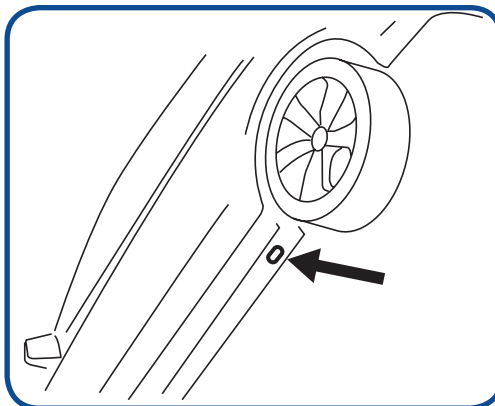


ARTICLES CONTAINED IN THIS ISSUE

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01

ADDITION TO PDI PROCEDURE FOR 2013 IMPREZA AND XV CROSSTREK™



Be advised, the rubber tie-down hole plugs you are used to seeing and installing on BRZ models during PDI will be included and require installation into 2013MY Impreza and XV Crosstrek models. Currently, the timing and / or VIN break information for this change has not been finalized, but we can

report that you will start seeing the plugs included with the tool kit on these models in the near future. The Service Manual will also be updated with this change accordingly.

*Happy Holidays
&
Season's Greetings*

FROM YOUR FRIENDS AT
SUBARU OF AMERICA, INC.



**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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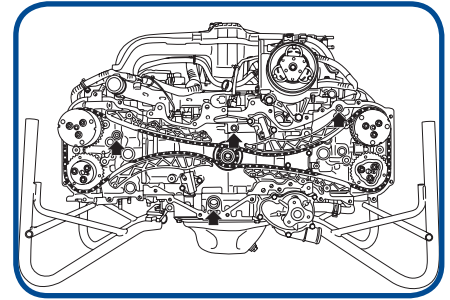
QUALITY DRIVEN® SERVICE



02 FRONT CHAIN COVER OIL LEAKS

When sealing a front timing chain cover to repair an engine oil leak, it is not necessary to replace the oil filter to perform the repair.

We have noticed an increase of claims charging out oil filters when resealing front chain covers.

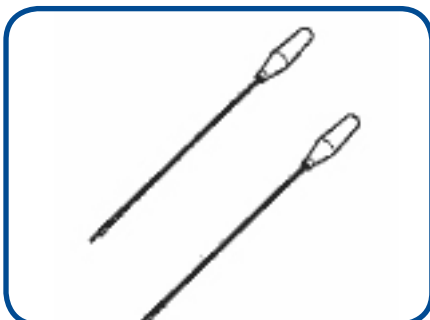


07 ODS CODE 29 OR 37, ELECTRICAL DEVICES AND AIR BAG SYSTEMS

Should you encounter a 2010-13MY Legacy or Outback with a code 29 (ODS Failure), 37 (Buckle switch RH failure) or a combination of the two codes, check to see if the customer is using a low-quality aftermarket phone charger or power splitting device in either of the power plugs. Several cases of these codes have been traced back to low-quality accessories being plugged into the power outlets causing electrical or radio frequency interference with the ODS module. Removal of the accessories usually eliminates the condition allowing the DTCs to be cleared. If the condition persists after the removal of the devices, proceed as usual with diagnostics.



