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01 QMR OF THE MONTH

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

Edward Dowell : Irvine Subaru in
Lake Forest, CA

Ed submitted a very detailed QMR providing a correction to the 2014 Forester RES Troubleshooting Guide. In appreciation for going the extra mile and sharing his experience with us, Ed will be receiving the following from his FSE:

**A Subaru Confidence
In Motion Jacket**

&

**A \$100
Gift Card**

Congratulations Ed!

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.

05 TIRE CIRCUMFERENCE

If you have a customer complaint of when using the paddle shifters in “D” (Drive Mode not Manual Mode), the transmission does not automatically return to “D” as indicated in the instrument cluster following use of the paddle shifters. The condition may be a result of a variation in the tire circumferences. Confirm all four tires are of the same brand, size, and circumference. If a variation is found, then the recommendation would be to review with the customer their need to replace the necessary tires to arrive at a matched set (or return to the tire store where the recently purchased mismatched tires came from for correction).

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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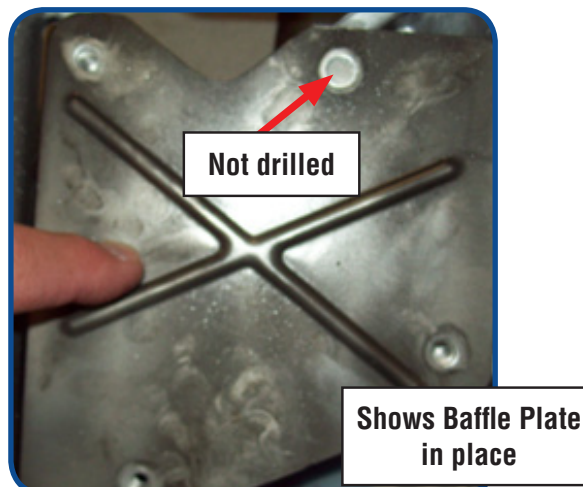
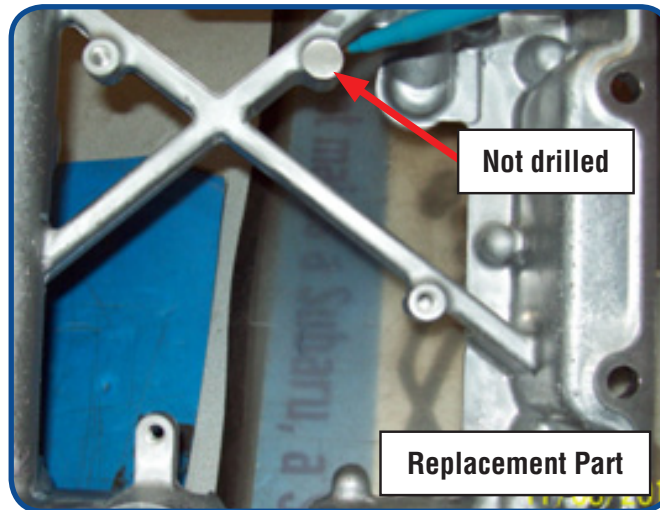
The international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



QUALITY DRIVEN® SERVICE



A manufacturing change was made to the upper oil pan used on FB engines. Previously, there were 4 holes drilled and tapped for the 4 bolts used to secure the crankcase oil baffle plate. The replacement part has 3 holes drilled and tapped. There is no need to drill and tap the 4th hole. Simply use 3 bolts to secure the baffle plate. FHI has notified us this was a planned production change and not an error in manufacturing.



01 USING STIS, THE “WHAT’S NEW” SECTION AND TECH TIPS

In monitoring Techline calls for quality assurance purposes, we sometimes notice callers are unaware of recently published information. It is important that Subarunet and the STIS site be reviewed on a regular, if not daily, basis. By reviewing the information found on these sites on a regular basis, (for example: the “What’s New” section) your Technicians will have the most updated information on repair procedures, Service Manual corrections, Technical Service Bulletins, and Tech TIPS. As you know, having this information readily available, increases Technician efficiency (not to mention customer satisfaction).

In addition to searching for Tech Tips, please be aware that there is a Tech Tips Article Locator document that breaks TIPS down into 17 different categories. This allows you to look directly for a TIP in any area of the vehicle for the problem that you are working on. It can be found by searching the On Line Reference Column on STIS, then select “Other/ Misc” then click on the first search box. At the bottom of all of the documents returned from your search, you will find the TIPS Locator document. Once you open and view it, you can scroll to the particular area you are looking for to see if there is a TIP on the subject matter. The TIPS Locator document is updated quarterly.

Any data files you send to Techline can be sent from a desktop computer to tech@subaru.com or, if you are using your **CF19**, click on “**Tech Support**”. This will ensure that they are delivered to the Techline mailbox.

