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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:

Rick Vens from AutoNation Subaru Spokane Valley in Spokane Valley, WA

Rick submitted a very detailed QMR on his diagnosis and repair of a keyless access and start equipped 2015 Legacy with a customer concern of driver front seat memory buttons that were inoperative when the engine was running. First, he confirmed the seat memory buttons functioned as expected with the ignition off or in the accessory position, but would not function with the engine running. Rick reviewed the Owner's Manual information and found the system would only operate with the engine running if the transmission was in park. The combination meter indicated the car was in park. However, when Rick pressed the start button and changed the ignition to accessory mode, he received a message on the multifunction display in the combination meter indicating to place the car in park. This led him to check the keyless access and start control module where he found that the system did not show the selector in park. After review of the inputs to the control module and inspection of the selector, he found that there had been some sticky fluid (soda?) spilled onto the selector preventing the micro switch from closing when the selector was placed in park. This did not affect the operation of the vehicle from a driving or parking perspective but precluded the operation of the seat memory function while the engine was running. The customer paid for the fluid damage repairs and the condition was corrected.

In appreciation for going the extra mile and sharing his experience with us in hopes of improving product quality, Rick 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 TECHNICIAN SUBMISSION OF THE MONTH

We would like to thank Sean Ernest of Annapolis Subaru for submitting a helpful TIP to assist his fellow technicians. Mr. Ernest recommends using a pin stripe eraser wheel mounted to his electric drill to clean off the adhesive residue from stick on wheel weights. The eraser wheel he used was an Astro Pneumatic Tool company part number 400E. The eraser wheel will quickly and gently remove the residue to ensuring the new wheel weights have a smooth mounting surface. Mr. Ernest will be receiving a Subaru Master Technician travel bag for his efforts.



03 TRANSMISSION COOLER FLUSHING

Please review Technical Service Bulletin 16-42-90R for proper flushing procedures whenever replacing automatic transmissions. Confirm the procedure has been performed by: Technician notes on the repair order, the proper part number for transmission flush appears on the claim and by entering claim comments stating the cooler flush has been performed.

Claims for automatic transmission replacement or repair that fail to perform this procedure are subject to rejection or debit.

Please contact the Claims Helpline at 1-866-782-2782 if you have any questions.



Subaru STARLINK (Telematics) equipped Forester, Outback, and Legacy Models have a new Data Communications Module (DCM). The DCM has similar characteristics of a new cell phone that has not yet been provisioned for subscription service. It will look for a specific network when the vehicle is powered up during the verification/initial activation process. After the verification / initial activation process is successfully completed, the DCM will provide SUBARU "STARLINK" communication through the SiriusXM® (SXM) network. The initial activation process is completed as part of the Port PDI. For Retailer Technicians PDI a new line item has been added to the PDI Checklist as shown here.

Enter Vehicle – Key: ON / Engine: OFF

Verify Telematics lights are off (green & red) – where applicable

In the case of this PDI check, the words "where applicable" are meant to convey that this check only applies when the vehicle is equipped with Telematics.

To complete this PDI item, the Technician needs only to confirm that both Telematics lamps are extinguished as shown in Figure 1 below. This completes the PDI check item.

At this point if the Blue "i" button is pressed one time, the technician will hear a recorded message that says, "Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service". This indicates that the DCM initial activation was successful. While not a required step this does further confirm that no additional action is required.

If the condition in Figure 2 is found, the Technician should press the BLUE "i" button one time and confirm if they can connect to Subaru Roadside Assistance.

If Subaru Roadside Assistance answers, the system has an Active Subscription and no further action is required.

If there is no response (and are in an unobstructed area with clear cellular reception), the initial activation may be incomplete and will need to be completed. This process is described below.

If the conditions shown in Figures 3 or 4 are found, follow the troubleshooting in the applicable Service Manual then review your findings with the Subaru Technical Helpline **prior to** any actual repair. This process is part of our initial quality monitoring of the new STARLINK Telematics System. We appreciate your support in notifying SOA of any concerns you find with the new STARLINK Telematics system.



