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01 QMR OF THE MONTH

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

Joseph Surette

Subaru of Wakefield in Wakefield, MA

Joe submitted a very detailed QMR reviewing the steps he took in diagnosing evaporative system leaks on some '06 and '07 Forester models. The information Joe provided regarding vacuum leaks from fuel tank cut valves was very detailed and included part numbers involved, related VINs, information on his diagnosis and a possible root cause for the conditions found. All in all it was a fine example of the type of detail we like to see in all QMRs. It also demonstrates an area that is sometimes overlooked in field reports: The reporting of concerns found on older higher mileage vehicles that are out of warranty coverage. While we always greatly appreciate reports on the latest and greatest models and the new and unusual, if there are things you are seeing on older vehicles whether due to age, mileage, or just plain wear we want to hear about those as well. In appreciation for going the extra mile and sharing his experience with us, Joe 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 Joseph!



Subaru of America, Inc.
Wishes you a

*Happy
Holiday
Season!*



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"**

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



01 FOURTH BI-ANNUAL SUBARU INTERNATIONAL TECHNICIAN COMPETITION AWARDS ANNOUNCED

Subaru of America, Inc., is pleased to announce that Mark Jurkovski of Morrie's Subaru of Minnetonka, MN. took the Bronze Medal at the 2013 Subaru International Technician Competition! This is the third time in four competitions that Subaru of America, Inc. has been awarded a podium finish in Japan.

In addition to receiving his medal, Mr. Jurkovski received a recognition gift from Fuji Heavy Industries (parent company of Subaru of America, Inc.) and a \$500 presentation check for his outstanding performance in the competition.



Mr. Jurkovski has been a Subaru Technician for six years. He received his education and training from the Dunwoody Industrial Institute, and the NCI College of Technology. Mark is also a Certified ASE Master Technician.

Congratulations Mark!

01 SUBARU/ASE MASTER AUTOMOBILE TECHNICIAN OF THE YEAR 2013 AWARD

It is with great pleasure that Subaru of America, Inc. announces and congratulates Greg Sampley of Maple Hill Subaru in Kalamazoo, Michigan with the honor of receiving the Subaru-ASE Master Automobile Technician of the Year 2013 award. This is the fifth year that Subaru of America, Inc. and the National Institute for Automotive Service Excellence have presented this award.

Greg Sampley has been a loyal member of the Maple Hill Subaru family for fourteen years. He has been a Subaru Senior Master Technician since 2009 and was most recently the Subaru Technical Competition Chicago Zone Champion for 2013. Greg has over 22 years experience in the automotive field.

Presentation ceremonies were held on November 20, 2013 at the Fairmont Resort in Newport Beach, CA where Greg was awarded the Subaru Master Automobile Technician of the Year plaque and ASE Medal on behalf of Subaru of America.



Dan Vespertino (Left) - Director - Service Technical and Greg Sampley (Right) - Subaru-ASE Master Automobile Technician of the Year

Thank you for all the hard work Greg and congratulations!

A Special FHI Quality Monitoring Team is currently in the USA monitoring the launch of this much anticipated new model. The Team is very interested in EVERYTHING related to this new Vehicle. 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 all strongly requested and greatly appreciated. Be sure to save all DTC and freeze frame data before performing any clear memory functions. While there is no guarantee that 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 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 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 that questions may come to you regardless if you report the condition in a qmr or not, so please keep detailed notes on each repair.

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 before the condition prior to the repair as one 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 and also speed up release of related service information.

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.

01 TECHLINE NEW HOURS OF OPERATION

In an effort to better support you our dealers; beginning on January 6th 2014, the Subaru Techline will expand the hours of operation between Monday and Thursday. In addition the Techline will be open on Saturdays.

New Hours of Operation are shown as East Coast Time

Monday – Thursday	8:30 AM – 7:30 PM
Friday	10:30AM – 5:00PM
Saturday	9:00 AM – 3:00PM

02 ENGINE OIL EXPANSION: FACT OR FICTION?

Is it necessary to allow for or compensate for temperature changes when determining the proper level on the engine oil dipstick? We asked the technical staff at Idemitsu Lubricants for information about this and received an interesting response. Using a 5 quart engine oil capacity as a baseline, the oil's volume increase (expansion) from room temperature to a normal operating temperature of 210 degrees F would equate to roughly just 3ml (milliliters) which is slightly more than ½ of a teaspoon. If you were to add 3ml of oil to the engine, that small of an amount would not be enough to register a visible level change on the dipstick. Although the level on the dipstick is probably easier to read when the engine oil is cold (thicker viscosity), allowing at least 5 minutes after engine shut-down for the oil to drain back into the sump is the main key to an accurate oil level inspection.

07 ODS CODE 29 OR 37, ELECTRICAL DEVICES AND AIR BAGS REVISED

Should you encounter any model Subaru 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 center power plugs. Several cases of these codes have been traced back to a low quality accessories being plugged into the power outlets causing some electrical or radio frequency interference with the ODS module.

In addition to causing false Air Bag codes, this electrical interference can cause Tire Pressure Monitor System (TPMS) codes that will not clear on any model equipped with a TPMS System. Removal of the accessories usually eliminates the condition allowing the DTCs to be cleared. If the condition persists after the removal of any devices, proceed with normal diagnostics using the appropriate service manual.



02-144-13R; Technical Service Bulletin, Surface Treatment Change To Oil Control Piston Rings (2012-2014MY Forester)

E361SFJ000; Accessory Installation Guide, Crossbar Kit (2012-2014MY Impreza 5-Door)

SUTTIPSLOC; Other/Miscellaneous TechTIPS Article Locator Index (Updated 11-2013)

E551SAJ100; Accessory Installation Guide, 2013-2014MY Outback Front Bumper Under Guard

07-59-07R; Technical Service Bulletin, Moisture / Condensation (Water) Formation Inside Exterior Lamp Assemblies

12-159-13; Technical Service Bulletin, Outside Odors Entering the Vehicle Interior

2013 Calendar of Subaru Holidays

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 – Beginning January 6, 2014

Monday – Thursday 8:30 am to 7:30 pm
Friday 10:30 am to 5 pm and Saturday 9 am to 3 pm