future Tech Tips.

### 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

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.



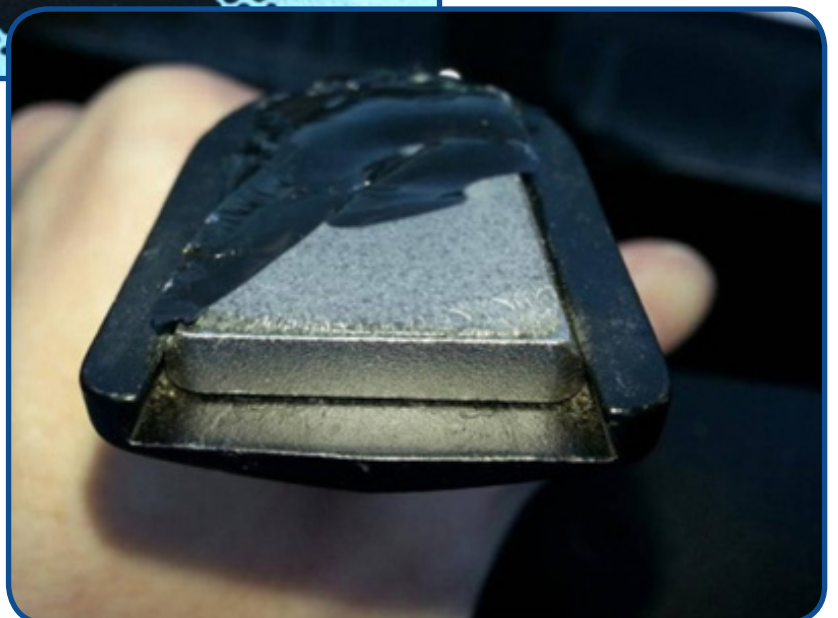
QUALITY DRIVEN® SERVICE



## 01 INTERIOR REAR VIEW MIRROR SEPARATION

Techline has received several glass repair authorization requests where the interior rear view mirror has separated from the windshield and in the process, pulled some glass from the windshield. This type of failure is a result of abnormal (high shear) force being applied to the mirror. The mirror mounting is designed to meet the FMVSS (Federal Motor Vehicle Safety Standard) for required separation in the event of specified impact forces being applied to it during a collision to reduce bodily injury. These forces exceed the normally applied forces found during standard mirror adjustment. The application of high shear force to the mirror through sudden, forceful movements or an unusual level of force being applied against the mirror when it reaches or has reached the end limit of its range of travel, may duplicate the force required to cause the mirror to shear from the windshield. This type of separation is not a result of any defect in the windshield glass and therefore not eligible for authorization through the Techline glass authorization process. If you believe some unusual circumstances occurred beyond the control of the customer resulting in this condition, those facts should be reviewed with your DPSM.

Example photos showing the mirror base and windshield glass following application of high (unusual) shear force and the expected results. This will not occur during normal mirror adjustment.



When checking a vehicle for dark current or excessive battery draw, it is important to know the specified limit on the vehicle you are working on. Older model Subaru vehicles generally have a maximum limit of 150 milliamps (mA). Newer model vehicles, those equipped with a BIU (Body Integrated Unit) have a much lower specified draw of 70 mA. All battery testing should be done after allowing the vehicle to sit for at least 5 minutes, so that all timers are shut down. There are several Tech Tips and Technical Service Bulletins to assist you with testing for excessive battery draw.

The Tech Tip Newsletter articles on this subject can be found in the February 2007, April 2007 and June 2009 editions. The Technical Service Bulletins are 07-62-07 and the recently released 07-85-14. Please make sure you review these documents when you are confronted with a customer concern of their vehicle battery going dead or after the vehicle sits for long periods of time and needs to be jump started.

Please be advised there is a newly-released Bluetooth Pre-Call Worksheet which has been posted to Subarunet.

This worksheet can be found under the [Service/Pre-Call Worksheets](#) area of Subarunet.

When you receive a customer concern that the Bluetooth system is not working properly, please use this worksheet to interview them and fully understand the complaint. After diagnosing the issue, if you still cannot figure out the problem, contact Techline. Starting with this announcement, all calls related to Bluetooth issues will require this worksheet to be filled out completely before we can assist you. Any calls we receive without the worksheet filled out will automatically be directed to have this worksheet completed so it can be reviewed by the Technical Representative you are working with and attached to the Techline case number that was assigned.

