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01 QMR OF THE MONTH

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

Russell Stevens

Dreyer & Reinbold Subaru in Greenwood, IN

Russell submitted a very detailed QMR providing a caution to SOA and other technicians involving two identical white (natural) sixteen pin connectors found in the center stack area of the 2014 Forester instrument panel. These connectors could be inadvertently reversed during instrument panel harness replacement, dash panel removal or dash pad replacement. The connectors go to the HVAC head unit (i16) and audio unit (i86) respectively. Reversing these connectors can lead to the air conditioning switch, rear defrost switch, and recirculation switch becoming inoperative which may then be misinterpreted as an internal failure of the HVAC head unit and could lead to an incorrect repair attempt. In appreciation for going the extra mile and sharing his experience with us, Russell will be receiving the following from his FSE:

A Subaru Confidence In Motion Jacket and a \$100 Gift Card

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 Tech Tips.

Congratulations Russell!

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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01 NEW TECHLINE FAX NUMBER AND PRE CALL WORKSHEETS

Please be advised the Techline fax phone number has changed to **856-254-1423**. You can still send information from your CF-19 to Tech Support or from a desktop computer to: tech@subaru.com. All faxes, FF data, drive files, etc. must have a Techline case number which should be written on any correspondence. Please do not send anything to the Techline without a case number.

We would also like to remind and encourage all Technicians to use the Techline pre-call worksheets that are posted to Subaru-net under the Service column. These worksheets have been updated recently and are useful to the Techline for background information and assisting with diagnosing vehicle issues.

01 FRIDAY, NOVEMBER 29TH, 2013

Please be advised that the Techline, Dealer Claims and Parts Information Coordinator call centers will be open with limited staffing on Friday, November 29th, 2013. The hours of operation will be from 8:30 am until 3:00 pm EST.

01 CLARIFICATION ON TOWING

- All 5 speed manual transmission vehicles can be towed with all 4 wheels on the ground. You must leave the shifter in neutral and the steering wheel unlocked (key in ACC position).
- For 6 speed manual transmissions found in the Impreza STI, you must follow Service Bulletin 01-162-05.
- All BRZ models **must be towed using a flat bed tow truck with all 4 wheels off the ground.** Flat towing is not allowed for both 6AT and 6MT models.
- Legacy, Outback, and Forester models equipped with a 6 speed manual transmission can be towed with all 4 wheels on the ground. Again, leave the steering wheel unlocked (key in ACC position) and the shifter in neutral.
- For CVT, 5 AT and 4 AT-equipped vehicles, you can tow the vehicle with all of the wheels on the ground but you cannot exceed 20 MPH and must not travel further than 31 miles or transmission damage will result. For further distances and higher speeds, the vehicle must be transported on a flat bed truck with all 4 wheels off the ground.

07 BIU REPLACEMENT ON ALL PUSH-BUTTON START VEHICLES

When replacing the BIU on all push-button start cars, if the BIU is set to Factory rather than Market mode, the dome lamp or upper room lamps will flash in a similar manner as the key illumination ring does on key start cars (models equipped with an illumination ring). After installation and prior to registration, you must use the Subaru Select Monitor to enter the BIU customizing menu and change this setting from Factory to Market mode. Whenever a BIU is replaced, all of the items in the customizing menu should be recorded then reset in the new BIU.

H701SFJ100; Accessory
Installation Guide, Impreza,
XV Crosstrek, Forester Interior
Illumination Kit (Red)

15-167-13R; Technical Service
Bulletin, Loose Windshield-Mounted
Rear-View Mirror

J601SFJ000; Accessory
Installation Guide, 2014 XV
Crosstrek Hybrid Auto Start/Stop
Battery Warmer Kit

H7150SG000; Accessory
Installation Guide, to dimming
mirror with compass and
Homelink

TIPS0913; TechTIPS Newsletter,
2013 September TechTIPS
Newsletter

J601SFJ000; Accessory
Installation Guide, 2014 XV
Crosstrek Hybrid Auxiliary Battery
Warmer Kit

2013 Calendar of Subaru Holidays

Thanksgiving

Thursday, November 28, 2013
Friday, November 29, 2013*

*Hours of operation will be from
8:30 am until 3:00 pm EST

Happy Holidays

Tuesday, December 24, 2013 and
Wednesday, December 25, 2013

New Year's Day

Wednesday, January 1, 2014

*** NOW YOU CAN E-MAIL YOUR TECHTIPS INPUT AND SUGGESTIONS TO: TECH@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 8:30 am to 6:30 pm
Friday 10:30 am to 5 pm