



## ARTICLES CONTAINED IN THIS ISSUE

CODE	ARTICLE.....	PAGE
(00)	August STIS New Releases .....	7
(01)	QMR of the Month.....	1
(01)	Locating Flashwrite Reprogramming Files for 2015MY WRX Models .....	2
(01)	Calling the Tech line for assistance.....	2
(07)	2015 Legacy / Outback, Power Window AUTO-UP & AUTO-DOWN Feature Operation Revisited .....	3
(07)	2015MY Legacy & Outback Under-Hood Main Fuse Box (M/B) Information.....	6
(12)	2015 Legacy / Outback, Center Console Compartment Door Information.....	4
(12)	Design Change to the Zippers Used On Front Seat Backrest Covers.....	5

## 2014 CALENDAR OF SUBARU HOLIDAYS

### Thanksgiving

Thursday, November 27, 2014

Friday, November 28, 2014\*

\*Techline Hours of operation will be from 9:00 am until 3:30 pm EST.

### 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.

# James Paquette

Patrick Subaru of Shrewsbury, MA

James submitted a very detailed QMR reviewing his diagnosis of a 2014 Forester XT with a misfire concern. His report provided all the details of his step by step diagnosis and included helpful photos of his findings. This information was very helpful in improving our understanding of this condition.

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



# 01

## LOCATING FLASHWRITE REPROGRAMMING FILES FOR 2015MY WRX MODELS

When searching in Flashwrite for pack files to reprogram control units, keep in mind starting with 2015MY, the WRX is now listed separately from the Impreza. When searching by Vehicle spec. for applicable pack files, select 2015MY and WRX from the drop-down lists as shown in the screen shot below to obtain the circled search result. All 2014 and prior MY WRX / STI reprogramming will remain under Impreza as they have been in prior releases. Checking for pak files using the CID search is still the preferred method.

**Search Condition:**

- CID
- Vehicle spec.

CID # Entry is Case Sensitive

Vehicle Spec.

- CPU
- 2015
- WRX
- Engine
- Aspiration

**Search Result**

Pack Number	Year	Vehicle Line	Emission spec	Engine	Aspiration	Transmission	CPU
22765AG232	2015	WRX	FED, CAL	2.0L	Turbo	MT	ECM
22765AG242	2015	WRX	FED, CAL	2.0L	Turbo	CVT	ECM

Details Print Continue

# 01

## CALLING THE TECH LINE FOR ASSISTANCE

The Technical Support Line (Techline) is here to provide assistance to our retailers only.

In the event a customer has a technical question they wish to ask Subaru of America, they must contact the Customer Retailer Services department.

Information regarding the Customer Retailer Services department can be found at:

<http://www.subaru.com/customer-support.html> or by calling 1-800-782-2783.

In the August, 2013 issue of TIPS, we published information on how to use the new Auto-Up and Auto-Down feature for the driver's front window on the 2014 Forester. This popular feature has been incorporated into both front door windows on most 2015 Legacy and Outback models (except 2.5i base models). The reset procedure for the new models is unchanged.



