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SUBARU TECHLINE HOLIDAYS & HOURS OF OPERATION

Labor Day: (Closed)
Monday, September 2, 2019

Thanksgiving: (Closed)
Thursday, November 28, 2019

Day After Thanksgiving
Friday, November 29, 2019

Mon. - Thurs.	8:30AM - 7:30PM EST
Friday	10:30AM - 5:00PM EST
Saturday	9:00AM - 3:00PM EST

01 QMR OF THE MONTH

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

Jacob Boyd from
Farrish Subaru in Fairfax, VA.

Our winning QMR for this month outlined an extremely complex diagnosis which led to the repair of a 2019 Outback 2.5i with a repeat concern of intermittent trouble with the remote keyless entry system operation. In addition, the lock / unlock switches on the doors would also not operate at times. Jacob's initial observation after verifying the condition described the combination meter display only showing the driver's door ajar, regardless of which other doors were open. He proceeded to dig into the related wiring diagrams and accessed another like vehicle to use for comparison testing. Jacob's report described an exceptional number of wiring checks. Each test included specific connector and pin location information along with concise results for each documented in his report. Similar results were provided from his "test vehicle" for comparison as needed. Jacob's persistence paid off as his testing eventually led to a faulty BIU which had an intermittent internal open circuit. Isolating this root cause was no easy task. Jacob's QMR was accompanied by an extensive collection of videos documenting the condition occurring, his extensive testing and the eventual result.

In appreciation for going the extra mile and sharing his experience with us, Jacob will receive the following from his Field Service Engineer:

A \$500.00 Snap-On gift card.

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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, Baja, Tribeca, BRZ, XV Crosstrek, Ascent, Crosstrek Hybrid 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.



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01 QMR OF THE MONTH (CONTINUED)

The other Regional winners selected from QMRs submitted during April 2019 were:

- **Kjell McDaniel** from **McCurley Integrity Subaru** in Pasco, WA
- **Oscar Perla** from **Mid-Hudson Subaru** in Wappinger's Falls, NY
- **Craig Kibbe** from **Suburban Subaru** in Vernon, CT
- **Seth Bamford** from **C&S Subaru** in Waterloo, IA

Any Subaru Technician can participate in the QMR of the Month program. See the February 2013 and January 2016 issues of Tech TIPS for full details. You just might see your name and photo in a future issue of Tech TIPS!

01 QMR OF THE MONTH AWARD PRESENTATIONS

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 May 2019 was Jacob Boyd, a Technician from Farrish Subaru in Fairfax, VA.

Jacob is shown being presented with his \$500.00 Snap-On Gift Card by SOA District Parts and Service Manager, Beth Kuhn. Shop Foreman Pete Silan is to Jacob’s right and Service Director Mike Graziano is shown to Beth’s left. Congratulations and THANK YOU to our May 2019 QMR of the Month Award recipient!



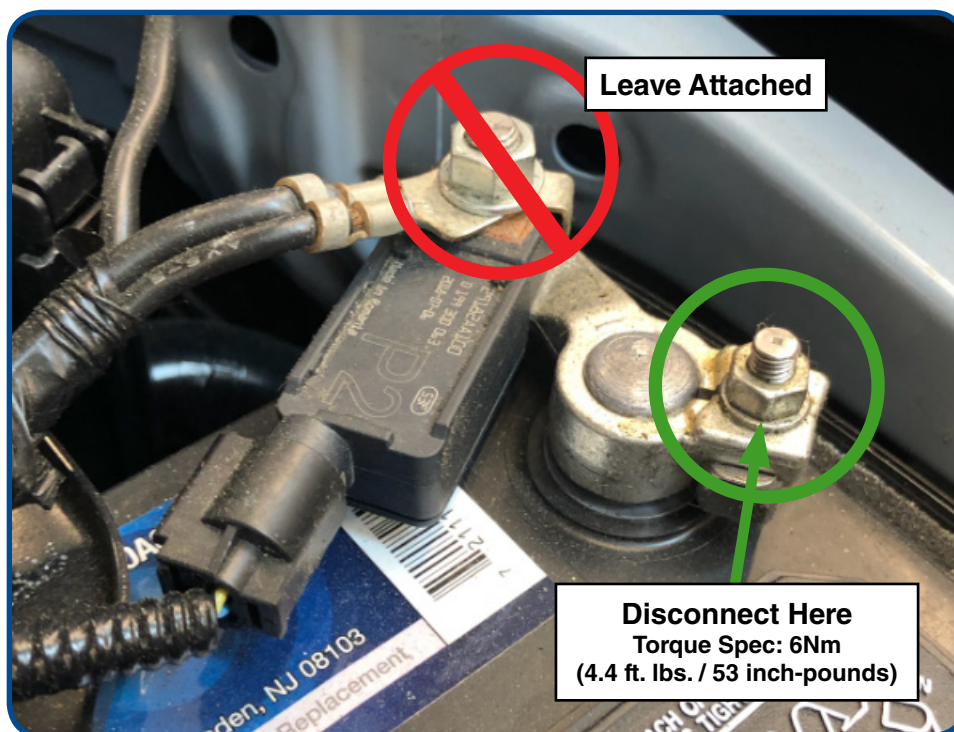
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01 G TYPE, H TYPE, AND I TYPE IMMOBILIZER REGISTRATION