Figure 1) Both Telematics lamps are extinguished. This is the expected condition at PDI.



Figure 2) This condition indicates either Initial Activation is incomplete or the vehicle has an Active Subscription.

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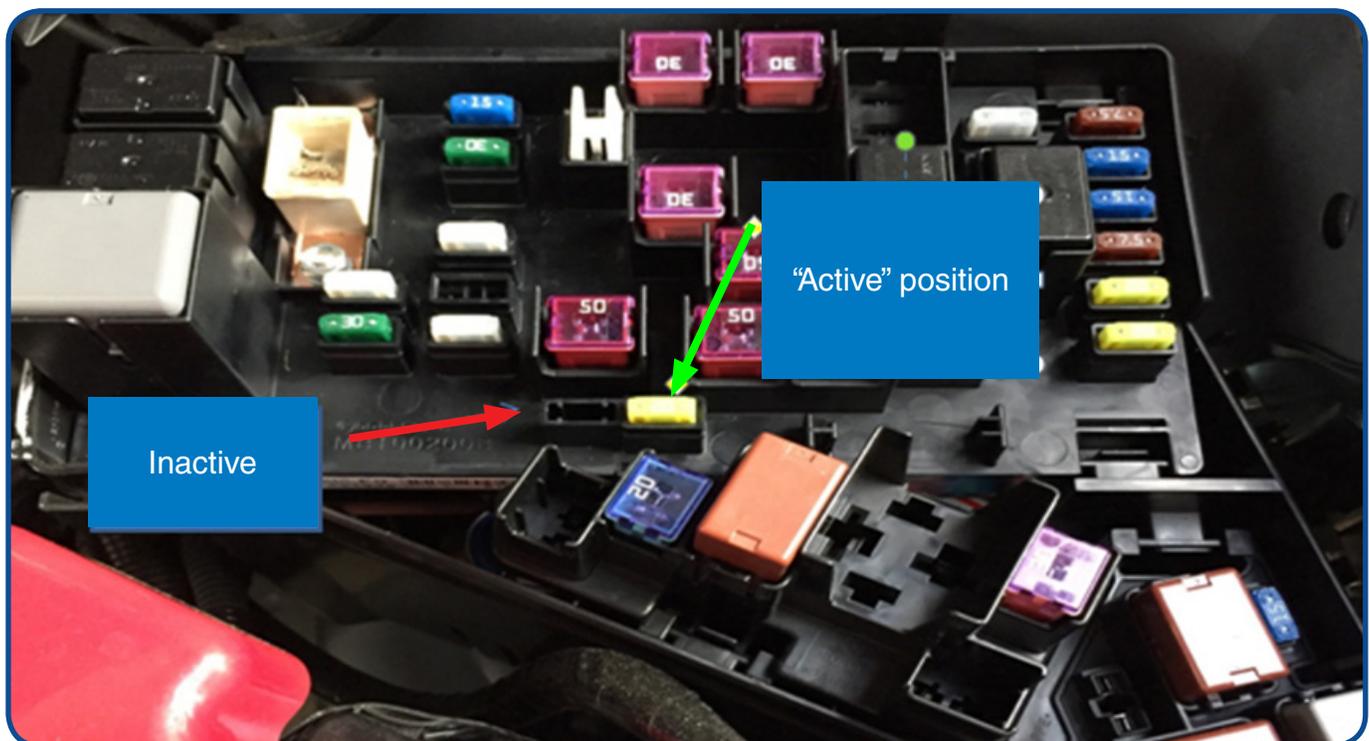
Figure 3) If both lamps are illuminated, this indicates the Telematics device is having a communications concern.



Figure 4) This condition indicates a possible hardware concern.

