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2015 CALENDAR OF SUBARU HOLIDAYS

Independence Day

Friday, July 3, 2015*

*Techline will also be closed on Saturday, July 4, 2015 as well.

Labor Day

Monday, September 7, 2015

Thanksgiving

Thursday, November 26, 2015

Friday, November 27, 2015

01 QMR OF THE MONTH

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

Michelle Garcia
Gillman Subaru - Houston Southwest
in Houston, Texas

Michelle submitted an extremely detailed QMR on her diagnosis and repair of a 2015 WRX-STI with multiple rattles coming from the rear package shelf. Michelle did an outstanding job of documenting each step she took in isolating the various causes of the rattles in great detail. The document she provided describing her repair process impressed even our own technical writers in its detail.

In appreciation for going the extra mile and sharing her experience with us in hopes of improving product quality, Michelle will be receiving the following from her FSE:

An **Apple iPad® Mini tablet** with a custom **Subaru Confidence in Motion case**

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

If you have never entered a QMR before, have an idea for one, or are not sure what should be reported, please discuss with your Field Service Engineer (FSE) or District Parts and Service Manager (DPSM) as they visit your store.

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



Recently, we have seen an increased amount of requests for retailers to submit better quality pictures showing the condition being reported in Authorization Requests for glass or paint. In most cases, requests can be processed in the same day when the pictures are clear and in focus. Make sure your photos do not have glare or reflections and the area of the defect is clean.

Why were my pictures not useable?

1. The camera you are using is unable to provide a quality picture. We request you review ALL of the pictures you plan to attach and only attach quality pictures which clearly show the condition being reported.
2. Pictures were taken too far away from the condition being reported.
3. Glare/reflection from overhead makes many of the pictures unusable.
4. The area of the vehicle has not been cleaned prior to taking pictures.
5. Out of focus pictures are unable to be used to make an informed decision.
6. The condition has not been captured with enough detail to make an informed decision.

You must be able to see the condition in the pictures you are submitting.

Examples of poor quality pictures:



Glare



Reflection



Not enough detail to make a decision and glare.



Reflection

Things to remember when taking photos that will be attached to an Authorization Request:

- Use only a quality camera shooting in a high resolution
- Clean the area you intend on photographing.
- Avoid taking pictures in areas where overhead lights, clouds or other items will cause glare or reflection.
- Review ALL pictures before releasing the vehicle. Only attach quality pictures to your Authorization Requests.
- When submitting a picture of a windshield, take pictures from a distance that clearly shows the condition. Show the entire crack, even if it means taking more than one picture, or use overlapping photos to capture it.

If you are unable to see the condition clearly in the pictures you are submitting, neither will the person reviewing the Authorization Request. Take the time to provide the best pictures possible on the first submission.

The 2015 Impreza (2.0 models) and XV Crosstrek now employ a liquid-cooled EGR system (EGR cooler). As a result, this new system requires an additional amount of coolant to be added to the system during vehicle manufacturing and servicing (12.8 to 16 ozs. more than prior model years depending on the vehicle). You may notice this during a PDI, as the coolant bottle may appear to be overfilled (by about 60mm above the “FULL” line). **DO NOT** adjust the fluid level as the engine will eventually do it on its own. This additional coolant will be drawn into the engine as the cooling system completely purges itself of any remaining air pockets through normal vehicle operation. This “purging” period may vary slightly depending on the vehicle’s initial use patterns.



01 COMBINATION METER AND BIU SHIPMENTS TO SOA

If it becomes necessary to send in a BIU, combination meter, or any other component during the course of a Techline correspondence, please ensure you or the person packaging the box takes the time to review the following:

- Did you use enough bubble wrap and a properly sized box to protect the Combination Meter from damage during shipping?
- Is the BIU properly wrapped and isolated away from the Combination Meter to avoid damage or scratches?
- Did you include a copy of the fax form in the box with your return shipping address?

Packing materials we suggest you avoid using:

- Styrofoam packing peanuts
- Inflated bags

14 NEW SSM4 SOFTWARE ON THE C2 TOUGHBOOK

Those with the new Panasonic C2 Toughbook may have noticed the new SSM4 software has been deployed. This was done in advance of the launch of certain 2016 Subaru models which will require SSM4 software for diagnosis. Please note: the SSM4 software is not intended to be used with 2015MY and previous vehicles and will not work properly if attempted. DO NOT contact Nuspire or the Subaru Techline if you are having trouble using SSM4 software on 2015 or earlier vehicles. You may use the Denso DST-i interface in combination with SSMIII software to communicate with 2004-2015MY vehicles by choosing the proper interface by pressing the F10 key and then restarting the application.

