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2014 CALENDAR OF SUBARU HOLIDAYS

Happy Holidays

Thursday, December 25, 2014
 Friday, December 26, 2014
 Techline Hours of operation on Saturday, December 27, 2014 will be from 9:00 am until 3:00 pm EST.

Happy New Year

Thursday, January 1, 2015



01 QMR OF THE MONTH

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

Austin Balge

Subaru Superstore in Chandler, AZ

Austin submitted a very detailed QMR on his diagnosis and repair of a dash rattle found on a 2014 Legacy resulting from contact between the firewall and the expansion valve. Austin corrected the condition by centering the expansion valve in the firewall opening. He included clear photos of his findings with the addition of callouts (text and graphics such as arrows that add additional clarity to the significance of an image) that proved very helpful to our understanding of this condition.

Keep those QMRs coming on any new (or repeating) condition you encounter. We are always interested in your reports. Even if you see something several times a month, enter a quick QMR just to be sure we know about it too. 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, Austin 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

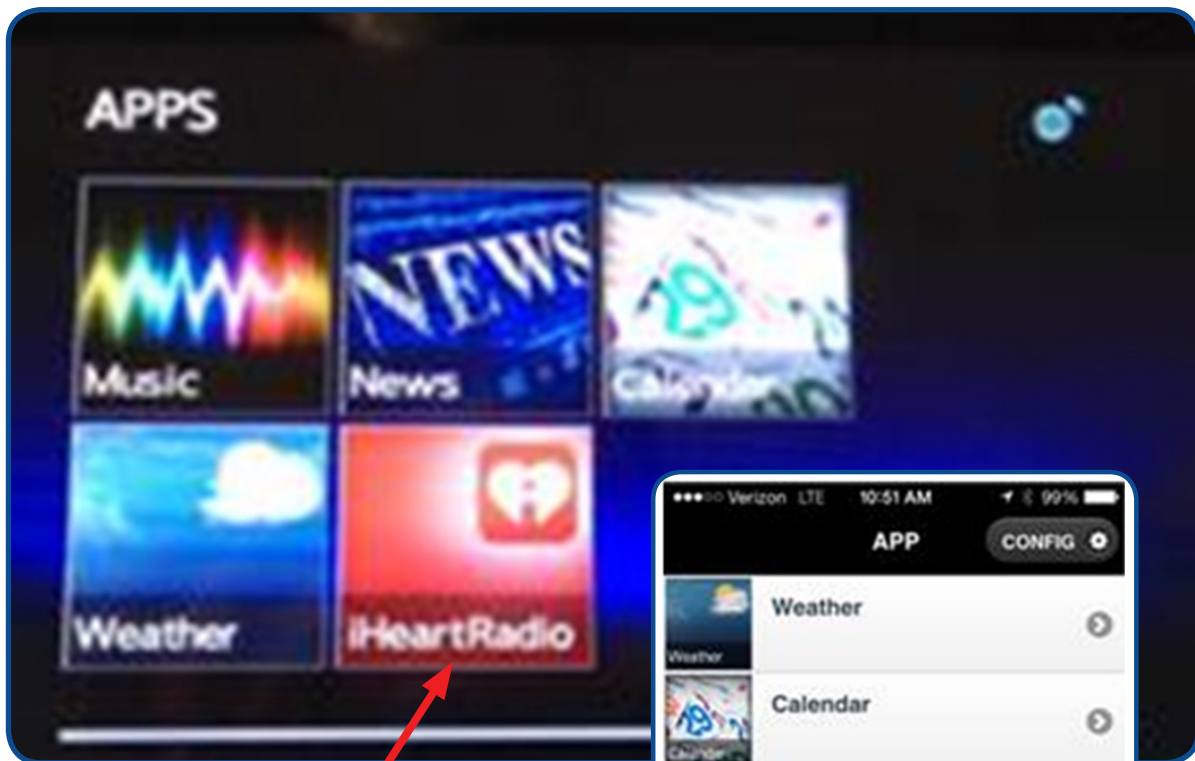
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