The Initial Activation process (only if determined to be incomplete) is:

1. Verify back-up 20amp back up / PDI fuse is in active position. **NOTE:** the 20amp back-up fuse must be active to initiate the process.



2. Place the ignition switch in the ON / Engine OFF position. A RED color light may flash briefly, then you will see a **solid GREEN light**. If solid GREEN light does not illuminate, start the engine for 5 seconds, turn "OFF" the ignition then repeat Step 2 from the beginning. (**NOTE:** the RED light flash only occurs the first time the key is turned on after the backup fuse is installed).

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3. Press and hold the blue i- button (i-Call Information) until the RED and GREEN LEDs flash then shut off. In some cases, the RED and GREEN lights may continue to flash. Once they stop, the initialization is complete.
4. Telematics verification/ initial activation is now complete. All lights are off. **NOTE:** the light sequence will not restart once completed.
5. At this time if the BLUE “i” button is pressed one time the system will connect and the technician will hear this recorded message, “Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service.”

NOTE: Any other behavior of the lights, I.E.: Not flashing, solid lights, etc. indicate potential telematics system problems. **Notify the Subaru Technical Helpline of any abnormal conditions.**

01 EYESIGHT CHARTS

Subaru Techline has received a number of calls regarding unsuccessful EyeSight camera adjustment due to the incorrect chart being selected. Subaru currently has 2 separate charts for EyeSight-equipped vehicles. Whenever performing an EyeSight adjustment, refer to the Service Manual to determine the proper chart to use and procedure to follow for your application.

Guidelines to follow as mentioned in the Service Manual include but are not limited to:

1. The headlights must be turned off.
2. The vehicle must be parked on a level surface.
3. The inflation pressure of tires must be correct.
4. The vehicle cannot have load or passengers.
5. The front wheels must be directed to the straight ahead position, when the steering wheel is set to the center position.

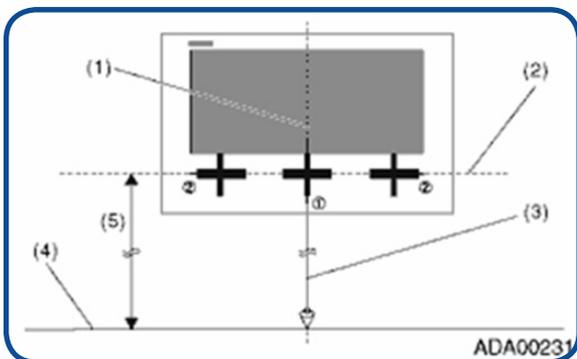
For Reference:

2013 / 2014 Legacy and Outback uses chart 87599YC001

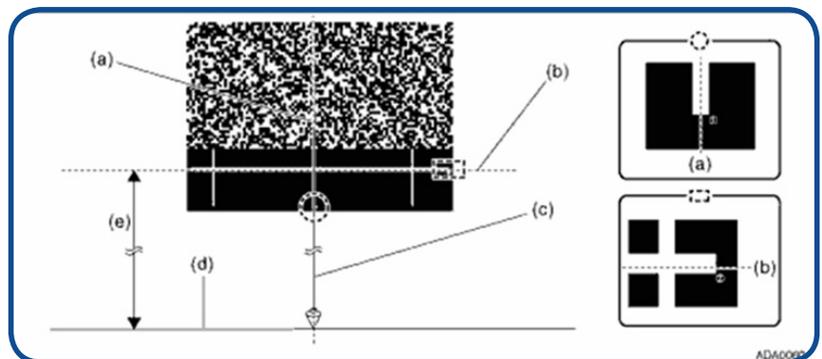
2014 / 2015 Forester uses chart 87599YC001

2015 Legacy and Outback uses chart 87599VA000

2016 WRX uses chart 87599VA000



87599YC001



87599VA000

Should you receive a customer inquiry about the Red Light Camera Alerts not functioning with the Sirius/XM Traffic feature, the reason is because that particular function is not supported by the current XM Traffic program. As an alternative, locations of (for example) Red Light Cameras can be added manually by the user.