The new 2020MY Legacy and Outback are equipped with three new types of Immobilizer system. These new systems will be labeled G Type, H Type, and I Type. Please be aware, these systems require SSM connection to SBR servers to gain access. Server access requires an authentication key. The authentication key is not yet available but will be included in a future immobilizer Technical Service Bulletin. This TSB will be updated every six months with current authentication keys.

01 IMPORTANT BATTERY SENSOR PROCEDURES- 2019MY CROSTREK PLUG-IN HYBRID (PHEV) MODEL

The new 2019MY Crosstrek PHEV is equipped with a new-style battery sensor connecting the negative (-) battery cable to the negative battery post. In the past, the recommended procedure has been to disconnect the negative cable from the battery sensor leaving the sensor attached to the battery post. This new-style sensor requires the negative cable to stay attached and the cable / sensor “assembly” be removed from the battery post as shown below.



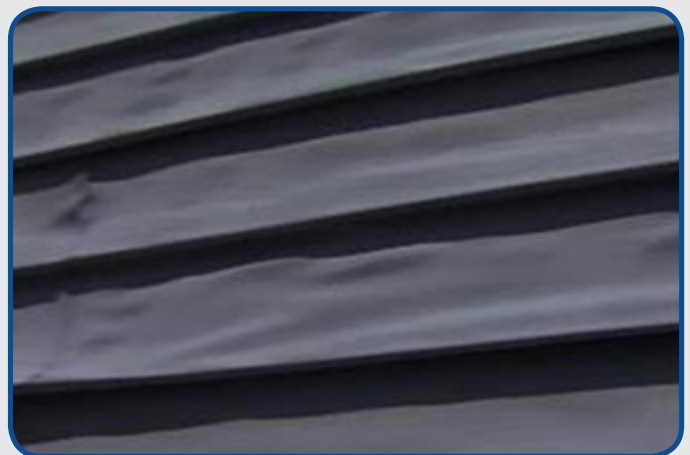
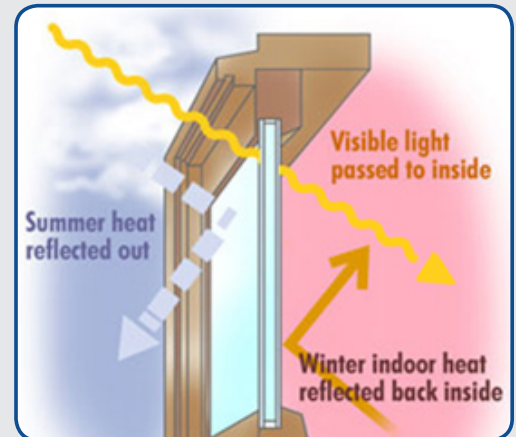
VERY CRITICAL: Never over-tighten the 10mm hex nut at the battery terminal connection beyond the torque specification of 6 Nm (4.4 ft. lbs. / 53 inch-pounds).

TECH TIPS GREATEST TIPS

This series features TechTIPS articles frequently referred to by Techline. This month's feature is for melting plastic from May 2013

01 MELTING PLASTIC PARTS

Have you had a customer come into your dealership and report they have plastic parts on their car that look like they are melting? The customer may be correct but this kind of damage, is not a defect with their car's plastic exterior parts. During the warmer months, the sun's ultraviolet rays are stronger than at other times. If their vehicle is parked near a house or building which utilizes "Low-E" glass windows, sunlight reflection from this type of glass can actually direct enough heat to damage plastic parts. "Low-E" energy-saving glass has widespread uses, from office buildings to residential windows. Basically, it reflects the sun's UV rays in the summer and helps retain heat inside during the colder months. Here's an illustration of how Low-E glass works.



Under the right conditions, the heat from this concentrated sunlight reflection as shown on the left can reach up to near 180 degrees. That kind of concentrated temperature is more than hot enough to damage residential vinyl siding and in some cases, plastic car parts.