QUALITY DRIVEN® SERVICE



Should you receive a customer inquiry about not being able to see the iHeartRadio app on their phone as a selectable choice after downloading STARLINK, here's the reason why. If the customer goes into the Settings menu of their phone **before** pairing it to the vehicle, although the iHeartRadio icon will be displayed on the audio unit, it will not be displayed on their phone until **after** pairing is complete. Once pairing has been completed, all five applications displayed on the audio unit will be selectable from the phone's Settings menu. Although chances of this situation happening are slim, should it arise (after confirming the Starlink app has been downloaded to the phone), simply pair the phone, open the Starlink app and all five applications should be selectable from that point forward



Audio Unit Display Showing
iHeart Radio Icon



Phone Display Prior to Pairing

We continue to receive warranty claims and Quality Monitoring Reports for failed front door power window switches which operate normally when tested after part collection. Whenever receiving a customer concern regarding either front door power window switch operation and / or operation of the Auto Up / Down feature, always perform the initialization (or “reset”) procedure outlined below **BEFORE** replacing either of the switches.

REMINDER: the Auto Up / Down feature is disabled and must be reset after battery disconnect (although the window switches will still operate normally, the “auto up/down” feature will not function).

Follow the steps shown below to complete the initialization procedure.

STEP 1 - Close the driver’s door.

STEP 2 - Switch the ignition to the “ON” position.

STEP 3 - **LIGHTLY** press down on the driver’s window switch to lower the driver’s window halfway.

STEP 4 - Pull **UP** on the driver’s window switch to raise the window and close it completely. Continue pulling the switch up for 1 second after the window is completely closed.

STEP 5 - Verify proper function. If the feature does not resume normal operation, it is likely the switch was held up for longer than the 1 second as described in Step 4. Repeat Steps 3 and 4 again. If normal operation is still not restored, proceed with the diagnostic steps outlined in the applicable Service Manual.

IMPORTANT: It will be necessary to repeat the same initialization procedure on the passenger door power window switch (if equipped with the Auto Up / Down feature).

NOTE: There have also been isolated cases reported where the passenger front window was inoperable from the driver’s door power window master switch. Performing the initialization procedure on the passenger side window remedied the condition.

It is with great pleasure that Subaru of America congratulates Mr. Daniel Welser, Subaru Senior Master Technician at Subaru of Jacksonville. Dan has been awarded **Subaru of America's ASE Master Technician of the Year**. This monumental achievement was based on his outstanding ASE test scores combined with exceeding the criteria set forth by Subaru of America. On September 25th, 2014, Dan was honored by Subaru of America Executives and presented with a plaque of appreciation by Mr. Tom Doll, President and COO of Subaru of America and the Eastern Region Vice President, Mr. Michael Hafertape.



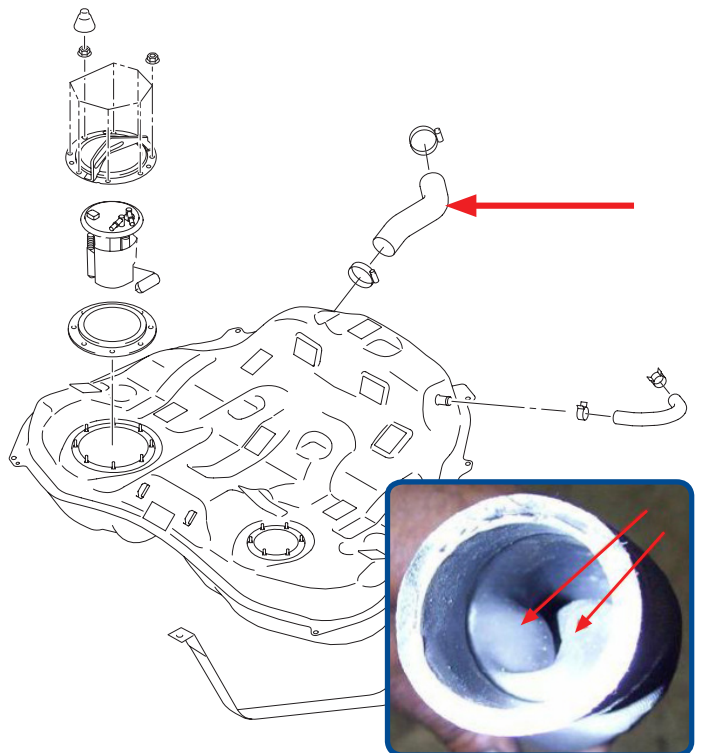
Pictured with Mr. Welser are Tom Doll, COO Subaru of America, Mr. Phil Porter, Dealer Principal, Subaru of Jacksonville, and Mr. Michael Hafertape, Eastern Regional Vice President.