IMPORTANT NOTE: When using the Navigation system's Alert Point features, always follow all applicable state and local laws.

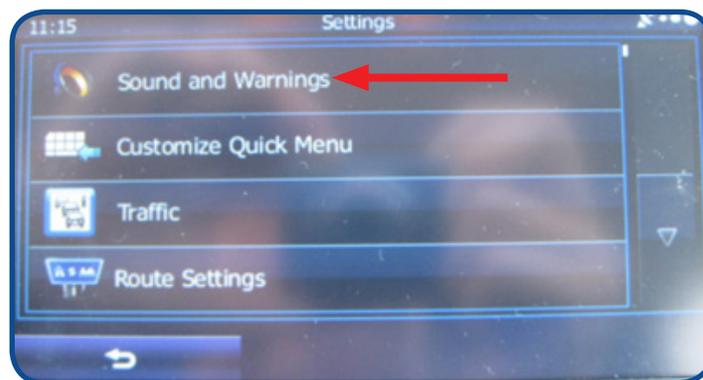
Follow the steps shown below to manually add Alert Points:

Before a new Alert Point can be added, the Alert Point Warning feature must be activated from the Settings menu:

- Press the **Menu** soft key on the screen.
- Press **Settings**
- Press **Sounds and Warnings**
- Press **Volume**
- Press, hold then slide the **Alert Beeps** volume button across to the desired volume level.



- Press the back arrow  until you return to the Sounds and Warnings screen.



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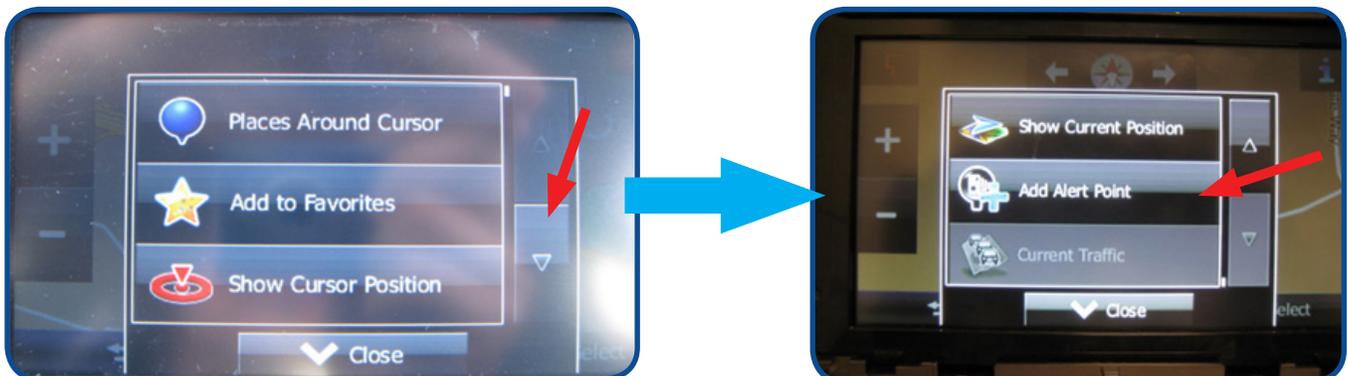
- Press **Sounds and Warnings**, touch the check box to turn on Alert Point Warnings then press **Turn On** to activate the function if you wish to proceed.



- At this point, you are ready to add an Alert Point to your Navigation system.
- Move the cursor to the target location (Alert Point) and press the **MORE** soft key.



- Press the **DOWN** arrow to advance the menu then press **Add Alert Point**.



15 GEN 1 F10 NAVIGATION SYSTEM, RED LIGHT ALERT FUNCTION

- Press **Type of Alert** which will open a menu / list of the available alert types. For this example, **Red Light Camera** was selected then **SAVE** was pressed to store the Alert Point.