01 SENDING DATA INTO SUBARU

Have you been requested to send data files in for review while corresponding with Subaru Techline? Techline recently has had a few instances of data not being received by our mail servers. The issue seems to originate from domains being managed by **Yahoo.com** and **AOL.com**. We are currently working towards a resolution but in the interim we would recommend emails come from other domains, such as Gmail.

Alternatively, you can save your data onto a storage device and email the file from another computer to Tech@Subaru.com

In order for any data to be properly routed you must include your Techline case number in the title of the email followed by the last 8 of the VIN and the name of the Techline representative it is intended for. Do not assume your data has been received; it is always a good idea to call and confirm receipt.

Here is an example of a properly titled email:

Case #: 7186397171 / E808042 / Robert on Techline

The body of the email can include more details such as:

“I marked the file at point 447, this is when I felt a vibration”

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
06-49-15	Technical Service Bulletin	Design Change to Retaining Clip for Front ABS Wheel Speed Sensor	29-May-15
A091SCA001	Accessory Installation Guide	Engine Block Heater Kit (BRZ)	29-May-15
15-172-14R	Technical Service Bulletin	2015 Exchange Component Identification and Procedures	28-May-15
12-184-15	Technical Service Bulletin	Creak / Popping-Type Sound from Clutch Pedal Bracket Welds	28-May-15
12-176-14R	Technical Service Bulletin	Service Procedure to Address a Wind Rushing Sound from the Front Door Sash Area	28-May-15
01-168-09R	Technical Service Bulletin	Replacement Key and Immobilizer Information for Authorized Subaru Dealers	27-May-15
11-153-15R	Technical Service Bulletin	Reprogramming File Availability for Extended Engine Cranking	27-May-15
11-157-15	Technical Service Bulletin	Reprogramming File Availability for Extended Engine Cranking (Delayed Starting)	27-May-15
11-156-15	Technical Service Bulletin	Reprogramming File Availability for Extended Engine Cranking (Delayed Starting)	27-May-15
12-185-15	Technical Service Bulletin	Wind Rushing or Fluttering Sound from "B" Pillar Area	21-May-15
A091SCA000	Accessory Installation Guide	Engine Block Heater Kit - BRZ	20-May-15
C1010SG101	Accessory Installation Guide	STI Shift Knob (CVT)	20-May-15

All revised publications are highlighted in yellow.

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5T1591A	Service Manual Full	2015 XV Crosstrek Hybrid Emergency Response Guide	19-May-15
R_J2534	Other / Miscellaneous	Reprogramming J-2534 Files Chart	18-May-15
06-48-15	Technical Service Bulletin	Design Change to Stop Light Switch	15-May-15
	HTML Diagnostics	2016MY WRX and WRX STI Service Manual	15-May-15
G1230BE	Service Manual Full	2016MY WRX and WRX STI Service Manual	15-May-15
MSA5M1615A	Owner Manual	2016MY WRX and WRX STI EyeSight Owner's Manual	15-May-15
MSA5M1610A	Owner Manual	2016MY Forester, WRX and WRX STI SUBARU STARLINK 7.0" Multimedia Plus and Multimedia Navigation Owner's Manual	15-May-15
MSA5M1605A	Owner Manual	2016MY WRX and WRX STI Owner's Manual	15-May-15
01-168-09R	Technical Service Bulletin	Replacement Key and Immobilizer Information for Authorized Subaru Dealers	15-May-15
15-172-14R	Technical Service Bulletin	2015 Exchange Component Identification and Procedures	11-May-15
15-168-13R	Technical Service Bulletin	2014 Exchange Component Identification and Procedures	11-May-15
14-21-15	Technical Service Bulletin	Fuel Pressure Gauge Hose Set (J-49863-1) Modification	11-May-15

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
12-157-13R	Technical Service Bulletin	Rattle or Buzzing Sound from "A" Pillar Trim	7-May-15
12-177-14R	Technical Service Bulletin	Service Procedure to Address a Wind Rushing Sound from the Rear Door Sash Area	7-May-15
04-13-14R	Technical Service Bulletin	New Electric Power Steering (EPS) Control Unit for DTC C2532	5-May-15
TIPS0515	TechTIPS NewsLetter	2015 May TechTIPS Newsletter	4-May-15
12-176-14R	Technical Service Bulletin	Service Procedure to Address a Wind Rushing Sound from the Front Door Sash Area	4-May-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: _____