Dan has been a Subaru technician for the past 16 years and has an impeccable ability to properly diagnose and repair all Subaru models with a Stellar, "Fixed Right the First Time" OLP score. He is fully committed to his craft and the products he services. Dan proves every day how he takes great pride in providing Subaru of Jacksonville customers with the highest level of technical expertise he can deliver as a Senior Master Technician.

Dan was honored by the ASE Society in a formal reception on November 19th, held at the Hyatt Regency hotel in Fort Lauderdale, Florida along with Technicians from many other manufacturers. Please congratulate Mr. Daniel Welser for being the best he can be!

If you have a customer concern of difficulty filling the fuel tank, please be aware it may be the filler neck hose. We have had situations of fuel tanks being replaced for this concern because the hose was not removed with the fuel tank and inspected for obstructions.

Because of lighting and location, a quick look at the outside of the hose may not show any problem. The hose needs to be removed and light needs to be directed into the hose on both ends in order to see the obstruction. Originally, this issue was only found on 2010-2012 Legacy and Outback models but recently, we have confirmed reports of this same issue on 2013 models as well. When presented with this complaint on any model year Subaru, it is always a good idea to inspect this hose prior to removing the fuel tank.



As the cold weather months rapidly approach, the Techline is beginning to see an increase in the number of inquiries regarding extended engine crank time and hard starting. In some cases, data files have been requested, received and submitted to the Engineers for review. The condition can occur at any engine temperature and is still being closely investigated by the Engineers. After reviewing submitted data files, some of them show the accelerator pedal being depressed by the operator while cranking the engine. The number of these cases can be reduced by carefully interviewing the customer about their starting “routine,” and following that up with a review of the related pages in the Owner’s Manual (especially the highlighted areas in the example below). By doing this, in many cases, the condition can be resolved.

7-10 Starting and operating/Starting and stopping the engine (models without push-button ignition switch)

- On rare occasions, transient knocking may be heard from the engine when the accelerator is operated rapidly such as a rapid start-up and a rapid acceleration. This is not a malfunction.
- The engine starts more easily when the headlights, air conditioner and rear window defogger are turned off.
- After the engine starts, the engine speed will be kept high until the engine has warmed up sufficiently.

▼ MT models

1. Apply the parking brake.
2. Turn off unnecessary lights and accessories.
3. Depress the clutch pedal to the floor and shift the shift lever into neutral. Hold the clutch pedal to the floor while starting the engine.
The starter motor will only operate when the clutch pedal is depressed fully to the floor.
4. Turn the ignition switch to the “ON” position and check the operation of the warning and indicator lights. Refer to “Warning and indicator lights” 3-11.

5. Turn the ignition switch to the “START” position **without** depressing the accelerator pedal. Release the key immediately after the engine has started.

If the engine does not start, try the

following.

- (1) Turn the ignition switch to the “OFF” position and wait for at least 10 seconds. After checking that the parking brake is firmly set, turn the ignition switch to the “START” position while depressing the accelerator pedal slightly (approximately a quarter of the full stroke). Release the accelerator pedal as soon as the engine starts.
 - (2) If this fails to start the engine, turn the ignition switch back to the “OFF” position and wait for at least 10 seconds. Then fully depress the accelerator pedal and turn the ignition switch to the “START” position. If the engine starts, quickly release the accelerator pedal.
 - (3) If this fails to start the engine, turn the ignition switch again to the “OFF” position. After waiting for 10 seconds or longer, turn the ignition switch to the “START” position without depressing the accelerator pedal.
 - (4) If the engine still refuses to start, contact your nearest SUBARU dealer for assistance.
6. Confirm that all warning and indicator lights have turned off after the engine has started. The fuel injection system automatically lowers the idle speed as the engine warms up.

