



SPECIAL EDITION

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2020MY LEGACY/OUTBACK QUALITY MONITORING TEAM NEW MODEL LAUNCH

A Special SBR Quality Monitoring Team is currently in the USA monitoring the launch of these much-anticipated new models. The Team is very interested in **EVERYTHING** related to these new vehicles. They are looking for specific and detailed information on **EVERY** condition identified. Naturally, this includes any repairs performed. It also includes cases when a customer comments on a function or condition considered to be a normal operational characteristic. This includes any improvement opportunities where some feature or function could be made even better. We are asking you to be our eyes and ears with these new models.

For high priority, unusual, or serious concerns, we ask that you call SOA's Techline and open a new case. When calling be sure to have Freeze Frame Data (electronically, not a printout) or SSM data streams where applicable. It is crucial to also include troubleshooting tree results from the Service Manual found during diagnosis.



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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 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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QUALITY DRIVEN® SERVICE

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Education Foundation

QMRs are the best and preferred reporting method for communicating any new model feedback. When submitting a QMR, please remember to include any Freeze Frame Data (electronically, not a printout) or SSM data streams where applicable. It is crucial to also include troubleshooting tree results from the Service Manual found during diagnosis. Including photos and videos, where practical, of the condition prior to repair are also extremely helpful for the team to fully understanding the condition. Provide as much detail as possible on the customer complaint, the actual condition found, and all findings. Your detailed feedback is strongly requested and greatly appreciated. These items are crucial so the team can accurately understand the condition and how to address it.

While there is no guarantee a change will occur based upon any individual report, we can guarantee nothing will happen if we don't know about it. Our request is to report **EVERYTHING**, even if it seems to be just a small or straightforward repair.

QMRs, Techline Cases, CRS Cases and Warranty Claims are being reviewed daily. Team Members may contact Retailer personnel for additional details, photos, videos, part collections, or to arrange an on-site inspection. We ask for your cooperation in quickly responding to these requests for additional information. Please save all removed parts no matter how small, including gaskets, clips, fasteners, any filtered sediments, or other small bits and pieces. The rule of thumb is if you report it or claim it, save it (including any drained fluids).

Please note, questions may come to you regardless if an QMR is submitted or not so, please keep detailed notes on all repairs.

As a reminder, QMRs must never be used to request escalation of a repair, request information, or for any other purpose than to notify SOA of a new or trending condition. Authorization or Repair Escalation Requests must always go through normal channels for the fastest, most efficient handling. Paint or Glass Authorization requests must go through the Techline Authorization System on Subarunet. All other authorizations must be reviewed in advance with your DPSM.

We THANK YOU all in advance for your great support and assistance in making this launch successful.