14 POWER STEERING SYSTEM TEST HARNESS PROBE



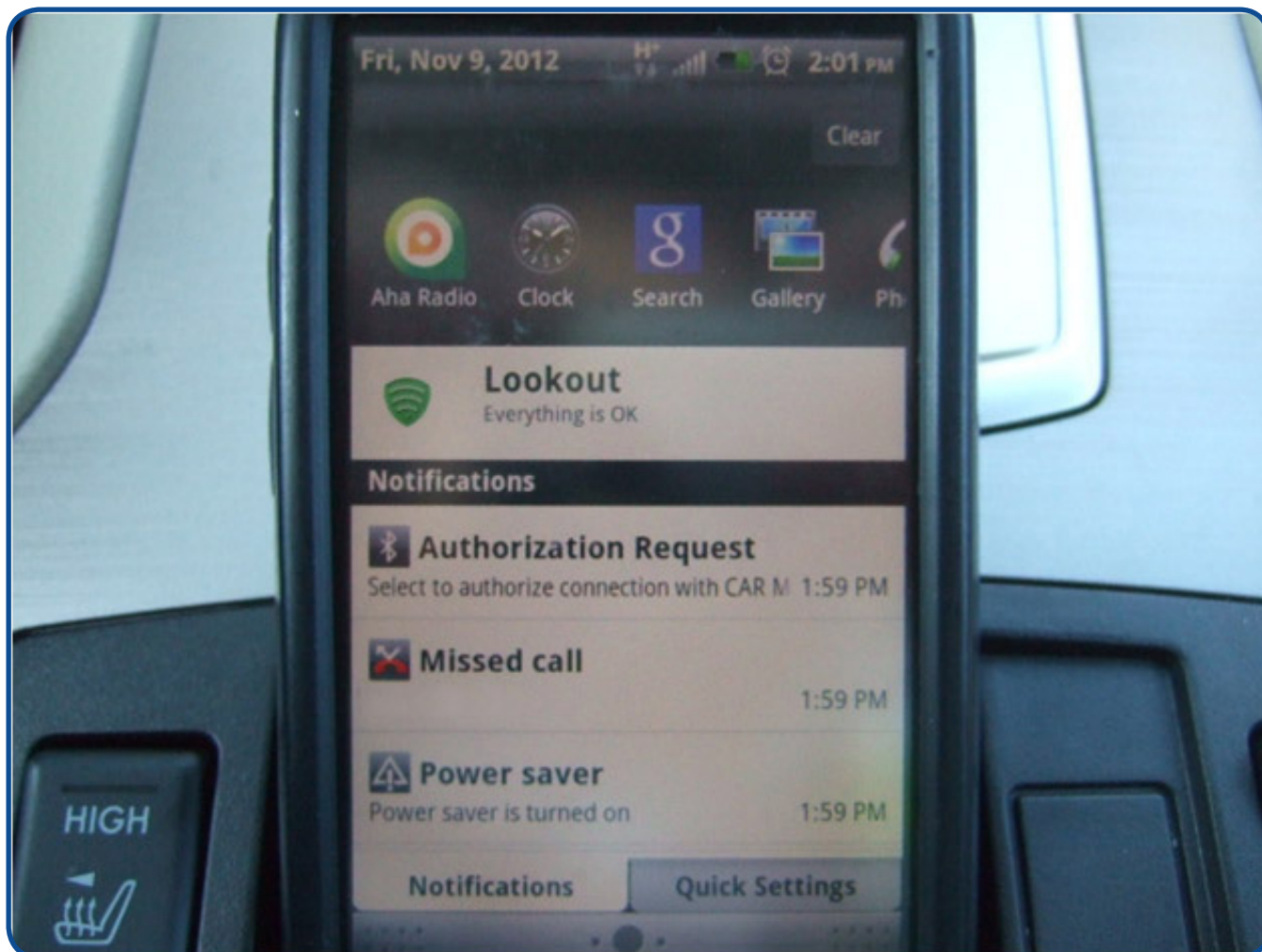
When performing diagnostic steps for DTCs related to the Electric Power Steering System on the 2012 and 2013 Impreza, some flow charts mention using a tester and test harness. The test harness being referred to is actually a set of probes used for checking smaller connector pins during diagnosis. In the General Description section of the Service Manual for the Power Assisted Steering System Diagnostics, the special probe tool is listed. The part number is 34199AG100 (Special Tool Harness).

All probing of wires should always be done at the ECM. Always make sure your vehicle's battery is fully charged.

The following information comes from Service Bulletin 11-125-12 which recommends using the oscilloscope to check all 4 camshaft position sensors.

