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2016 CALENDAR OF SUBARU HOLIDAYS

Labor Day

Monday, September 5, 2016

Thanksgiving

Thursday, November 24, 2016

01 QMR OF THE MONTH

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

Timothy Collins from
Somerset Subaru in Somerset, MA

Timothy submitted a very detailed QMR on his diagnosis and repair of a 2015 Outback with 14,400 miles. The customer reported he was hearing a click type sound from the rear of the car when driving over bumps. Based upon the complaint, Timothy started his diagnosis by confirming the concern. He found it could be duplicated easily on the road test and determined it was originating from the right rear of the vehicle. A check of suspension components on the right rear found no loose or rubbing components. Timothy then removed all loose items and trim from the interior of the right rear and luggage area. Using a stethoscope, and assistance from another Technician to drive, the car was road tested again to further locate the sound. The sound was duplicated but no interior source was located. At that point the car was put back on the lift and the fender liner removed to inspect the exterior body seams and welds. It was here Timothy recalled TSB 12-147-13R involving a similar sound on the prior generation Outback. With that in mind, he cleared away the weld seam sealer covering the welds described in that bulletin and inspected them. Seeing significant weld spattering, Timothy imagined there could be more spatter between the panels causing the sound. He then panned the areas around the two welds to crush any spatter between the panels and prevent the sound from occurring. A final road test confirmed this corrected the sound. At this point additional welds were added to further secure the panels and a fresh coating of weld seam sealer and paint applied to complete the repair. Timothy's report included many clear photos that showed the before and after repair conditions. These details made it very clear how he arrived at the final result and provided useful feedback for manufacturing.

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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

In appreciation for going the extra mile and sharing his experience with us, Timothy will be receiving the following from his Field Service Engineer (FSE):

A Snap On ATECH2FR100B Electronic Torque Wrench plus credits to be used for additional award items of his choice.

Any Subaru Service Technician can participate in QMR of the Month. See the February, 2013 and January 2016 TechTIPS for full details. You may see your name here in a future TechTIPS.

01 QMR OF THE MONTH AWARD PRESENTATION



As part of our “enhanced” QMR of the Month recognition program, we will be including a photo (whenever available) of the recipient’s award presentation in TIPS. The winner selected from QMR of the Month submissions received during July was Timothy Collins, a Technician at Somerset Subaru in Somerset, MA. Timothy is shown above receiving his award and is joined by: (l to r), Barry Jagolinzer, Dealer Principal, Service Manager, Joe Papa and John Triantafilles, Field Service Engineer, Subaru New England (SNE).

Congratulations and **THANK YOU** to July’s QMR of the Month Award recipient, Timothy Collins!

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Subaru and the other automotive manufacturers have teamed up to co-sponsor an industry study of Technicians across the United States and Canada.

The purpose of this study is to determine trends, satisfaction levels, and operational issues with how Subaru and your Retailer supports you. Your feedback is extremely important and will be used to enhance the level of service we provide you. The more responses we receive, the stronger the message that is communicated to us.

Please note all your responses will be held strictly confidential and will not be shared with anyone within your Retailer.

To access the survey, please visit:
www.SubaruTechSurvey.com

The survey should take around 15-20 minutes to complete. Please take this opportunity to provide us with some valuable information.

Please complete the survey by **October 14, 2016**.

Thank you for your contribution.

The Techline has received a number of calls concerning vehicles with inoperative Telematics systems. A significant number of these vehicles were involved with retailer trades which may have resulted in an incomplete PDI at the original retailer. The associated claim details often described a missing Telematics fuse as the cause of failure. Reports have also been received on both Impreza and Crosstrek. For 2017MY Forester, both the amperage rating and location of the Telematics fuse found in the under-hood (M/B) fuse box have been changed. The system now utilizes a 10A fuse (vs. 20A in 2016MY). This change may also be causing some of the confusion as the PDI fuse is also 10A. In conclusion, it appears the 10A Telematics fuse may be getting confused with the 10A PDI fuse and removed in error but not replaced when the correct (PDI) fuse is identified and removed.