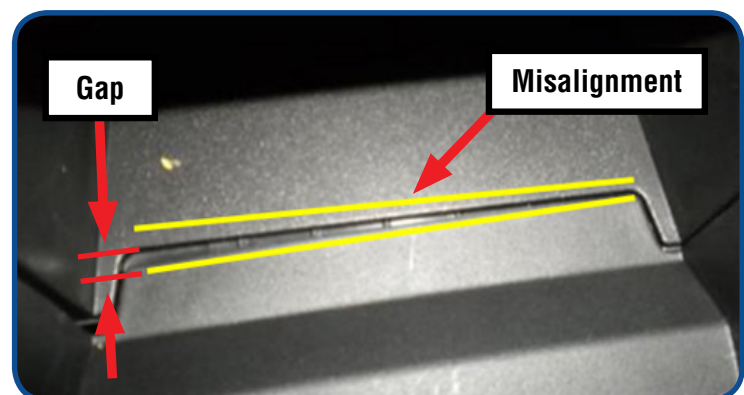
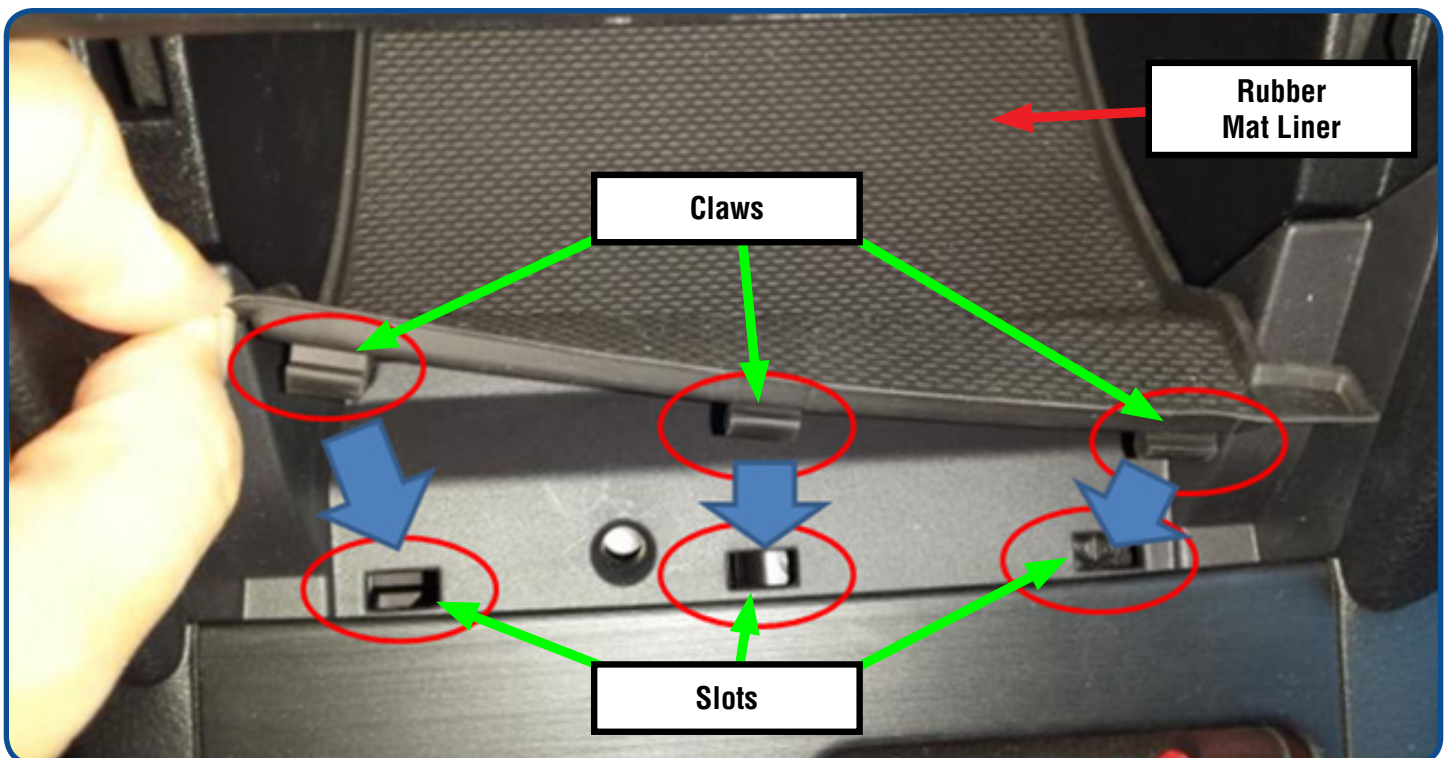
If you receive a customer concern of either front power window becoming inoperative at times or only moving up/down in short movements each time the window button is operated, be sure to rule out both of these scenarios before ordering any replacement parts. The condition may be inadvertently operator-induced while in reality, the power windows are operating as designed based on the "AUTO" switch inputs. This condition is more likely to occur when ambient temperatures are higher during the warm weather months.

#### Possible causes:

- If the operator pushes and continues to hold down the window switch while using the auto-down feature after the window is fully open, a circuit breaker function in the window motor will operate to protect it from overload. After releasing the switch, the breaker will reset in 10-15 seconds and normal operation will be restored.
- After the window is fully closed, the circuit breaker will also operate but the following reset procedure will need to be performed before normal window operation can be restored:
  1. After the circuit breaker resets in about 10-15 seconds, push the switch down to open the window about halfway.
  2. Pull the switch up to close the window fully in steps (it will only close about 2" each time the switch is operated).
  3. Once the window is fully closed, pull up and hold the switch again for 1 second to complete the procedure.
  4. Repeat steps 2 and 3 for the passenger side window using the passenger window switch.