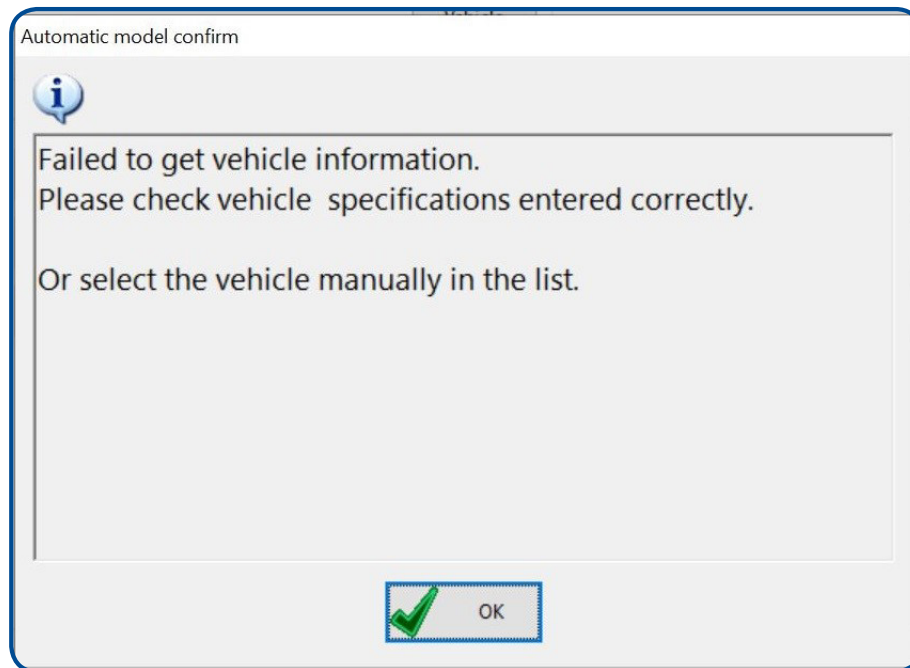
The photo to the right shows an example of a sunlight-damaged Subaru door mirror.

With springtime already here and summer on the way, you may experience these kinds of customer concerns at any time. Keep in mind that damage caused by this kind of sunlight reflection is not a defect, and therefore it is not a matter for warranty.

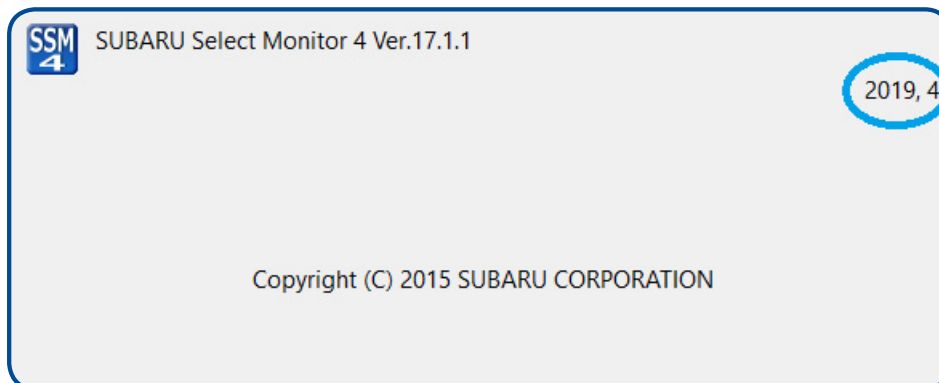


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When attempting to identify the 2019MY Impreza sedan with SSM4, the following error message is displayed. This will not affect the SSM functionality, simply click "OK" to proceed.



2019MY Impreza Sedan is the only known vehicle that will display this message in error. This concern will be corrected with the October 2019 SSM software update. To identify which version is installed simply check the date on the SSM boot window. The photo below shows SSM version from April 2019.



Cellular phones today have the capacity to store much more information for each contact than ever before. Each contact may carry an image, email address, home address, company information, multiple phone numbers, etc. This means each contact file can vary in size. When a phonebook is only partially downloaded to a Harman audio unit, it is possible the memory for contacts may be at capacity. Harman audio units can store around 2,000 individual contacts. This number can be exceeded if each contact has a small file size, similarly if the file sizes are large the unit will hold less than 2,000 contacts.

