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01 QMR OF THE MONTH

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

David Kirby

**Thomas Subaru in
Cumberland, MD**

David submitted a very detailed QMR on his diagnosis and repair of an intermittent wiring concern at the instrument cluster. In appreciation for going the extra mile and sharing his experience with us in hopes of improving product quality, David will be receiving the following from his FSE:

**A Subaru Confidence
In Motion Jacket**

&

**A \$100
Gift Card**

Congratulations David!

Any Subaru Service Technician can participate in QMR of the Month. See the February 2013 Tech Tips for full details. You may see your name here in a future issue of Tech Tips.

HAPPY JULY 4TH

Please keep in mind that the Techline will be closed on July 4th, in honor of Independence Day.

**HAVE A SAFE AND
HAPPY HOLIDAY!**

**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.

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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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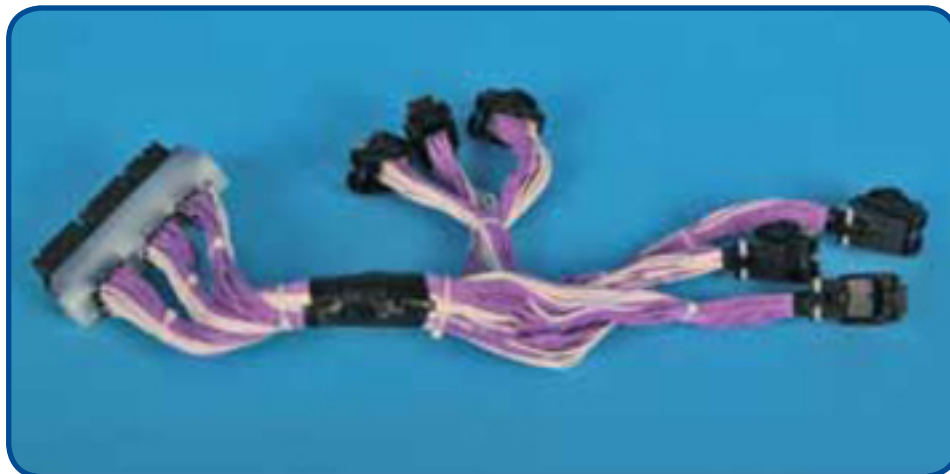


07 2014 FORESTER TURBO, ECM ELECTRICAL TESTING REMINDER

Keep in mind, with the ECM now located in the engine compartment on 2014 Forester Turbo models, all the harness connectors and terminals for the ECM wiring are weather proof. Under NO circumstances should any ECM terminal or connector be tested by back-probing. The weatherproof seal will be damaged and allow moisture to enter the wiring. Engine harness damage from back-probing is not a matter for warranty and can only result from an improper repair procedure. A new test harness, 18460AA030 called a CHECK-BOARD has been developed for diagnosing the ECM wiring on these vehicles.



The CHECK-BOARD is a series circuit harness with parallel circuit connectors which fits in between the ECM and the ECM harness connectors. When installing, always connect the weatherproof connectors to the ECM.



It is recommended this harness only be installed during diagnosis.

01 AUTHORIZATION REQUESTS

Here are a few suggestions that will help us to provide you with timely replies to the Authorization Requests (AR) you submit for **WARRANTABLE** glass or paint claims that are equal to or exceed \$500.00. These suggestions also apply to the ARs for long blocks outlined in the two Service Bulletins (02-109-10R & 02-122-11) that can be found on STIS.

- Use a quality camera to take your pictures. Pictures up to 5MB each can be uploaded to the AR.
- All ARs should include pictures that clearly show the condition being reported.
- Find a location in your dealership where the lighting will allow you to take quality pictures.
- Review all pictures you intend on submitting prior to attaching them to an AR. **Only attach quality photos that clearly show the condition being reported.**

NOTE: By reviewing the pictures you are about to submit to ensure only quality pictures are sent will allow us to make an informed and timely determination on the disposition of your AR.

