



ARTICLES CONTAINED IN THIS ISSUE

CODE	ARTICLE.....	PAGE
(00)	January STIS New Releases	6
(01)	QMR of the Month.....	1
(01)	REMINDER: Sending Saved Freeze Frame (FFD) and SSM Data Files.....	2
(01)	New Product Announcement (SOA868V9175) Silicone Gasket Remover	3
(01)	Exciting Update to the "QMR of the Month" Award Program	4
(15)	Damaged USB Ports.....	5

2015 CALENDAR OF SUBARU HOLIDAYS

- President's Day**
Monday, February 16, 2015
- Memorial Day**
Monday, May 25, 2015
- Independence Day**
Friday, July 3, 2015

Happy Presidents' Day



01 QMR OF THE MONTH

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

Mike Cucciare

Subaru City of Milwaukee in Milwaukee, WI

Mike submitted a very detailed QMR on his diagnosis and repair of a P2097 Post Catalyst Lean code found on a 2013 XV Crosstrek which had presented multiple times with this code starting at around 30,000 miles. Additionally, he reported that the vehicle exhibited some misfiring on cold starts and unusual smoking from the tailpipe. He provided details of the prior repair history and his current step by step diagnosis. This led him to find a hairline crack in the left cylinder head at the #2 cylinder intake runner as the root cause of this condition. Mike's report included many clear photos of his findings at each step in his diagnosis which proved very helpful to our understanding of this very unusual condition.

In appreciation for going the extra mile and sharing his experience with us in hopes of improving product quality, Mike 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



IMPORTANT REMINDER: It is imperative all collected Freeze Frame Data (FFD) be saved electronically. Faxing or e-mailing scanned print-outs or screen captures of FFD is no benefit to anyone requesting the data. A recent TSB, **01-172-14**, was released on this and other Select Monitor III-related usage topics during August, 2014 which included screen shots with step-by-step instructions outlining the necessary procedures to follow for saving and e-mailing FFD and SSMIII data files. For those unfamiliar with TSB **01-172-14**, please locate it on STIS at your earliest opportunity and become familiar with this very important, time-saving information.

ATTENTION:

GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE INFORMATION

APPLICABILITY: All Models

NUMBER: 01-172-14

SUBJECT: Subaru Select Monitor III (SSMIII) Usage Tips

DATE: 08/13/14

INTRODUCTION

The purpose of this Service Information bulletin is to provide helpful tips for using the SSMIII diagnostic tool. For some, this information may seem basic or even remedial but for others, very relevant and helpful, especially for those technicians who are new to the Subaru brand. Some of the topics will be especially beneficial when working with the Techline or field staff as part of repair escalation or reporting of new quality concerns. Knowing the proper way to access, save and send (e-mail) requested electronic data and information files can often help expedite accurate repair recommendations and solutions.

Topics covered include:

- Identifying DTCs Stored in Memory
- Accessing and Saving Freeze-Frame Data
- Locating Calibration Identification (CID) and Calibration Verification (CVN) Information
- Saving OBD Data Files
- How To Send (or E-Mail) Saved Data Files

We are pleased to announce the introduction of a new, time-saving addition to the Genuine Subaru Chemicals line-up, Genuine Subaru Silicone Gasket Remover. This product is orderable in 12 oz. cans (12 per case) using part number **SOA868V9175**. The product information sheet shown below and the safety data sheet can be found under [SubaruNet > Fixed Ops – Inventory Ops > Chemicals & Oils](#) where all the latest products, product information sheets and MSDS sheets can be found. If you have any questions, please contact your District Parts and Service Manager.

GENUINE SUBARU CHEMICALS




Silicone Gasket Remover

Genuine Subaru Silicone Gasket Remover quickly loosens RTV silicone gaskets from valve covers, oil pans, timing covers, water pumps and differential covers. Simply spray the product on the silicone gasket and allow the powerful formula to do the work.

