



## ARTICLES CONTAINED IN THIS ISSUE

CODE	ARTICLE.....	PAGE
(00)	June STIS New Releases .....	05
(01)	QMR of the Month.....	01
(01)	2015 Legacy and Outback Launch Team Activity- Your Help is Needed.....	02
(01)	New Subaru Oil Change Reference Cards .....	03
(01)	2015 Legacy and Outback Fujitsu 10 Audio and Audio/ Navigation Systems.....	04

## 2014 CALENDAR OF SUBARU HOLIDAYS

### Labor Day

Monday, September 1, 2014

### Thanksgiving

Thursday, November 27, 2014  
Friday, November 28, 2014

### Happy Holidays

Thursday, December 25, 2014  
Friday, December 26, 2014

## 01 QMR OF THE MONTH

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

## Kyle Sorensen

Lancaster County Subaru in East Petersburg, PA

Kyle submitted a very detailed QMR reviewing his diagnosis of a 2014 XV Crosstrek with a failed ELCM pressure sensor. His step by step report confirmed how he determined the source of the concern and verified it by testing the ELCM pressure sensor off the car. He then took the additional step of confirming his results by testing a known good part for comparison. This belt and suspenders approach to diagnosis ensured a fixed right the first time result for Kyle's customer and his report provided us with some detailed insights into this unusual failure.

In appreciation for going the extra mile and sharing his experience with us, Kyle 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.

### 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



A Special FHI 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 and all repairs performed. It also includes cases when a customer comments on a condition that is deemed to be a normal or operational characteristic, or any improvement opportunity where some feature or function could be made even better.

We are asking you to be our eyes and ears with this new model.

E-QMRs are the best and preferred reporting method for reporting any new model feedback.

For high priority, unusual, or serious issues, we ask that you call SOA's Technical Helpline right away with all details. When you report something, include pictures and where practical videos of the condition prior to repair. Providing as much detail as possible on the customer complaint, the actual condition, and your findings are strongly requested and greatly appreciated.

Be sure to save all DTCs and Freeze Frame Data electronically (printouts are incomplete) before performing any clear memory functions. Be sure to check all control units individually for codes. All System Check will only show current codes therefore, it does not represent the full scope of the failure mode. Checking the individual systems is the best choice.

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

E-QMRs, Techline or CDS Cases, and Warranty Claims are being reviewed daily. Team Members may contact you for additional details, photos, parts collections, or to arrange for an on-site inspection. We ask your cooperation in quickly responding to these requests for additional information. Please save any and 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 claim it, save it.

The more specific information you can provide on each condition or repair the better. Otherwise, you may be contacted multiple times with follow-up questions. Please note: questions may come to you regardless if you report the condition in a QMR or not, so please keep detailed notes on all repairs.

For example: If you perform a wiring repair, the team will be asking for the wire color, connector number, pin location, and the details of the condition. This would include your comments on if the wire was cut, pinched, corroded, or nicked. If there was a loose pin, bent pin, pin pushed out, wire pulled out of the pin, or simply a soft set connection (connectors not locked together fully). Was the harness strained or stretched? How? Was the circuit open or shorted? Was the operation of the circuit intermittent, or totally inoperative? What related systems were affected? Was the condition temperature or moisture related? They will also want to know the exact details of your repair. How exactly did you fix it? If possible, try to get a photo of the condition prior to the repair and after as they will most likely be requested. This is the kind of detail the team is looking for and is most helpful to them in making product or production improvements quickly. It also helps speed up the release of related service information.

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As a reminder, E-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, Glass or Long block 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 continued support and assistance in making this launch successful.

During the second and third weeks of June, each Subaru Retailer was shipped new and improved oil change reference cards. They now have a card that you pull out from the bottom front and line it up with the vehicle you want to check on. The new card will show you Model, Model Year, number of Cylinders, Oil Viscosity, Oil Type and Oil Change Intervals. Also included are part numbers and quantities, CVT Fluid part numbers and quantities and Gear Oil part numbers and quantities. The back side of the card contains Transmission information including: transmission type, fluid required, gear oil required as well as the part numbers that you need.

Please distribute these new reference cards among your retailer staff to assist customers that may ask questions about service intervals and various fluids used in their Subaru.

The 2015 Legacy and Outback are equipped with an all-new Fujitsu 10 audio system and an all-new Fujitsu 10 audio/ navigation system. There are three areas all retailer personnel involved in servicing these systems should be aware of. Two are permanent changes to the exchange program procedures while the third is a short term change resulting from the Special Launch Team Activity for quality monitoring.

