The Oil Consumption Test has been revised

TO: SDC EST CEN WST

FROM: Subaru of America, Inc.

DEPARTMENT: Service

DATE: 04/01/2014

CATEGORY: Parts/Service

The **Oil Consumption Test** revised 03/14 has been posted on Subarunet and in the Claims Policies and Procedures Manual. The test must be completed before performing any internal engine repairs for oil consumption. This testing applies to vehicles outside of the range of Service Bulletins: **02-143-13R**, **02-144-13R** and **02-145-13R**. Several important changes have been made to the form and it is recommended that you read the form in its entirety.

This revised form should not be confused with the **NEW FB Engine Oil Control Ring TSB Oil Consumption Test** which must be used **exclusively** in conjunction with Service Bulletins: **02-143-13R**, **02-144-13R** and **02-145-13R**.

The revised Oil Consumption Test form can be found on **Subarunet>Service >Forms** or in **Section 17.12 of the Claims Policies and Procedures Manual**.

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: _____ Repair Order No:_____

Repair Order Date:_____ Repair Order Mileage:_____

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 and the PCV system is operating correctly.

Note: The vehicle odometer must show more than 1000 miles before performing this test. Break-in period combined with some driving patterns may result in a low oil level or the low oil level lamp illuminating prior to the first service interval. This alone is not an indication of unusual oil consumption. If over 5000 miles have passed since new or the last oil change and low oil level lamp illuminates, consumption should be considered normal. If between 3600 and 5000 miles, vehicle driving conditions must be reviewed and documented as these are known to be a significant contributing factor for oil consumption. Understanding the vehicle driving conditions is particularly important if the oil consumption seems to vary greatly between inspections. If the vehicle is used for towing a trailer or under other severe driving conditions, consumption of up to 1 quart per 1200 miles may be expected and may not indicate a need for any repair. Refer to the applicable Warranty and Maintenance Booklet found in the Owner Information Kit for details on what is considered severe driving conditions for each vehicle.

REQUIRED INFORMATION TO INITIATE OIL CONSUMPTION TEST- COMPLETE ALL QUESTIONS	YES	NO	UNSURE	ADDED*
Customer checked oil level and found it low? How much?				
Customer reports that low oil level lamp illuminated? 				
Customer added oil at that time? How much?				
Technician found low oil level lamp illuminated?				
Technician inspected and found oil level low? How much?				

ONCE YOU HAVE COMPLETED THIS SECTION AND FOUND UNUSUAL OIL CONSUMPTION, FAX THIS FORM TO 856-488-3199 AND BEGIN TEST

*1 quart = 1.0 qt = 32 fluid ounces (fl oz), 0.5 qt = 16 fl oz, 0.1qt = 3.2 fl oz. Indicate the unit of measurement and do not round any values up or down. Precision is required.

Begin the test by changing the oil and filter. The oil level must be confirmed as full before the vehicle leaves.

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. The engine must be off at least five minutes and the vehicle parked on a level surface while checking. To complete the test, the customer must return twice consecutively. Each time the customer must return as soon as any of the following occur: The oil level is one (1) quart low (at or below lower hole in dipstick), The low oil level warning lamp illuminates (if applicable) or After 1,200 miles have elapsed. Whichever occurs first. At which point the dealer technician will determine the amount of oil lost and top up the oil to the full mark before proceeding.

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 including a fresh oil and filter change.**

**Owner's responsibility or reimbursed by SOA if a warranty repair is started as a result. Dealer may also cover as goodwill (PAR) at their discretion. Contact SOA Claims Team with any questions regarding claim submission.

Continued on next page

Oil Consumption Test

NOTE: When the technician checks the oil level at each inspection, the oil level must be adjusted back to full and the oil added at that time recorded in the chart below. Do not allow the test to continue without adding oil as operating the engine low on oil will increase the rate of consumption and make for an erroneous result.

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

The oil usage must be checked two(2) times.

*1 quart = 1.0 qt = 32 fluid ounces (fl oz), 0.5 qt = 16 fl oz, 0.1qt = 3.2 fl oz. Indicate the unit of measurement and do not round any values up or down. Precision is required.

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

Consumption rate determined: _____ per _____ miles
[Oil Consumed every 3600* Miles = (Total **OIL ADDED** ÷ Total **MILES DRIVEN**) x 3600*]

***Note:** If the vehicle is used for trailer towing or other severe usage, substitute 1200 miles for 3600 miles in this calculation. Refer to the applicable Warranty Maintenance Booklet in the Owner Information Kit for details on what is considered severe driving conditions.

Use the following chart to review the consumption test results and determine any next steps.

	OIL CONSUMED	MILEAGE STANDARD	NEXT STEP(S)
NORMAL DRIVING CONDITIONS	More than 1 quart	3600†	"Perform Cylinder Leakage and Compression Testing. Contact Techline to review results. Techline will advise on next steps."
	1/2 to 1 quart	3600†	"Contact Techline before proceeding with Cylinder Leakage and Compression testing to review results. Techline will advise if further testing is required."
	Less than 1/2 quart	3600†	"No repairs required. Normal Consumption."

	OIL CONSUMED	MILEAGE STANDARD	NEXT STEP(S)
SEVERE DRIVING CONDITIONS	1 quart or more	1200†	"Perform Cylinder Leakage and Compression Testing. Contact Techline to review results. Techline will advise on next steps."
	Less than 1 quart	1200†	"No repairs required. Normal Consumption."

†Refer to the applicable Warranty and Maintenance Booklet in the Owner Information Kit (OIK) for details on what is considered severe driving conditions.

Note: DPSM prior authorization may be required for claim purposes. Please refer to the Claims Policies and Procedures Manual on Subarunet for a list of prior authorization requirements.

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_____

IMPORTANT: Please fax this form to (856) 488-3199 when completed. This fax is for quality assurance purposes only. You will NOT receive any response from this fax. If you need assistance, please contact SOA's Techline. Fax a copy of all related documents including this form to Techline at (856)-254-1423 before calling. Always attach a copy to the customer's service file or the repair order hard copy for your records.