The 2015 Legacy and Outback feature a newly designed range of multimedia head units. It is important to note, on models with XM / Sirius satellite radio, where the channel will automatically revert to the preview station at every key cycle if the unit is turned off while tuned to a channel that may broadcast content intended for a mature audience. This feature is not customizable by the user.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
L1010FJ61	Accessory Installation Guide	Trailer Hitch (XV Crosstrek excluding XV Crosstrek Hybrid)	31-Oct-14
12-174-14	Technical Service Bulletin	Instrument Panel Side Vents Coming Loose	30-Oct-14
F10_GEN2_NAV15	Troubleshooting Guide	Technical Support Guide SUBARU STARLINK™ Multimedia Plus and SUBARU STARLINK™ Multimedia Navigation System	30-Oct-14
WQA-37	Subaru Product / Campaign Bulletin	Rear Seat Center Seatbelt	29-Oct-14
12-173-14	Technical Service Bulletin	Stain Removal from the Headliner	29-Oct-14
11-148-14	Technical Service Bulletin	Reprogramming File Availability for Oil Level Detection	28-Oct-14
H011SAJ401	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14
H001SSG501	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14
H001SSG401	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14
H001SFJ601	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14
H001SFJ501	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14
H001SFJ401	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14

**All revised publications are highlighted in yellow.**

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
H001SAL001	Accessory Installation Guide	Remote Engine Starter- Turn (Key) Start	23-Oct-14
H001SAL800	Accessory Installation Guide	2015 Legacy and Outback Smart Engine Start Kit (Push-Start Ignition)	23-Oct-14
H001SFJ700	Accessory Installation Guide	Smart Engine Start (Push Button Start)	23-Oct-14
H7110VA100	Accessory Installation Guide	AC Power Outlet Kit (WRX and WRX STI)	23-Oct-14
06-47-14	Technical Service Bulletin	Revision to Troubleshooting Information for VDC DTC C0071	23-Oct-14
J1010FJ950XX	Accessory Installation Guide	Aero Splash Guard Front Set (2014-2015MY Impreza)	22-Oct-14
E2610FJ050XX	Accessory Installation Guide	Side Strake Set (Impreza)	22-Oct-14
03-67-12R	Technical Service Bulletin	Remanufactured CVT Program	21-Oct-14
H501SCA101	Accessory Installation Guide	Auto Dimming Mirror with Compass and Homelink (Impreza with EyeSight)	17-Oct-14
H501SCA001	Accessory Installation Guide	Auto Dimming Mirror with Compass (Impreza with EyeSight)	17-Oct-14
H501SXA201	Accessory Installation Guide	Auto Dimming Mirror with Compass and Homelink (Forester, Tribeca, WRX and STI)	17-Oct-14
H501SCA001	Accessory Installation Guide	Auto Dimming Mirror with Compass (BRZ)	17-Oct-14

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
H501SCA101	Accessory Installation Guide	Auto Dimming Mirror with Compass and Homelink (BRZ)	17-Oct-14
15-177-14	Technical Service Bulletin	New "Gen 2" Fujitsu Ten (F10) SD Card Audio / Navigation System Operating Tips	16-Oct-14
07-87-14	Technical Service Bulletin	Design Change of Rear Combination Lamps to Prevent Fogging and Condensation	16-Oct-14
15-176-14	Technical Service Bulletin	Audio Volume Level Drops While Driving	15-Oct-14
11-147-14	Technical Service Bulletin	Revision to Service Procedure for Diagnosing Secondary Air Injection System DTCs	15-Oct-14
02-155-14R	Technical Service Bulletin	Intercooler / Intake Air Duct	10-Oct-14
J1010FJ320	Accessory Installation Guide	Splash Guard Front Set (Impreza 4 door all models)	8-Oct-14
J1010FJ200	Accessory Installation Guide	Splash Guard Front Set (Impreza 5 door excluding sport models)	8-Oct-14
TIPS1014	TechTIPS NewsLetter	2014 October TechTIPS Newsletter	8-Oct-14
WQN-50	Subaru Product / Campaign Bulletin	2015 Outback Accessory Trailer Hitch Assembly	3-Oct-14
MSA5P0137C	Technician Reference Booklet	Heating, Ventilation and Air Conditioning (HVAC) (Module 603) (June 2014)	2-Oct-14
MSA5P0134C	Technician Reference Booklet	Electrical Theory and Diagnosis (Module 601) (June 2014)	2-Oct-14
MSA5P0173C	Technician Reference Booklet	Steering, Suspension, Axles and Wheels (Module 504) (June 2014)	2-Oct-14

**All revised publications are highlighted in yellow.**

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5P1409C	Technician Reference Booklet	Direct Fuel Injection System (Module 409) (Sept 2013)	2-Oct-14
MSA5P0161C	Technician Reference Booklet	Subaru Fuel Injection Systems (Module 406) (July 2014)	2-Oct-14
MSA5P0160C	Technician Reference Booklet	Basic Emission & Fuel Systems (Module 405) (July 2014)	2-Oct-14
MSA5P1476C	Technician Reference Booklet	G2 Lineartronic(TM) Continuously Variable Transmission (CVT) (Module 306) (June 2014)	2-Oct-14
MSA5P1475C	Technician Reference Booklet	G1 Lineartronic (TM) Continuously Variable Transmission (CVT) (Module 306) (June 2014)	2-Oct-14
MSA5P1105C	Technician Reference Booklet	Chain Driven Valve Train Boxer Engines (Module 105) (August 2014)	2-Oct-14
11-145-14R	Technical Service Bulletin	Reprogramming File Availability for Oil Level Detection	2-Oct-14

**Be sure to always check the “What’s New” section on STIS for any updated or recently released information that may not be listed here.**

**All revised publications are highlighted in yellow.**

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: \_\_\_\_\_