After installing the accessory subwoofer kit **H630SFJ301** a popping sound from the speakers may be heard when the head unit powers on. The sound is particularly noticeable when the ignition is turned on, but the engine is not started. This popping sound is a normal characteristic of the audio system and no attempt to repair it should be made.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
WUI-94R	Subaru Product/Campaign Bulletin	STOP SALE: Propeller Shaft	18-Jul-19
57734AN11A	Accessory Installation Guide	2020MY Outback Rear Bumper Und...	18-Jul-19
57734AN00A	Accessory Installation Guide	2020MY Outback Front Bumper Un...	18-Jul-19
WTV-81R	Subaru Product/Campaign Bulletin	Electronic Parking Brake (EPB)...	17-Jul-19
WUH-93R	Subaru Product/Campaign Bulletin	Front Duct Panel Spot Weld	17-Jul-19
06-65-18R	Technical Service Bulletin	"Clicking" or "Ticking" Sound ...	16-Jul-19
10-93-19	Technical Service Bulletin	A/C System Pressure Sensor Des...	15-Jul-19
18-197-19	Service Manual Correction	Service Manual Corrections	15-Jul-19
10-92-19	Technical Service Bulletin	A/C System Inoperative	15-Jul-19
13-102-19	Technical Service Bulletin	2020MY Paint Coding Informatio...	12-Jul-19
07-152-19R	Technical Service Bulletin	Power Window Switch Changes	12-Jul-19
06-68-19R	Technical Service Bulletin	Proper Grease Application duri...	11-Jul-19
MSA5B2010A	Owner Manual	2020 STARLINK Quick Guide	11-Jul-19
MSA5B2000A	Owner Manual	2020 Ascent Quick Guide	11-Jul-19
MSA5B2014A	Owner Manual	2020 EyeSight Quick Guide	11-Jul-19
L101SAN000	Accessory Installation Guide	2020 OUTBACK TRAILER HITCH	11-Jul-19
L101SAN000	Accessory Installation Guide	2020 OUTBACK TRAILER HITCH	11-Jul-19
L101SXC003	Accessory Installation Guide	2019 ASCENT TRAILER HITCH...	11-Jul-19
L101SXC003	Accessory Installation Guide	ASCENT TRAILER HITCH	11-Jul-19
WTZ-85R	Subaru Product/Campaign Bulletin	Harman Kardon Head Unit FMVSS ...	11-Jul-19
10-90-19R	Technical Service Bulletin	Seat Heater Switches Sticking,...	10-Jul-19
07-155-19R	Technical Service Bulletin	Power Rear Gate (PRG) Control ...	9-Jul-19
16-121-19R	Technical Service Bulletin	"Tapping" -Type Sound Coming f...	9-Jul-19
15-243-19	Technical Service Bulletin	Multi-Function Display (MFD) C...	8-Jul-19
F001SAN010	Accessory Installation Guide	2020 Legacy Side Window Deflec...	1-Jul-19
F001SAN010	Accessory Installation Guide	2020 Legacy Side Window Deflec...	1-Jul-19
F001SAN000	Accessory Installation Guide	2020 Outback Side Window Defle...	1-Jul-19
F001SAN000	Accessory Installation Guide	2020 Outback Side Window Defle...	1-Jul-19
MSA5M2024A	Owner Manual	2020 Ascent SUBARU STARLINK...	1-Jul-19

All revised publications are highlighted in yellow.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5M2026A	Owner Manual	2020 Ascent EyeSight Owner's M...	1-Jul-19
MSA5M2000A	Owner Manual	2020 Ascent Owner's Manual	1-Jul-19
TIPS0619-SE	TechTIPS NewsLetter	QMR of the Month Trip Special ...	28-Jun-19
F541SAN000	Accessory Installation Guide	2020 Outback and Legacy Moonro...	27-Jun-19
WUA-86R	Subaru Product/Campaign Bulletin	Harman Kardon Head Unit Reprog...	27-Jun-19
02-163-16R	Technical Service Bulletin	Inspection and Repair Procedur...	27-Jun-19
15-211-17R	Technical Service Bulletin	Reprogramming File Availabilit...	26-Jun-19
B321SFL020	Accessory Installation Guide	BLACK LUG NUTS & WHEEL...	26-Jun-19
J1010FL310	Accessory Installation Guide	2020 Impreza Sport Grille	25-Jun-19
14-22-16R	Technical Service Bulletin	Special Service Tool Cross Ref...	25-Jun-19
10-91-19	Technical Service Bulletin	Heater (HVAC) Control Assembly...	25-Jun-19
J1010SJ200	Accessory Installation Guide	2020 Forester Sport Grille	24-Jun-19
E2410FL010	Accessory Installation Guide	2020 Impreza STI Front Under S...	24-Jun-19
J201SFL002	Accessory Installation Guide	PORT INSTALLATION: 2020MY...	20-Jun-19
SUTTIPSLOC	TechTIPS NewsLetter	TechTIPS Article Locator Index...	20-Jun-19

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 9103; Camden, NJ 08101-9877.

Your Name: _____

Signature: _____

Dealer's Name: _____

City: _____

Date: _____

Dealer Code: _____