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2015 CALENDAR OF SUBARU HOLIDAYS

Labor Day

Monday, September 7, 2015

Thanksgiving

Thursday, November 26, 2015

Friday, November 27, 2015

Holidays

Thursday, December 24, 2015

Friday, December 25, 2015

01 QMR OF THE MONTH

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

Randy Bosworth

Shortline Subaru in Aurora, Colorado

Randy submitted a very detailed QMR on his diagnosis and repair of a 2015 WRX with a crank, no-start condition. Randy did a great job of documenting each step he took in diagnosing the root cause of the condition. This included adding clear, detailed photos which included call-outs (labels identifying specific areas of the photos to call attention to along with adding comments). The end result of his diagnosis was finding a partially backed out pin in the under-dash fuse holder (F/B) which resulted in an open circuit.

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



01 QMR OF THE MONTH AWARD PRESENTATION

As part of our QMR of the Month recognition program, we will include a photo (when available) of the recipient's award presentation in TIPS. The winner selected from QMR of the Month submissions received during April was Michelle Garcia, a Technician at Gillman Subaru – Houston Southwest in Houston, TX.

Michelle is shown below after receiving her new iPad mini from (l to r): **Stacey Gillman Wimbish**, President Gillman Automotive Group, **David Kemp**, Fixed Operations Manager, Gillman Subaru Houston, **Eliel Ramirez**, General Manager, Gillman Subaru Houston, **Michelle Garcia**, Service Technician, Gillman Subaru Houston, **Wally Mendez**, Service Manager, Gillman Subaru Houston, **Patrick York**, Chief Operating Officer, Gillman Automotive Group and **Pat Hayes**, Field Service Engineer, Subaru of America.



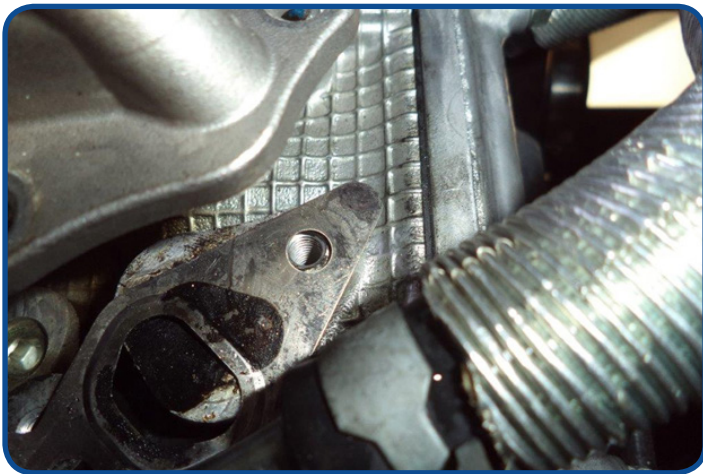
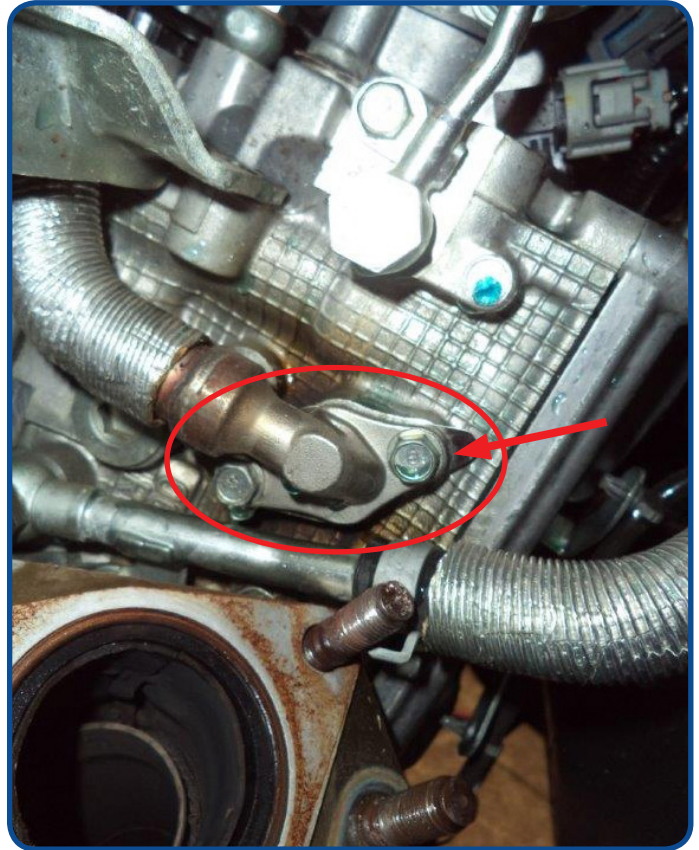
06 BRAKE FLUID COLOR CHANGE