For Forester models, the Telematics fuse location changes are shown in the photos below. Reference photos are also provided for 2016MY Impreza, Crosstrek and 2017MY WRX (WRX uses a 20A Telematics fuse). The Forester's PDI fuse location is unchanged. If the Telematics fuse is found to be missing during the prep for sale PDI, install a 10A fuse as shown in the photos below and **always** confirm proper system operation before delivery. Please review this area with all your PDI Technicians, Get-Ready Personnel, and anyone else who routinely moves or removes fuses prior to test drives and / or vehicle delivery.

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2016MY Forester N/A



2016MY Forester XT (DIT)



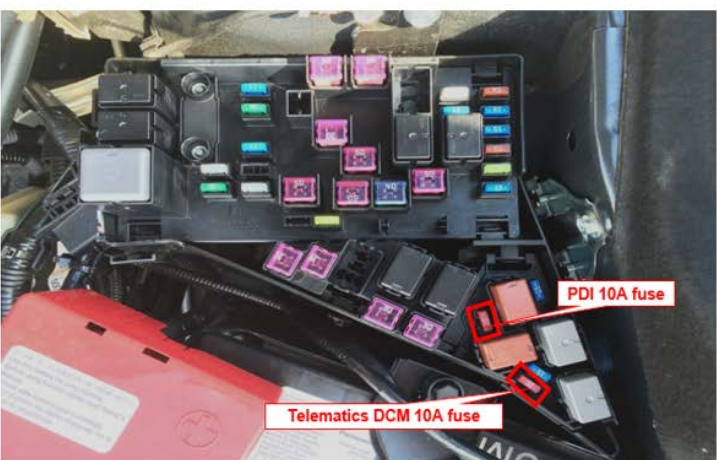
2017MY Forester N/A



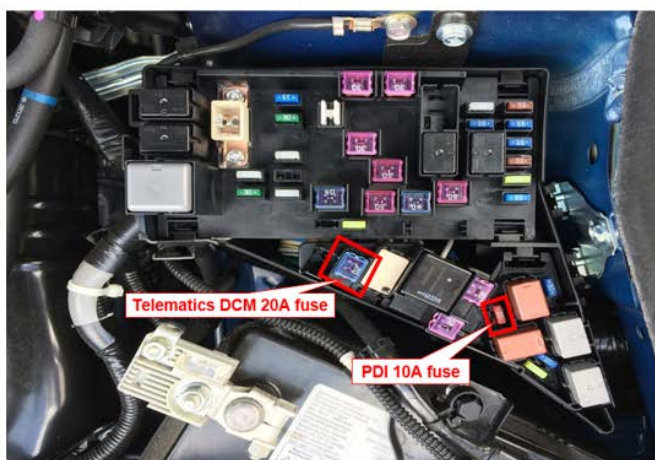
2017MY Forester XT (DIT)



2016MY Impreza / Crosstrek / Crosstrek HEV



2017MY WRX (2.0 DIT)



NOTE: See TSB 15-203-16 dated 9/7/2016 for more related information.

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15 KEYLESS ACCESS WITH PUSH BUTTON START VEHICLES - ERRATIC BEEPING WHEN ENTERING THE VEHICLE

If when unlocking a Keyless Access with Push Button start vehicle using the exterior door handle feature and you receive 2 beeps repeated 5 times, a quick review of the BIU data will likely show the cause. **Figure 1** shows the two items to monitor depending on which front door is being used to duplicate the issue.

Figure 1: BIU Data PIDs to monitor

Issue occurs when using Driver's door →	Driver's seat lock status SW input	ON/OFF
Issue occurs when using Passenger's door →	Passenger's seat lock status SW input	ON/OFF

While monitoring the data, unlock from the door handle that is used when the issue occurs. If the lock status remains ON, the BIU is not receiving the signal that the door successfully unlocked. This results in repeated attempts at unlocking the door and the repeated beeping. Once verified, refer to the applicable Service Manual and diagnose the circuit according to the wiring diagram and component testing procedures.