- Gain access to the vehicle ECM and identify the signal wires using the input/output chart applicable to the vehicle you are working on.
- Back probe the wires using a suitable pin at the ECM connector.
- Connect the SDI box to the DLC (Data Link Connector).
- Connect the gray analog oscilloscope box to the left side connector on the SDI box.
- Connect the SDI box to the Toughbook with the USB cable.
- Turn the ignition switch to the "on" position, engine off.
- Activate the Subaru Select Monitor software.
- At the main menu page, click on the oscilloscope function.
- Press the F2 key to hold the data (Start and Stop).
- You can monitor up to 4 signals at any one time, an example would be all 4 camshaft position sensors.
- Press the F7 key (Range).
- Set ranges to 6 volts maximum (again, using the 4 cam sensors as an example) other sensors may have a higher or lower setting.
- Set minimum range to -1 volt.
- Set time to 100 milliseconds per division (again, this is based on testing the 4 cam sensors per Service Bulletin 11-125-12. Other testing will require a different setting of time.)
- Click on the blue "0" button to lock in all range and time settings.
- Click the F5 key, input range, and adjust all 4 channels to 5 volts. This will allow you to view a clean and smooth pattern.
- On the same screen, scroll over to sampling mode and make sure "continuous" is selected. If not, and single is selected, you will only see one piece of information, not a continuous pattern.
- Connect the common port (black lead wire) to a good body ground.
- Connect analog channels 1,2,3,4 to the 4 signal wires at the ECM harness connector for the camshaft position sensors.
- Start the vehicle and immediately press the F2 key to begin viewing your pattern.

Should you encounter a customer concern of trouble pairing their phone to either a new or exchange audio unit, make sure the phone has been “authorized to pair” with an audio system as shown below. Often times, a customer may miss a screen showing this message “Authorization Request”. This screen disappears very quickly and should be checked if you encounter pairing issues. The photo below of this screen shows an Android phone.

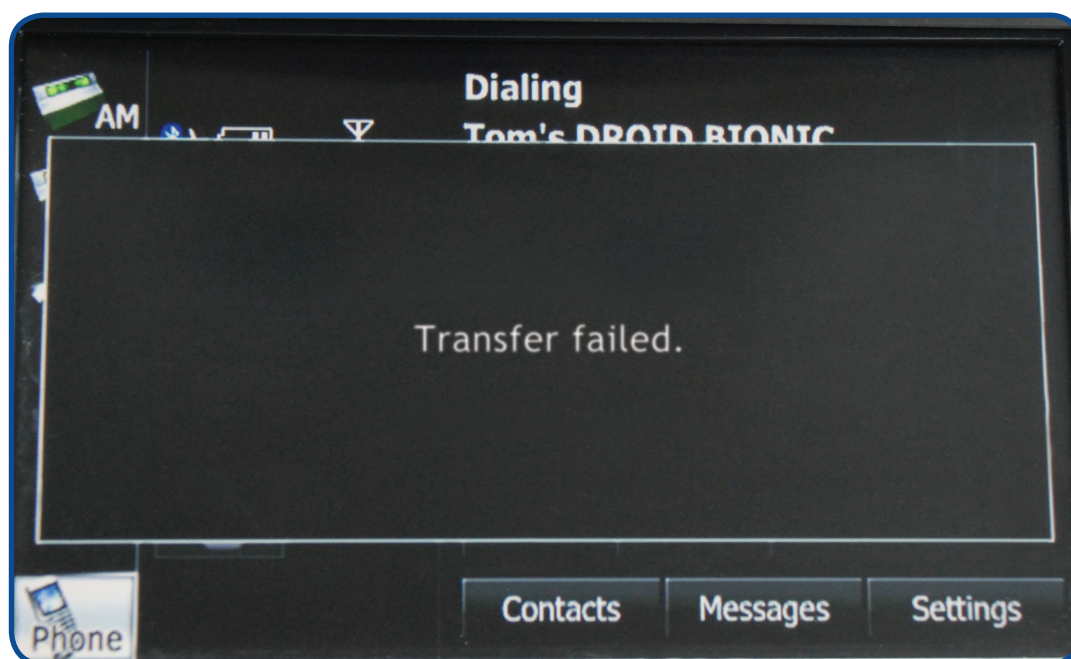
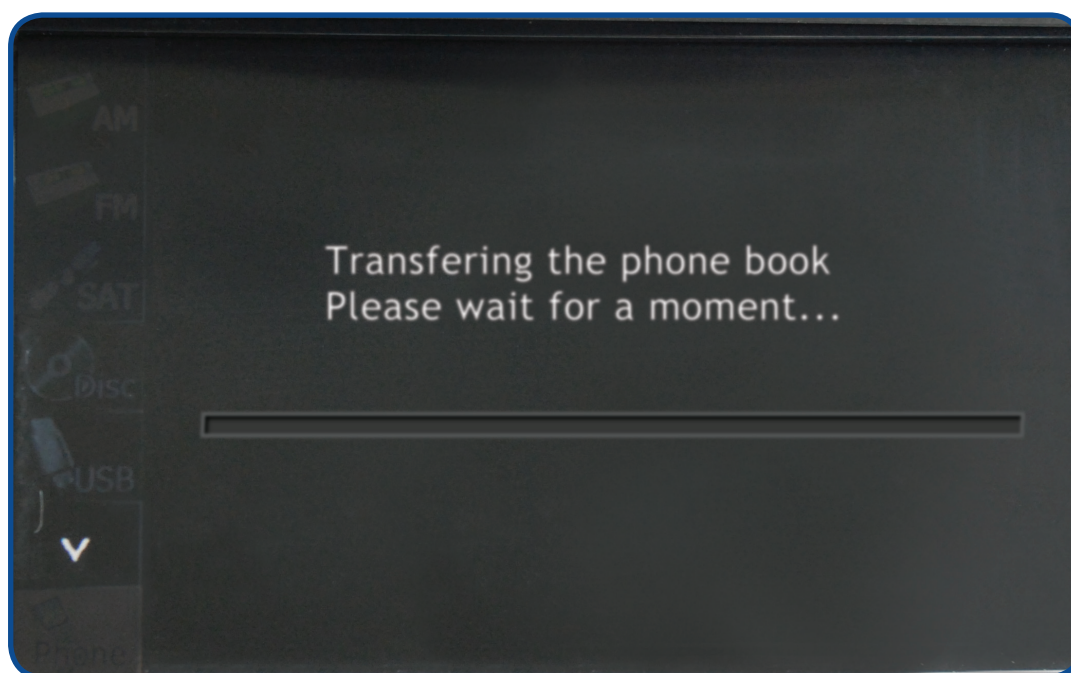