If you have questions about what is covered under warranty, please refer to the Subaru Claims Policies and Procedures Manual to determine if the condition you are about to submit is covered.

07 2014 MY FORESTER, POWER REAR GATE (PRG) INITIALIZATION PROCEDURE

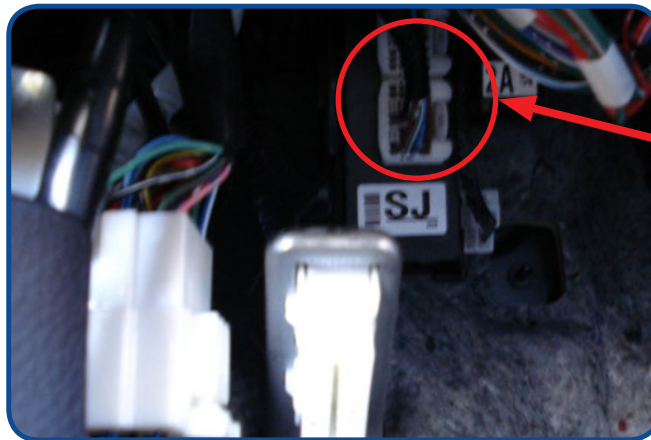
If you receive a customer concern of an inoperative power rear gate (PRG), once the condition has been confirmed, try performing the following initialization procedure first to see if normal operation can be restored:

1. With the ignition "OFF", open the PRG manually.
2. Carefully (slowly) close the rear gate until the first audible "click" of the rear gate latch mechanism is heard then let go of the rear gate. The auto closer function will then operate to complete the rear gate closing / latching function along with the initialization procedure.
3. After the PRG is fully closed, operate any of the operation switches to verify the automatic opening and closing operation of the PRG.

If the PRG operates normally following initialization, then the condition was the result of conflicting user inputs, power loss, or similar outside influences. If the PRG still does not operate properly, follow the rest of the diagnostic procedures beginning on page PRG(diag)-2 of the 2014 Forester Service Manual.

07 2014 FORESTER NON-TURBO ECM AND BIU LOCATIONS

Tech line has received calls recently regarding questions on pin locations not matching up; powers and grounds in the wrong locations, post-repair no start conditions and various trouble codes appearing which were not there before the vehicle was repaired. After questioning the tech and investigating the complaint, we have found the ECM and/or the BIU have been confused with one another. Keep in mind the Turbo Forester has a special test harness for the ECM as described on pg. 2 in this issue of TIPS. The The 2014 Non-Turbo Forester still has the ECM inside the vehicle cabin behind the glove box. The BIU is located behind the in-car fuse box. Confusing these two control units can cause false readings when troubleshooting as well as electrical problems and false trouble codes. The photos below show the location of both control units.



BIU is located behind the fuse box



ECM is located behind the glove box

12-151-13; Technical Service Bulletin, Increase to Detent Force of Front Door Checker Mechanism

MSA5P1701C; Technician Reference Booklet, BRZ Introduction New Technology Training

13-96-13; Technical Service Bulletin, 2014 MY Paint Coding Information

E101SFJ000; Accessory Installation Guide, Impreza Side Sill Plate Kit

WQI-45; Subaru Product / Campaign Bulletin, Steering Column Disengagement

02-141-13; Technical Service Bulletin, Design Change to Rubber Sealing Cap for Oil Pressure Switch

2013 Calendar of Subaru Holidays

Independence Day

Thursday, July 4, 2013

Labor Day

Monday, September 3, 2013

Thanksgiving Day

Thursday, November 28, 2013

Christmas Eve

Tuesday, December 24, 2013

Christmas Day

Wednesday, December 25, 2013

*** NOW YOU CAN E-MAIL YOUR TECHTIPS INPUT AND SUGGESTIONS TO: SERVICEINFO@SUBARU.COM ***

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:** _____

SUBARU TECHLINE
Hours of Operation

Monday – Thursday 8:30am to 6:30pm
Friday 10:30am to 5pm