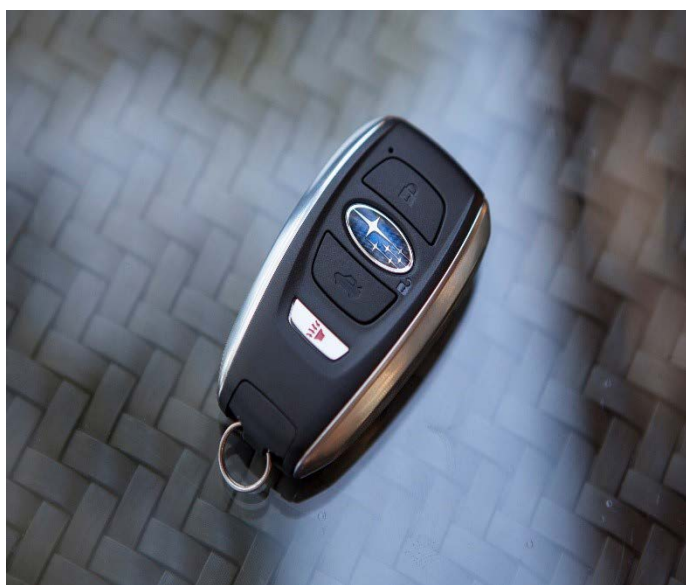
15 LONG RANGE REMOTE START FAQ

1. What vehicles is this available for?
- **The Following Pushbutton-Start vehicles: Legacy/Outback 2015-2017, Forester 2014-2017**
2. Does the vehicle need standard RES to upgrade to the long range RES?
- **No previous installations or accessories are required.**
3. Since the remotes come already programmed to the module, can you replace remotes? If so what is the program process?
-**The remotes can be replaced with replacement kit H001SSG460. Instructions are included.**
4. Can remotes be added if the customer would like more?
-**The RES system can accept up to eight (8) remotes.**
5. Is there an option to change the 15-minute run time?
-**Yes, this is explained in the Owner's Information Card which is put in the glove box after each installation.**

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15 LONG RANGE REMOTE START FAQ

6. Will both the standard RES and long range operate if equipped?
-Yes, the standard remote will activate and deactivate the RES ECU, but will not operate the long range ECU. The long range fob will only operate the long range RES.
7. Does the long range RES lock the car?
-No it does not lock the doors. In fact, if you attempt to activate the long range RES after shutting off the car normally and don't lock the doors, the system will not be active for thirty seconds. If you lock the doors with the remote, the system will be operable right away.
8. **If you install the long range kit and the vehicle is a no start, check F/B fuse No.7. If you do not follow the instructions and do not disconnect the battery, this fuse can be compromised.**



Standard remote



Long range remote

00 STIS NEW RELEASES

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
WTK-71	Subaru Product / Campaign Bulletin	Windshield Wiper Motor	28-Sep-16
WQW-58R	Subaru Product / Campaign Bulletin	Engine Control Module (ECM) Reprogramming	27-Sep-16
15-203-16	Technical Service Bulletin	Inoperative Telematics and Voice Recognition Features	27-Sep-16