▼ CVT models

1. Apply the parking brake.
2. Turn off unnecessary lights and accessories.
3. Shift the select lever to the “P” or “N” position (preferably the “P” position).
The starter motor will only operate when the select lever is at the “P” or “N” position.
4. Turn the ignition switch to the “ON” position and check the operation of the warning and indicator lights. Refer to “Warning and indicator lights” 3-11.
5. Turn the ignition switch to the “START” position **without** depressing the accelerator pedal. Release the key immediately after the engine has started.

If the engine does not start, try the following.

- (1) Turn the ignition switch to the “OFF” position and wait for at least 10 seconds. After checking that the parking brake is firmly set, turn the ignition switch to the “START” position while depressing the accelerator pedal slightly (approximately a quarter of the full stroke). Release the accelerator pedal as soon as the engine starts.
- (2) If this fails to start the engine, turn the ignition switch back to the “OFF” position and wait for at least 10 seconds. Then fully depress the accel-

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-172-14R	Technical Service Bulletin	2015 Exchange Component Identification and Procedures	25-Nov-14
LEG_OBK_RES_TSG	Troubleshooting Guide	Legacy and Outback Remote Engine Start Systems Troubleshooting Guide	25-Nov-14
02-158-14	Technical Service Bulletin	Accessory Drive Belt Tensioner Component Changes	21-Nov-14
10-81-14	Technical Service Bulletin	Whistling Sound from Center Console Arm Rest Vents	20-Nov-14
18-175-14	Service Manual Correction	Service Manual Corrections	19-Nov-14
15-156-12R	Technical Service Bulletin	Deletion of Compass Mirror	19-Nov-14
09-59-14	Technical Service Bulletin	Rust Treatment Procedure for Heat Shield Retaining Bolt Heads	18-Nov-14
F551SVA000	Accessory Installation Guide	2015 Impreza Rear Cargo Net - Trunk	17-Nov-14
J101CFJ270	Accessory Installation Guide	Splash Guard (XV Crosstrek and XV Crosstrek Hybrid)	17-Nov-14
A091SVA000	Accessory Installation Guide	Engine Block Heater Kit (WRX)	17-Nov-14
A091SVA100	Accessory Installation Guide	Engine Block Heater Kit (STI)	17-Nov-14
J601SVA000	Accessory Installation Guide	Battery Warmer Kit (WRX/WRX STI)	17-Nov-14

All revised publications are highlighted in yellow.

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
12-173-14R	Technical Service Bulletin	Stain Removal from the Headliner	13-Nov-14
MSA5M1525A	Owner Manual	2015MY Impreza and XV Crosstrek EyeSight Owner's Manual	13-Nov-14
MSA5M1513A	Owner Manual	2015MY Impreza and XV Crosstrek Owner's Manual	13-Nov-14
MSA5M1520A	Owner Manual	2015MY Impreza and XV Crosstrek SUBARU STARLINK 7.0" Multimedia Plus and Multimedia Navigation System	13-Nov-14
	HTML Diagnostics	2015MY Impreza and XV Crosstrek Service Manual	13-Nov-14
G1210BE	Service Manual Full	2015MY Impreza, XV Crosstrek and XV Crosstrek Hybrid Service Manual	13-Nov-14
12-175-14	Technical Service Bulletin	Design Change to Rear Door Power Window Regulator	10-Nov-14
H7110FJ000E0	Owner Manual	AC 110V Power Outlet	7-Nov-14
11-149-14	Technical Service Bulletin	Reprogramming File Availability for Oil Level Detection	6-Nov-14
TIPS1114	TechTIPS NewsLetter	2014 November TechTIPS Newsletter	4-Nov-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: _____