Benefits

- Reduces removal time and the need for abrasives
- Reduces risk of damaging sealing surface
- Softens silicone for easy removal with plastic scraper
- Convenient aerosol is ideal for hard to reach places
- 50 State compliant



Description	Part Number	Quantity/Unit/Pack	Discount
Silicone Gasket Remover	SOA868V9175	12 / 12 oz. / can	N/A

When the “QMR of the Month” program was launched in February 2013, we weren’t really sure what to expect. Now, here we are, two years into this program with 24 Technician Winners to date and the response to this successful program continues to grow. The quantity and quality of the information we are receiving through QMRs is better than ever. At the same time, sales of Subaru vehicles have broken the half-million mark for a single year. This means the impact you can have on vehicle quality, just by taking the time to report a new concern, has increased dramatically. In response, we are “upping the ante” starting with QMRs submitted during January, 2015.

The Subaru Techline and Field Quality Assurance groups are happy to announce an exciting enhancement to our very successful QMR of the Month recognition award program. Starting with the winner to be announced in next month’s Tech TIPS, the QMR of the Month winner will receive a new Apple iPad mini tablet along with a special black Subaru “*Confidence In Motion*” protective carrying case.

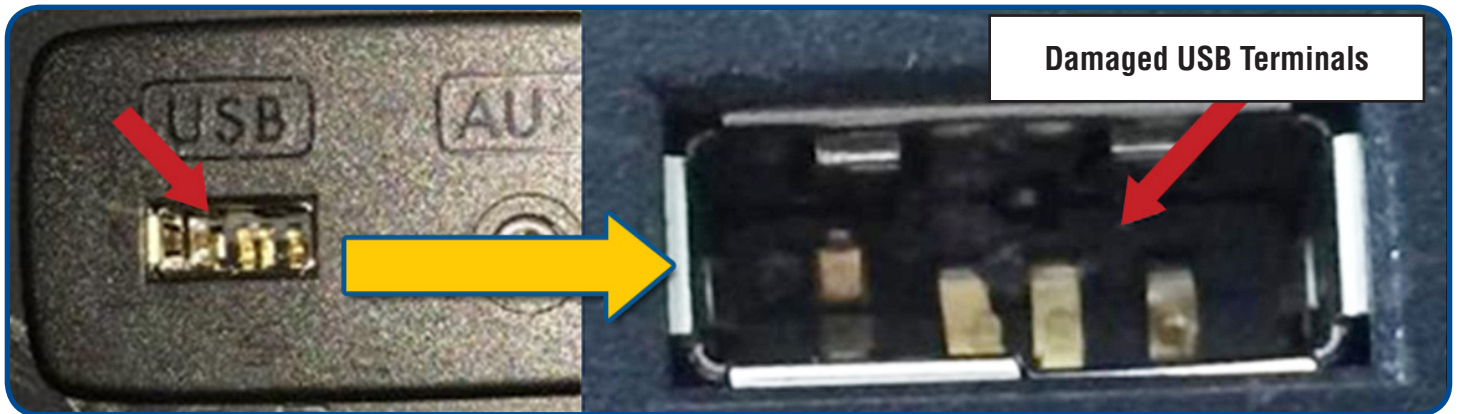



We truly appreciate you taking the time to complete and submit each and every QMR. The information we gain from them helps tremendously in improving product quality for our Subaru customers. In many cases, these reports lead directly to production improvements, parts improvements and/or service information releases which can help you save valuable time and quickly find what you need to fix it right the first time. Recipients can even submit QMRs directly from their new iPad mini by accessing the Subarunet.com website with the tablet’s web browser!