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
WQP-51R	Subaru Product / Campaign Bulletin	Regional Front Passenger Air Bag Inflator Replacement	27-Sep-16
WQR-53R	Subaru Product / Campaign Bulletin	Takata Front Passenger Air Bag Inflator Replacement	27-Sep-16
TKC-16R	Subaru Product / Campaign Bulletin	Takata Front Passenger Airbag Inflator Replacement	27-Sep-16
TKB-16R	Subaru Product / Campaign Bulletin	Takata Front Passenger Airbag Inflator Replacement	27-Sep-16
TKA-16R	Subaru Product / Campaign Bulletin	Takata Front Passenger Airbag Inflator Replacement	27-Sep-16
09-54-12R	Technical Service Bulletin	High-Pitched Chirp, Squeak or Cricket Sound from the Engine	27-Sep-16
H7110AL100	Accessory Installation Guide	Legacy and Outback AC Power Outlet Kit	23-Sep-16
WTI-69	Subaru Product / Campaign Bulletin	WTI-69 Service Campaign - Vehicle Emission Control Information (VECI) Labels	23-Sep-16
12-189-15R	Technical Service Bulletin	Rattling Sound from Rear Package Shelf Area	22-Sep-16
11-165-16	State Inspection / Maintenance Advisory Bulletin	VECI Label Reference During State Emission Test	20-Sep-16
12-207-16	Technical Service Bulletin	Production Change to Rear Door Glass Assembly	20-Sep-16
E231SXA100	Accessory Installation Guide	2008-13 Hood Protector (Tribeca)	20-Sep-16
01-175-16	Technical Service Bulletin	E-Mailing Files to Techline and Other Helpful SSM4 Information	20-Sep-16
07-113-16	Technical Service Bulletin	Gear-Clashing / Grind Sound from Power Rear Gate (PRG) Assembly	15-Sep-16
SOA567B040	Accessory Installation Guide	Bike Hitch Rack w/ Lock	9-Sep-16
F551SFL010	Accessory Installation Guide	17 Impreza Trunk Rear Cargo Net	9-Sep-16
07-75-13R	Technical Service Bulletin	DTC P0606 after Vehicle Battery Is Reconnected	8-Sep-16

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
F551SFL100	Accessory Installation Guide	17 Impreza Trunk Hook	7-Sep-16
C1010FL010	Accessory Installation Guide	2017 Impreza STI CVT SHIFT KNOB	7-Sep-16
E771SFL000	Accessory Installation Guide	2017 Impreza Rear Bumper Appliqué (4-Door)	7-Sep-16
15-203-16	Technical Service Bulletin	Inoperative Telematics and Voice Recognition Features	7-Sep-16
09-54-12R	Technical Service Bulletin	High-Pitched Chirp, Squeak or Cricket Sound from the Engine	7-Sep-16
WTJ-70	Subaru Product / Campaign Bulletin	Service Campaign ĉ Forester CVT Low Fluid Level	1-Sep-16
J121SFJ700	Accessory Installation Guide	PZEV Decal	1-Sep-16
H4510CA150	Accessory Installation Guide	BRZ FOG LAMP KIT	1-Sep-16
J101CFJ300	Accessory Installation Guide	SPLASH GUARD 2015 -2016 Crosstrek	1-Sep-16
H451SFL000	Accessory Installation Guide	2017 Impreza Fog Light Kit	1-Sep-16
SOA801P030...	Accessory Installation Guide	17 Impreza Door Edge Guard	1-Sep-16
F551SFL000	Accessory Installation Guide	17 Impreza Wagon Rear Cargo Net	1-Sep-16
F0010FL030	Accessory Installation Guide	SIDE WINDOW DEFLECTOR 5 door	1-Sep-16
F0010FL020	Accessory Installation Guide	SIDE WINDOW DEFLECTOR 4 door	1-Sep-16
J1010FL300	Accessory Installation Guide	Impreza Sport Mesh Grille	1-Sep-16
E771SFL010	Accessory Installation Guide	Impreza Rear Bumper Appliqué (5-Door)	1-Sep-16

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
WTG-67R	Subaru Product / Campaign Bulletin	Engine No-Start Condition in Cold Climates	30-Aug-16
07-88-15R	Technical Service Bulletin	SOA821B200 Replacement Battery Installation Procedure	30-Aug-16
13-99-16R	Technical Service Bulletin	2017MY Paint Coding Information	26-Aug-16
H7110AL100	Accessory Installation Guide	Legacy and Outback AC Power Outlet Kit	25-Aug-16

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: _____