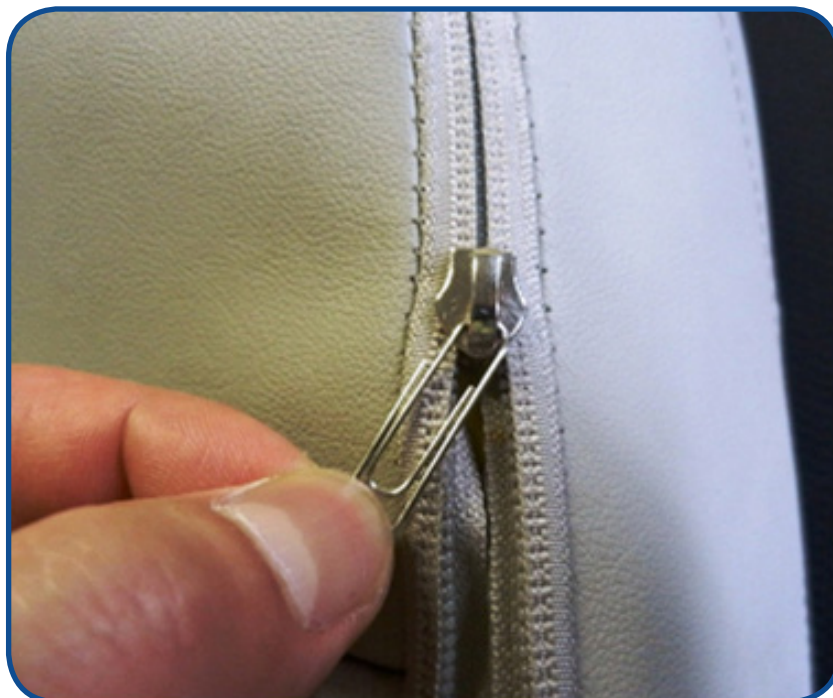
If normal power window operation is not restored, the switch was most likely held up during the last step for longer than the specified 1 second. Repeat the 3-step procedure above. Once confirmed, review this characteristic function of the power window switches with the customer as well as the initialization procedure outlined in the Owner's Manual should the need arise in the future.

If you receive a customer concern of the front console door (ahead of the shifter) not opening or closing properly, there are 2 areas to inspect for the source of the binding condition. First, always make sure the rubber liner / mat on the bottom of the compartment is fully seated along the front edge inside the compartment. The top photo below shows where to inspect for proper retention and fit of the rubber liner / mat. The 3 retaining “claws” must be fully seated in their respective slots. The second photo shows the liner / mat fully seated but not properly aligned with the surrounding shifter trim panel. This is an indicator of the shifter trim panel not being installed properly. If the shifter trim panel is not installed properly, most likely the compartment door will be difficult to operate. If after removing the trim panel, a close inspection reveals any deformation, it must be replaced. Always inspect these 2 areas closely before ordering any replacement parts for this condition.



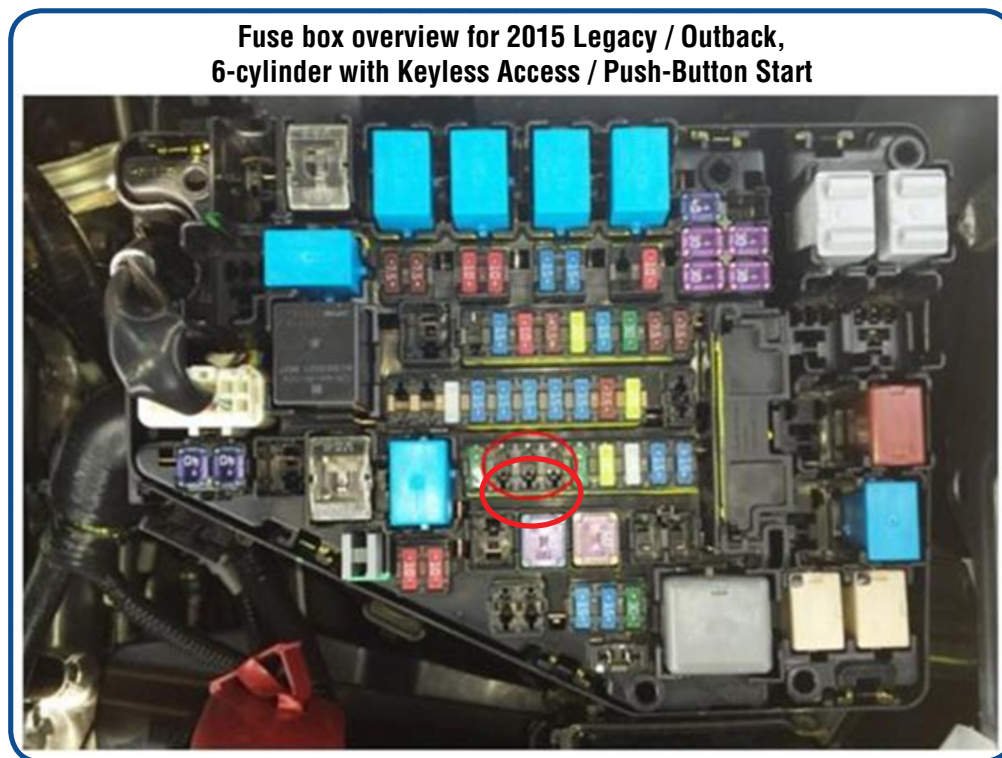
Be advised, a design change was made during June, 2014 eliminating the zipper pull tab found on the front seat backrest covers used on all 2014-15MY Impreza, 2015MY Forester and 2015 Legacy and Outback models. A paper clip fed through the hole of the closer portion as shown in the photos below makes for an easy replacement pull tab.