Currently, the iPhone® does not transfer phone books to Subaru audio/navigation units. Any concern in this area is simply one of compatibility. Another concern a customer may experience is a variation in the length of time the message “Transferring the phone book. Please wait for a moment” appears. There have been some cases where the customer believes a system freeze-up has occurred due to the time the message was displayed. The two most common causes for this are background functions of the audio/navigation system operating at the same time and performing certain functions simultaneously to the phone book loading. Trying to activate additional functions during this time will merely compound the condition by drawing down system resources even further. If the message “Transferring the phone book. Please wait a moment” remains on, it is best to let the process

Continued...

15 BLUETOOTH INFORMATION (CONTINUED)

complete or time out and a “Transfer failed” message appears before attempting to activate other system features. The other common cause of an extended “Transferring the phone book. Please wait a moment” message is similar to the above information where the customer’s phone is waiting for permission to be given by the user to allow the transfer of this information. Again, this message may appear very quickly on the phone screen and the user may miss it if they are not expecting it. By giving the phone permission to transfer the requested information, the amount of time to transfer the phone book should be reduced. Please see the screen shots below for what these messages look like on the audio unit display.



H001SFJ300; Accessory
Installation Guide, 2013
Remote Engine Start System

11-122-12; Technical Service
Bulletin, DTCs. DTCs P0340,
P0341, P0345 or P0346, P0301,
P0302, P0303 or P0304

16-84-12; Technical Service
Bulletin, Inspection Procedure
for A/T Fluid Cooler Hose
Connections

L2460BE; Service Manual Full,
Legacy & Outback Body Repair
Manual (2009MY to 2011MY)

02-138-12; Technical Service
Bulletin, Reprogramming
Availability for DTC P1235 False
Failure Indication for High-Pressure
Fuel Pump Circuit

F0010SG600; Accessory
Installation Guide, 2014 Forester
Side Window Deflector

2012 Calendar of Subaru Holidays

Christmas

Monday, December 24, 2012
Tuesday, December 25, 2012

New Year's Day

Tuesday, January 1, 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