When approaching a stored Alert Point, a beep / tone will sound approximately 2/10 of a mile before the Alert point is reached. It will sound again as you get closer. An icon for the type of Alert Point will also appear on the screen.



The 2016 Forester Service Manual marks the beginning of the next generation of Service Manual information from Subaru. As a result of the enhancements, this Service Manual will be the first one available exclusively in HTML format. This will be a change for anyone used to using service information in the PDF only format (as found in the Online Reference area of STIS). We believe once you have an opportunity to become familiar with the new features of Service Manual you will find it in many ways superior to the last version. For those less familiar with how to access the new HTML version of the Service Manual, see the screen capture below.

SUBARU Technical Information System

Information ▾ Online Reference Service Diagnostics ▾ Login / My Account ▾ Logged in as Dealer/Subaru

Welcome

Welcome to the new

This website offers two different to Service Manuals and previously-pri "Service Diagnostics", contains a information via "troubleshooting"

We hope that the new **Diagnostic** vehicles. We make great efforts to printed repair manuals, becoming

2016 > Forester

2015 > WRX

2014 > WRX STI

2013 > This section, referred to as "Online Reference", contains PDF-based ce Bulletins, Newsletters, Owners Manuals, etc.). The other area, called

2012 > Service Manuals, which allow for easy location of diagnostic Service **Diagnostic Trouble Codes (DTC)**.

2011 > of special value to Subaru Automotive Technicians repairing our

2010 > nation, so we hope this resource will quickly replace your outdated on to always be up-to-date.

2009 >

2008 >

2007 >

2006 >

2005 >

(c) 2011 Subaru of America

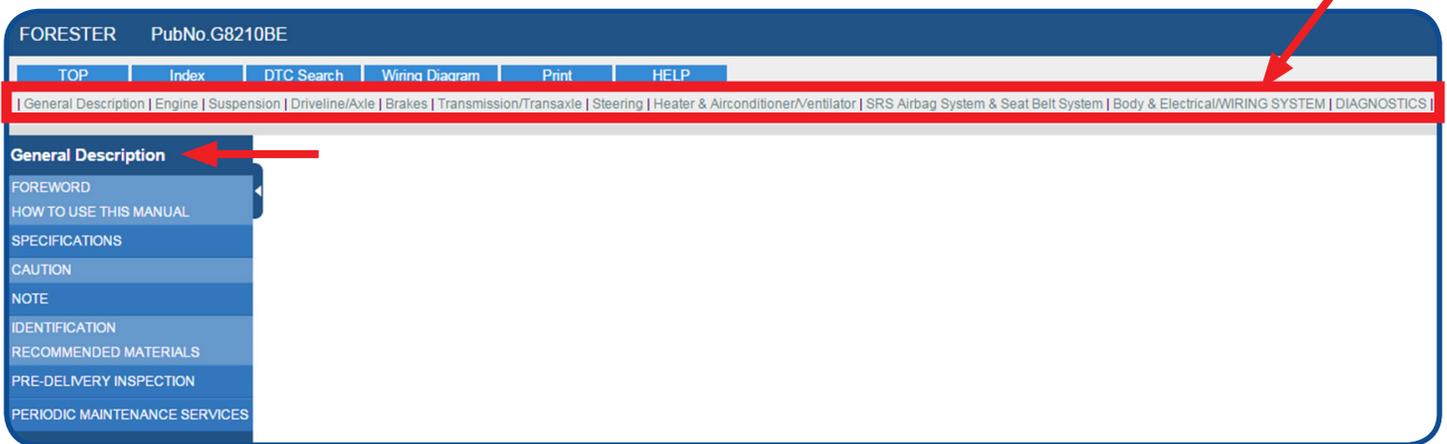
When you arrive at the landing page for the Service Manual be aware that it appears blank, when in reality, it is waiting for the user to make a selection.