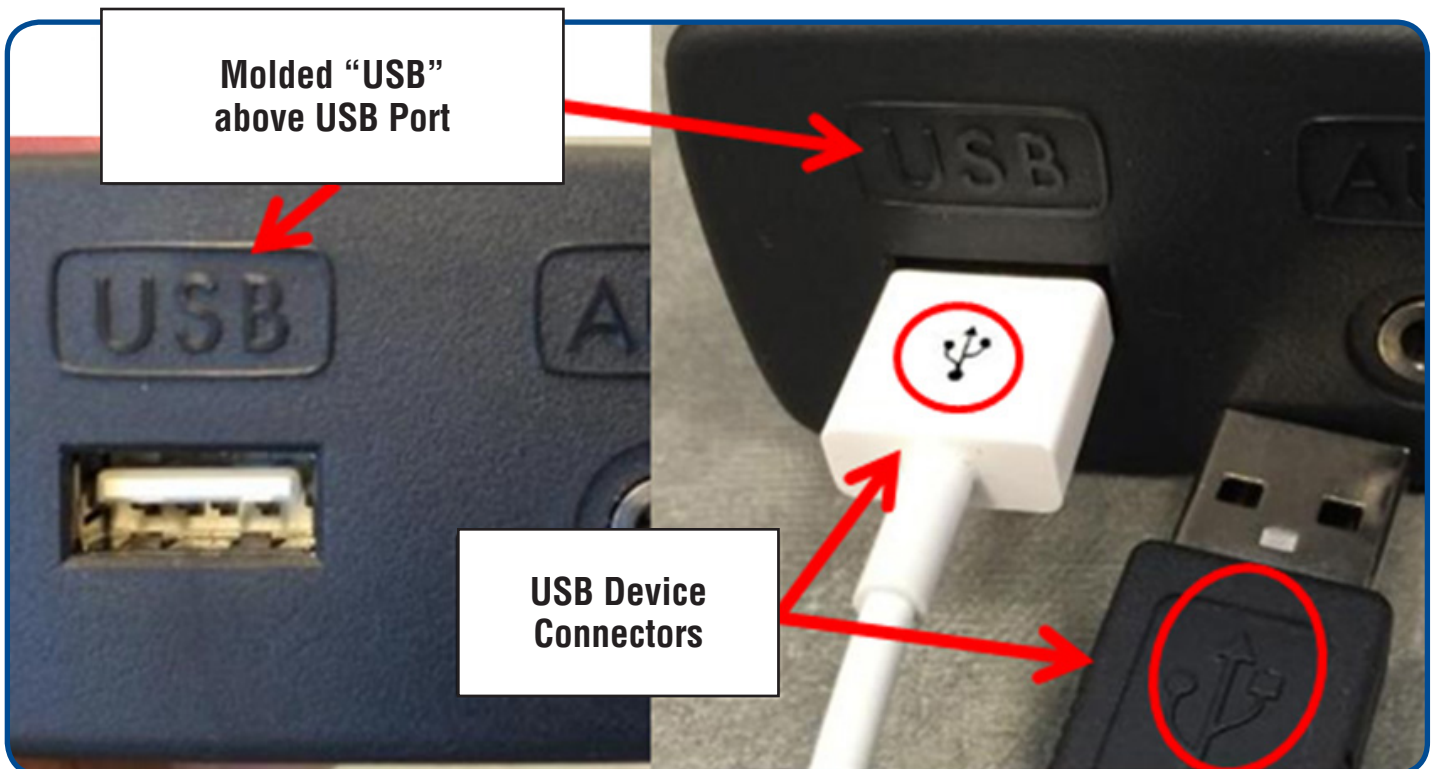
THANK YOU again and keep those QMR’s coming! Remember, any Subaru Service Technician can participate in QMR of the Month. See the February, 2013 issue of Tech TIPS for full details. You may see your name in a future Tech TIPS!

15 DAMAGED USB PORTS

As part of a regular review of USB port quality, a number of parts were collected for review. Upon inspection of these collected parts, a large percentage have been physically damaged as shown in the example photos below. This type of damage often results when the device being connected is plugged in with its connector either upside-down, forced / twisted into or forcibly removed from the USB port.