As new Impreza and XV Crosstrek models from the main assembly plant in Japan arrive at Subaru retailers in June, you may notice a change in the color of the brake fluid from vehicles produced in prior months and years and even between current production models. This is due to FHI adopting the brake fluid currently used in the BRZ as the single-source brake fluid for all models produced at the main plant in Japan. The other plant in Japan which builds Forester, Impreza and XV Crosstrek will continue to use the existing brake fluid as before. FHI has informed us both brake fluids have the same DOT3 rating and can be mixed with no compatibility concerns. As a result, SOA will NOT be making any changes in our Genuine Subaru Brake Fluid. Genuine Subaru Brake Fluid (p.n. SOA868V9220) can be used with either fluid.

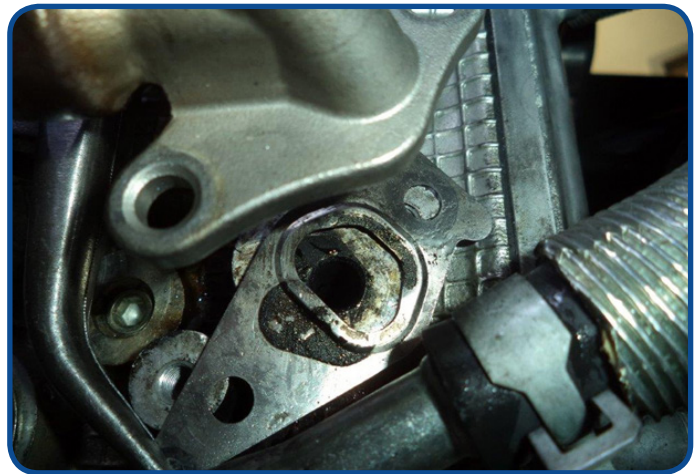
When working on a vehicle with Secondary Air Injection System DTCs P2441 or P2442, check the vehicle history to see if there has been any work done to the engine or the Secondary Air Injection System prior to the DTC setting.

If so, check to see if there appear to be traces of carbon on the back of the right hand cylinder head. Turbo Charger removal may be necessary to get a good view of the pipe which bolts to the back of the cylinder head. If carbon traces are seen as shown in the photos below, there is a good chance the gasket that seals the secondary air pipe to the back of the cylinder head is installed in the wrong direction (from prior repair) causing secondary air flow to be partially blocked.

As seen in the attached photos, this gasket is pointed on one end. The correct way to install this gasket is with the pointed end facing towards the transmission.



Wrong Way (Point Towards the Valve Cover)



Correct Way (Point Towards the Short Block)

While gathering your initial information to aid in diagnosis, it is always a good idea to inquire from the customer if they have installed any aftermarket accessories. Always inspect for them on your own regardless of the customer's response. A QMR was received outlining a driveability and stalling concern the customer was experiencing. The Technician's inspection revealed an aftermarket engine / fuel economy monitor similar to the unit shown below plugged into the vehicle's OBDII connector. After further discussion with the customer about the accessory, it came out that the driveability concerns only occurred when the monitor was connected.

Remember, the only accessories tested and confirmed to be compatible with the various operating systems used on Subaru vehicles are those found in the Genuine Subaru Accessory catalogs and brochures.