FORESTER PubNo.G8210BE

TOP Index DTC Search Wiring Diagram Print HELP

| General Description | Engine | Suspension | Driveline/Axle | Brakes | Transmission/Transaxle | Steering | Heater & Airconditioner/Ventilator | SRS Airbag System & Seat Belt System | Body & Electrical/WIRING SYSTEM | DIAGNOSTICS |

Clicking on the desired section such as General Description in this case will populate the subsection selections.



Alternatively, you may also select the Index, DTC Search or Wiring Diagram to search for the desired information. Take a moment to review the Help section for some useful orientation materials along with tips on printing from the new manual format.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
16-94-15	Technical Service Bulletin	Diagnosis and Repair of DTCs P172A and P0B0B	30-Jul-15
15-172-14R	Technical Service Bulletin	2015 Exchange Component Identification and Procedures	29-Jul-15
02-157-14R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	28-Jul-15
H6710AL010	Accessory Installation Guide	2015MY Legacy and Outback Cigarette Lighter Kit	28-Jul-15
12-187-15	Technical Service Bulletin	Design Change to Trunk Latch Assembly	27-Jul-15

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
05-60-15	Technical Service Bulletin	Rattling Sound from Front Suspension While Driving Inspection Method for Loose Strut Retaining Nut	27-Jul-15
12-171-15	Technical Service Bulletin	Uneven Gap between Dash Pad and Center Air Vent Grille	27-Jul-15
09-59-14R	Technical Service Bulletin	Rust Treatment Procedure for Heat Shield Retaining Bolt Heads	27-Jul-15
07-94-15	Technical Service Bulletin	Interference between the Fender and Side Marker Lamp	23-Jul-15
07-93-15	Technical Service Bulletin	Unnecessary Power Window Switch Replacements	23-Jul-15
16-42-90R	Technical Service Bulletin	Transmission Cooler Flushing	22-Jul-15
SOA7181002	Accessory Installation Guide	Bumper Corner Molding (2 piece)	21-Jul-15
01-168-09R	Technical Service Bulletin	Replacement Key and Immobilizer Information for Authorized Subaru Dealers	16-Jul-15
15-177-14R	Technical Service Bulletin	New "Gen 2" Fujitsu Ten (F10) SD Card Audio / Navigation System Operating Tips	10-Jul-15
E751SVA000	Accessory Installation Guide	WRX and WRX STI Vortex Generator	9-Jul-15
E7110CA100	Accessory Installation Guide	BRZ Side Fin Blade (Black)	9-Jul-15

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-181-15R	Technical Service Bulletin	"Popping Sound" Heard From Speakers	9-Jul-15
07-92-15	Technical Service Bulletin	Condensation (Fogging) in Rear Combination Lamps	8-Jul-15
TIPS0715	TechTIPS NewsLetter	2015 July TechTIPS Newsletter	7-Jul-15
SOA801P000xx	Accessory Installation Guide	Forester Door Edge Guards	7-Jul-15
04-13-09R	Technical Service Bulletin	Power Steering Pump Relief Valve	6-Jul-15
F551SAL100	Accessory Installation Guide	Trunk Hook	6-Jul-15
ASE_Summer	Other / Miscellaneous	ASE's Summer Certification Registration & Testing	1-Jul-15
MSA5B1602A	Owner Manual	2016MY Forester Quick Reference Guide	1-Jul-15
MSA5M1613A	Owner Manual	2016MY Forester EyeSight Owner's Manual	1-Jul-15
MSA5M1617A	Owner Manual	2016MY SUBARU STARLINK Safety and Security Owner's Manual	1-Jul-15
	HTML Diagnostics	2016MY Forester Service Manual	1-Jul-15
MSA5B1611A	Owner Manual	2016MY SUBARU STARLINK Quick Reference Guide	1-Jul-15
MSA5M1602A	Owner Manual	2016MY Forester Owner's Manual	1-Jul-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.

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: _____