An easy way to prevent this type of damage is to make sure the USB icon  which is usually found on the body of the device connector always points upward. The USB connector inside the console box can be difficult to see, especially at night. In that case, make sure the USB icon faces toward the molded-in "USB" when connecting the device. Never force any device when connecting or disconnecting it to or from the USB port.



ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
12-178-14	Technical Service Bulletin	Hood Latch and Striker Mounting Bolt Change	30-Jan-15
5-177-14R	Technical Service Bulletin	New "Gen 2" Fujitsu Ten (F10) SD Card Audio / Navigation System Operating Tips	26-Jan-15
11-155-15	Technical Service Bulletin	Reprogramming File Availability for Extended Engine Cranking and Engine Oil Level Detection Improvement	26-Jan-15
16-93-15	Technical Service Bulletin	Reprogramming File Availability to Enhance Performance of the CVT Primary Pulley Oil Pressure Circuit	26-Jan-15
H630SFJ301	Accessory Installation Guide	Powered Subwoofer Installation Instructions (Impreza Sedan)	26-Jan-15
H630SFJ101	Accessory Installation Guide	Powered Subwoofer Installation Instructions	26-Jan-15
WQQ-52	Subaru Product / Campaign Bulletin	Application of Anti-Corrosion Material to the Four-Way (2-2 way) Joint Connector of the Brake Line System	26-Jan-15
11-154-15	Technical Service Bulletin	Reprogramming File Applicability for DTCs P000A and P000C	22-Jan-15
11-153-15	Technical Service Bulletin	Reprogramming File Availability for Extended Engine Cranking	22-Jan-15
05-59-15	Technical Service Bulletin	Change to Front Strut Mounting Nuts	22-Jan-15
07-88-15	Technical Service Bulletin	SOA821B200 Replacement Battery Installation Procedure	20-Jan-15

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
02-132-12R	Technical Service Bulletin	Diagnosis and Repair for AVCS-Related DTCs P000A, P000B, P000C, P000D, P0011, P0014, P0021 and P0024	19-Jan-15
E361SXA302	Accessory Installation Guide	Roof Mounted Bike Carrier (Single) (E361SXA302)	15-Jan-15
E361SAJ302	Accessory Installation Guide	Fork Mount Bike Carrier	15-Jan-15
09-60-15	Technical Service Bulletin	Fuel Filler Door Difficult to Open or Close	14-Jan-15
WQP-51	Subaru Product / Campaign Bulletin	Regional Front Passenger Air Bag Inflator Replacement	14-Jan-15
WQM-49R	Subaru Product / Campaign Bulletin	Regional Front Passenger Air Bag Inflator Replacement	14-Jan-15
02-158-14R	Technical Service Bulletin	Accessory Drive Belt Tensioner Component Changes	9-Jan-15
TIPS0115	TechTIPS NewsLetter	2015 January TechTIPS Newsletter	8-Jan-15
02-157-14R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	7-Jan-15
J201SAL101	Accessory Installation Guide	Auto Dimming Exterior Mirror with Approach Light and Blind Spot Detection Module	2-Jan-15
J201SAL001	Accessory Installation Guide	Auto Dimming Exterior Mirror with Approach Light	2-Jan-15

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
H7110VA100	Accessory Installation Guide	AC Power Outlet Kit (WRX and WRX STI)	2-Jan-15
H501SFJ001	Accessory Installation Guide	Auto dimming mirror with compass	2-Jan-15
H501SFJ101	Accessory Installation Guide	Auto dimming mirror with compass and homelink	2-Jan-15
H501SCA101	Accessory Installation Guide	Auto Dimming Mirror with Compass and Homelink (Impreza and XV Crosstrek with EyeSight)	2-Jan-15
H501SCA001	Accessory Installation Guide	Auto Dimming Mirror with Compass (Impreza and XV Crosstrek with EyeSight)	2-Jan-15
F541SAL000	Accessory Installation Guide	Outback Moonroof Air Deflector	2-Jan-15

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.

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: _____