The screenshot shows the ScanGauge website. At the top, it says "Home of the ScanGauge" with "Contact Us" and "About Linear Logic" links. Below the navigation bar, there's a main banner for "ScanGauge II" with a "Learn More" button. To the right, there's a sidebar with links for "ScanGaugeD", "ScanGaugeII", "ScanGaugeE", and "X-Gauge Commands". The main content area is titled "Ultra Compact Automotive Computers" and describes the product line. It lists several features:

- Fuel Saving Features!**
- Compact size** Fits almost anywhere!
- ScanGaugeII & ScanGaugeE Work On all 1996 & Newer Cars and Light Trucks** Including: Gas, Diesel, Propane and Hybrid Vehicles with
- ScanGaugeII & ScanGaugeE Work On All OBDII Protocols** including CAN, required on all vehicles starting in 2008.
- ScanGaugeD works with J1939 & J1708 Protocol** Perfect for Diesel pusher RV's and over the road, long-haul trucks.
- Detachable Cable** Allows for easy portability from vehicle to vehicle.
- Easy Menu Driven Operation** No need to memorize complex sequences
- Large High Contrast LCD** User changeable back light color
- Money Back Guarantee!** 30 day unconditional money back guarantee!

There are also three small images of the ScanGauge devices showing different screens: "SCAN GAUGE TRIP MORE", "SCAN GAUGE TRIP MORE", and "SCAN GAUGE TRIP MORE".

Oil consumption is an inherent feature of all internal combustion engines and the rate of consumption can be affected by such factors as transmission type, driving style, terrain and temperature. Our internal data shows that very few of our owners have experienced above-expectation oil consumption, much less than 1% of Subaru vehicles overall. We have continued to develop our products and our data suggests that this already low rate has been further reduced. The Subaru owner's manual includes a normal consumption example of 1 qt per 1,200 miles, and most owners will experience consumption at lower rates with normal driving. However, if an owner feels they are using more oil than they should be, retailers will assess the situation on a case-by-case basis and can perform a consumption test to determine what actions should be taken. Different drivers in the same car may experience different results. However, Subaru will continue to offer assistance to customers who feel they are experiencing above-expectation consumption.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
WQS-54	Subaru Product / Campaign Bulletin	WQS-54 Driver Assist System (EyeSight) Delay in Warning Indicator	30-Jun-15
H6710FJ000	Accessory Installation Guide	Cigarette Lighter Kit (H6710FJ000)	29-Jun-15
15-182-15R	Technical Service Bulletin	Procedures for Updating the Head Unit Operating Software (AVN)	29-Jun-15
12-186-15	Technical Service Bulletin	Paint Chipping between Hood Grille (Scoop) and Hood	22-Jun-15
15-183-15	Technical Service Bulletin	Procedures for Updating the Head Unit Operating Software (DA)	18-Jun-15
WQR-53R	Subaru Product / Campaign Bulletin	Takata Front Passenger Air Bag Inflator Replacement	17-Jun-15
SUTTIPSLOC	Other / Miscellaneous	TechTIPS Article Locator Index (Updated 06-2015)	16-Jun-15
J101SVA000...	Accessory Installation Guide	Rear Aero Splash Guard Kit (WRX and WRX STI)	15-Jun-15
07-91-15	Technical Service Bulletin	Intermittent Wiper Operation with Switch in Off Position	15-Jun-15
02-132-12R	Technical Service Bulletin	Diagnosis and Repair for AVCS-Related DTCs P000A, P000B, P000C, P000D, P0011, P0014, P0021 and P0024	10-Jun-15
WQS-54	Subaru Product / Campaign Bulletin	Repair Procedure for Subaru Recall Campaign Stop Sale WQS-54 Driver Assist System Delay in Warning Indicator	5-Jun-15

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
18-181-15	Service Manual Correction	Service Manual Corrections	3-Jun-15
H6710SG000xx	Accessory Installation Guide	Cigarette Lighter Kit (2016 Forester)	3-Jun-15
TIPS0615	TechTIPS Newsletter	2015 June TechTIPS Newsletter	2-Jun-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: _____