**NOTE:** Do not replace a seat cover for a missing pull tab.



Inquiries have been received regarding some confusion while performing the Pre-Delivery Inspection (PDI) involving the under-hood (M/B) fuse box and its cover being used on 2015MY Legacy and Outback models. Some had questions regarding what appeared to be missing fuses. Others mentioned discrepancies between the fuse location / circuit name diagram located inside the fuse box cover and the Service Manual. Before spending any diagnostic time unnecessarily, always keep the following points in mind:

- Refer to the June, 2014 issue of TIPS for Transit Fuse Information. Relocating this fuse is the ONLY item which should need to be addressed inside the M/B during the PDI procedure.
- There is no need to install any additional fuses in the M/B other than relocating the transit fuse. For example, on 6-cylinder models, there are 3 empty fuse slots as shown in the photo below. One of these empty slots is for the Active Grille Air Shutter System which is used only on 4-cylinder models therefore, the slot is left empty.



- If a required fuse is truly missing, the circuit it controls will be inoperative and will likely become apparent while performing the operational check portion of the PDI. In some cases, the Check Engine light may also illuminate.
- The information on the lid of the fuse box is designed to provide very general information in the event of an unanticipated electrical failure. As such, it must never be used as a primary diagnostic aid when performing actual electrical repairs. When diagnosing an electrical concern, always refer to the applicable Service Manual Wiring Diagram section for detailed information about the related circuit(s).

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
02-157-14	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	28-Aug-14
02-147-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	28-Aug-14
02-145-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings (2012-2013MY Impreza and 2013MY XV Crosstrek)	28-Aug-14
02-144-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings (2012-2014MY Forester)	28-Aug-14
02-143-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings (2013MY Legacy and Outback)	28-Aug-14
11-144-14	Technical Service Bulletin	Reprogramming Files for DTCs P0420, P2610 and P0134	27-Aug-14
WQL-48R	Subaru Product / Campaign Bulletin	Front Passenger Air Bag Inflator Replacement	25-Aug-14
09-57-14R	Technical Service Bulletin	Fuel (Gasoline) Filler Door (Flap) Does Not Open	22-Aug-14
H630SFJ400	Accessory Installation Guide	Subwoofer Bass Limiter	20-Aug-14
03-74-14	Technical Service Bulletin	Gear Oil Leaking from Rear Differential Cover	18-Aug-14
J101SAL800	Accessory Installation Guide	2015MY Legacy and Outback Body Side Molding Kit	14-Aug-14
01-172-14	Technical Service Bulletin	Subaru Select Monitor III (SSMIII) Usage Tips	13-Aug-14
H501SSG100	Accessory Installation Guide	Forester Auto dimming mirror with compass and Homelink	8-Aug-14

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
H501SSG000	Accessory Installation Guide	Forester Auto dimming mirror with compass	8-Aug-14
15-174-14	Technical Service Bulletin	2015MY Legacy and Outback Models with Fujitsu Ten (F10) Navigation / Audio System	7-Aug-14
01-168-09R	Technical Service Bulletin	Replacement Key and Immobilizer Information for Authorized Subaru Dealers	7-Aug-14
TIPS0814	TechTIPS NewsLetter	2014 August TechTIPS Newsletter	6-Aug-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: \_\_\_\_\_