02 TOO MUCH OIL IN THE ENGINE

How much is too much? What can happen if you put too much oil in an engine? If you’ve ever seen an engine that had way too much oil added, you’d say a lot can happen and all of it is very bad and expensive. What if it’s just a little over full, say by half a quart? Shouldn’t hurt anything...right? Excess will just burn off...right? Wrong. What if we told you that an engine just half a quart over full could result in a drivability concern? It can. If you encounter a concern of sluggish operation, hesitation, or surging on a vehicle you may want to check the engine oil level when the engine is cold. If the engine oil is over full, drain the excess oil and see if the condition is corrected. Conditions like this will generally be most noticeable when accelerating up a grade. If you are monitoring the ECM using the SSMIII, you may notice knocking correction occurring at the same time you experience the surging sensation. We are aware of concerns like this occurring in the field following both dealer and aftermarket oil changes. Always confirm the engine oil level is correct following any service. What if the car is new? What if the mileage isn’t near the service interval? Don’t discount the possibility of someone adding oil to an engine between services. After all, if it’s down half a quart why not just add the whole quart. It’s only a little over full. What could it hurt? Now you know. It could hurt drivability.

07 REVISED OIL CONSUMPTION FORM

Please be advised there is a revised Oil Consumption Document on Subarunet. Once you open the site, click on Service/Forms/Oil Consumption Test. The majority of the form and the evaluation and testing procedures remain unchanged for the most part. The most significant addition are the lines for listing cylinder leakage test results. While a common practice used for evaluation, the old form did not have a place to list those results. The balance of the form remains unchanged other than the addition

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of supplemental instructions for test completion and calculation of the test results which was not outlined in detail on the old form. A copy of this new form is provided below for your reference.

17.12 Oil Consumption Test

Oil Consumption Test

This test must be completed before performing any internal repairs.

Owner's Name: _____

Vehicle Identification Number (VIN): _____

Engine Type and size (i.e. EJ 2.5 SOHC): _____

Engine Number: _____ Techline Case Number: _____

Transmission Number: _____

Dealer Number, Name and Contact Person: _____

This test is used to determine the rate of oil consumption and is required as supporting documentation for subsequent engine repairs after determining there are no external leaks.

Note: Vehicle must have more than 3000 miles before performing test.

Begin the test by changing the oil and filter (Owner's responsibility or reimbursed by SOA if a warranty repair is started as a result) and recording the date and mileage here.

Oil and Filter Change Date: _____ Mileage: _____

Instruct the owner on how to check the oil level. It should be checked regularly for example, when refueling (Engine must be off for no less than five minutes and the vehicle parked on a level surface while checking). The customer must be instructed to return to the dealer when the oil level is one (1) quart low (at or below lower hole in dipstick) or after 1,200 miles, whichever occurs first. The owner should not add any oil to the vehicle unless there will be a delay in returning to the dealer for inspection, in which case the specified grade of oil should be added to bring the level back up to the full mark (upper hole in dipstick). The date, mileage, and amount of oil added must be noted by the customer or the test may have to be started over with a fresh oil and filter change.

#	DATE	MILEAGE	OIL LEVEL	OIL ADDED	MILES DRIVEN	OIL CONS/MILES
1						
2						
3						
4						
			TOTAL			

The oil usage must be checked four (4) times.

Do not change the oil/filter during the test period.

Consumption rate determined: _____ per _____ miles
(Divide Total **MILES DRIVEN** by Total **OIL ADDED**)

If more than 1 quart per 1200 miles, perform a Cylinder Leakage test and a Compression test. Results must be reviewed with Techline before proceeding with any warranty repairs.

Note: DPSM prior authorization may be required for claim purposes.

Cylinder Leakage (percentage %)

Cylinder #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____

Leakage (I - Intake, E - Exhaust, C - Crankcase) Indicate Flow of Leakage - for example air is flowing into crankcase, indicate with a "C"

Cylinder #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____

Compression Test - Dry

Cylinder #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____

Compression Test - Wet

Cylinder #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____

15-159-13R; Technical Service Bulletin, Tire Rubbing Sound from Right Front

07-75-13; Technical Service Bulletin, DTC P0606 after Vehicle Battery Is Reconnected

09-55-13; Technical Service Bulletin, Fuel Tank Insulation Pad / Fuel Delivery

E201SSC300; Accessory Installation Guide, Forester Fender Flares

WQH-44; Subaru Product / Campaign Bulletin, Genuine Subaru Carpeted Floor Mats

11-132-13; Technical Service Bulletin, ECM Reprogramming Availability for DTC P0244

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: 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 8:30am to 6:30pm
Friday 10:30am to 5pm