- 1. As those who have been to NTT have seen, the all-new Fujitsu 10 Audio/ Navigation system utilizes a new micro SD Card which contains map data only. All boot and operating software is now housed inside the head unit itself. As a result of this, supplied exchange units will not come with a micro SD Card installed. Technicians will need to transfer the existing micro SD Card from the customer's head unit to the supplied exchange. Note: the navigation system will not function without this card installed. Also, these cards must NEVER be removed from the unit while it is powered on. While there is not a scripted removal process like the existing unit, ALWAYS power the unit down completely before removing the micro SD Card or damage to the head unit may result.**
- 2. While not a change from the prior unit, we would like to take this opportunity to reinforce the need to deactivate the customer's Sirius/ XM Satellite service from the unit in the vehicle before it is removed and then re-activate the service on the exchange unit when it is installed. This is a critical activity for both customer satisfaction and to avoid serious delays in the remanufacturing of the returned core. This second piece has lead to significant delays in exchange unit availability which must be avoided going forward if we are to provide the level of service our customers expect.**
- 3. As part of the Special Launch Team Activity, retailer personnel (Parts and Service) may notice a short-term change in the core return process. Some retailers may receive a special return UPS label along with the exchange unit shipment. If you receive one of these labels, please use it when returning the removed/ core unit. If you do not receive one of these special labels, please return the core unit following the already established procedures. This program is expected to be in place from now through October 2014. Again, not all units received will include this special UPS shipping label but if you receive one please use it when shipping the core return.**

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5M1518A	Owner Manual	2015MY Legacy and Outback EyeSight Owner's Manual (Ver. B)	27-Jun-14
11-143-14	Technical Service Bulletin	Reprogramming Files for DTC P0606	25-Jun-14
J101SAL100	Accessory Installation Guide	2015MY Legacy Splash Guard Kit	25-Jun-14
E201SAL000	Accessory Installation Guide	2015MY Outback Wheel Arch Molding	25-Jun-14
E771SAL300	Accessory Installation Guide	2015MY Legacy Rear Bumper Applique	23-Jun-14
E551SAL200	Accessory Installation Guide	2015MY Outback Rear Bumper Under Guard	19-Jun-14
L101SAL010	Accessory Installation Guide	2015MY Outback Trailer Hitch	18-Jun-14
12-147-13R	Technical Service Bulletin	Pop Sound from Right Rear Wheel Apron Area	18-Jun-14
MSA5T1512A	Service Manual Full	2015MY Legacy and Outback Body Repair Manual	18-Jun-14
G2510BE	Service Manual Full	2015MY Legacy and Outback Service Manual	17-Jun-14
02-132-12R	Technical Service Bulletin	Diagnosis and Repair for AVCS-Related DTCs P000A, P000B, P000C, P000D, P0011, P0014, P0021 and P0024	16-Jun-14
MSA5M1510A	Owner Manual	2015MY Legacy and Outback Navigation Owner Manual	16-Jun-14
MSA5M1504A	Owner Manual	2015MY Legacy and Outback Owner's Manual	16-Jun-14
	HTML Diagnostics	2015MY Legacy and Outback Service Manual	16-Jun-14
02-152-14R	Technical Service Bulletin	Revised Valve Train Parts to Reduce a Warm Engine Tapping Sound from the Left Cylinder Head (Forester Turbo)	12-Jun-14
02-151-14R	Technical Service Bulletin	Revised Valve Train Parts to Reduce a Warm Engine Tapping Sound from the Left Cylinder Head	12-Jun-14
09-57-14	Technical Service Bulletin	Fuel (Gasoline) Filler Door (Flap) Does Not Open	11-Jun-14

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
J101SAL000	Accessory Installation Guide	2015 Outback (splash guard)	10-Jun-14
J201SAL100	Accessory Installation Guide	2015 Outback and Legacy (exterior auto dimming mirror with approach light and blind spot detection module)	10-Jun-14
J201SAL000	Accessory Installation Guide	2015 Outback and Legacy (exterior auto dimming mirror with approach light)	10-Jun-14
H501SAL100	Accessory Installation Guide	2015 Outback and Legacy (interior auto dimming mirror with compass and HomeLink)	10-Jun-14
H501SAL000	Accessory Installation Guide	2015 Outback and Legacy (interior auto dimming mirror with compass)	10-Jun-14
15-168-13R	Technical Service Bulletin	2014 Exchange Component Identification and Procedures	10-Jun-14
07-82-14R	Technical Service Bulletin	Reprogramming File Availability for DTCs P0CDD and P0A3F	9-Jun-14
07-85-14	Technical Service Bulletin	Measurement of Dark Current (Parasitic Battery Draw)	9-Jun-14
TIPS0614	TechTIPS NewsLetter	2014 June TechTIPS Newsletter	6-Jun-14

**Be sure to always check the “What’s New” section on STIS for any updated or recently released information that may not be listed here.**

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: \_\_\_\_\_