



ARTICLES CONTAINED IN THIS ISSUE

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2014 CALENDAR OF SUBARU HOLIDAYS

Independence Day
Friday, July 4, 2014

Labor Day
Monday, September 1, 2014

Thanksgiving
Thursday, November 27, 2014
Friday, November 28, 2014

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.

Will Wright

Pence Subaru in Midlothian, VA

Will submitted a very detailed QMR reviewing his diagnosis of a 2014 Legacy with inoperative keyless remote entry. He confirmed the failure mode and using good diagnostic techniques, identified a concern with the keyless entry module. At the same time, he noticed the windows had aftermarket tinting installed. Questioning of the customer indicated that the keyless concern occurred just after the windows were tinted. Further inspection then found the keyless entry module showed signs of soapy water intrusion and corrosion, apparently a result of the tint application process. Will shared this information with us in hopes we would remind others through Tech Tips to always consider the installation of aftermarket products and accessories as part of determining the root cause of any failure. Great Tip Will !

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



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:

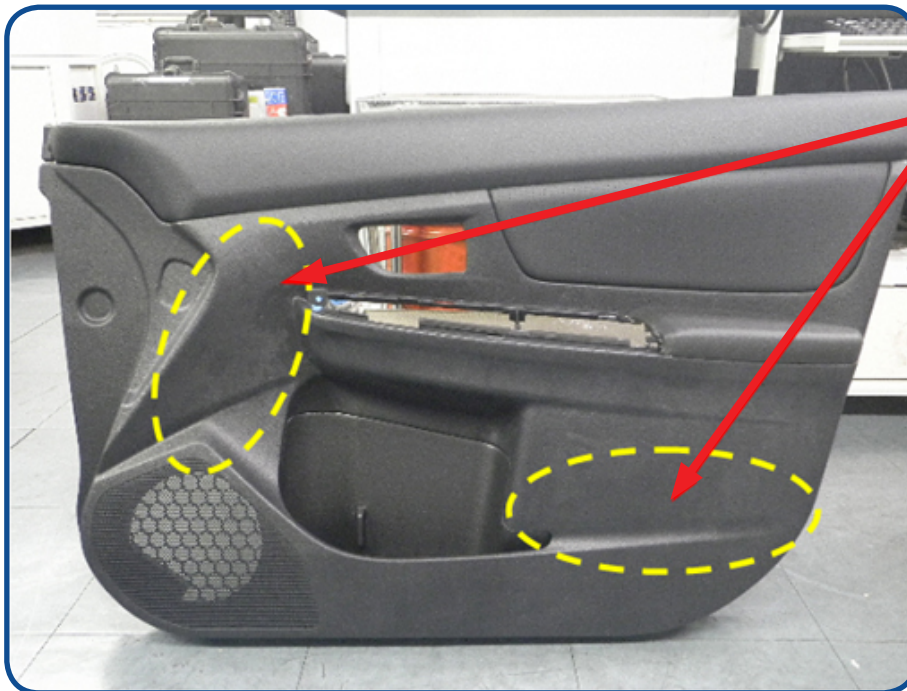
- **Sluggish operation**
- **Hesitation**
- **Continual Surging**

You may want to check the engine oil level when the engine is cold. In addition, we have received reports outlining CVT operational issues listed (but not limited to) the conditions below. These have also been found to be a result of an over-filled crankcase:

- **CVT not “shifting” properly, delayed up-ratio or wrong ratio selected for the engine load followed by an engine over-rev condition when CVT ratios down in response to throttle input**
- **“Grabbing” sensation, CVT operating in a jerking fashion**
- **Vehicle seems to be lacking power at times or continually**

If the engine oil level is over-full, drain the excess oil to the full mark on the dipstick then see if the conditions are corrected. Conditions like these will generally be most noticeable when accelerating up a grade. If you are monitoring the ECM using the SSMIII, you may also 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. If the oil level is found to be over-filled, always make sure to check the oil level in the front differential to rule out an accidental draining. 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 scheduled 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.

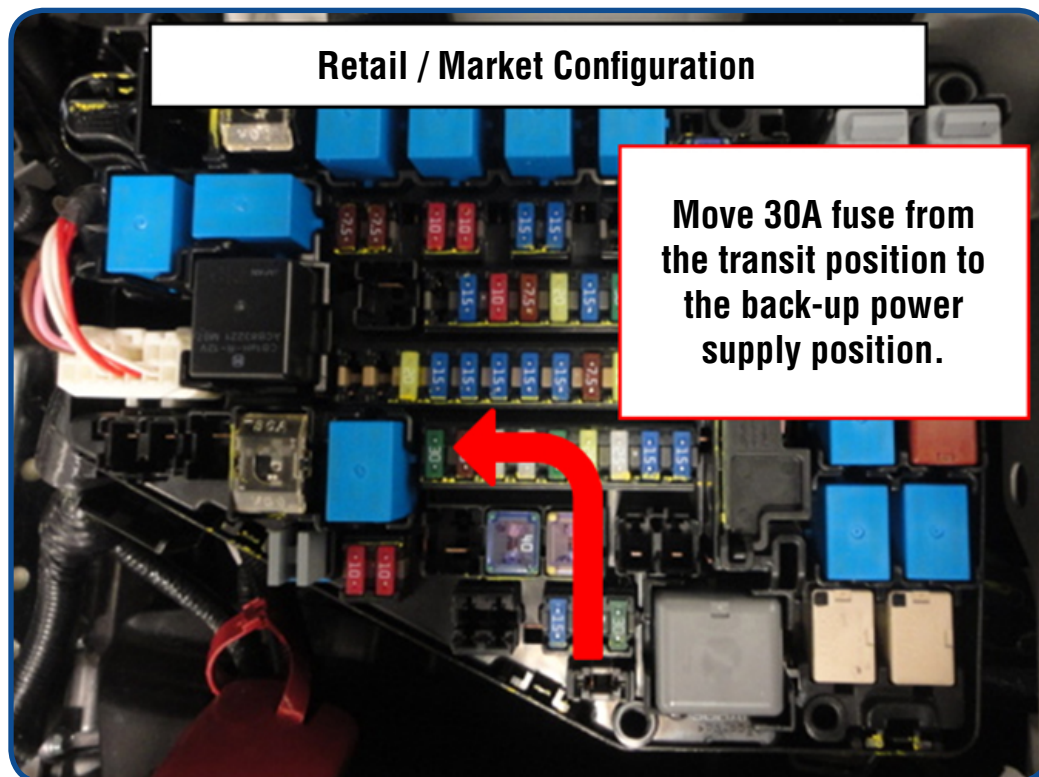
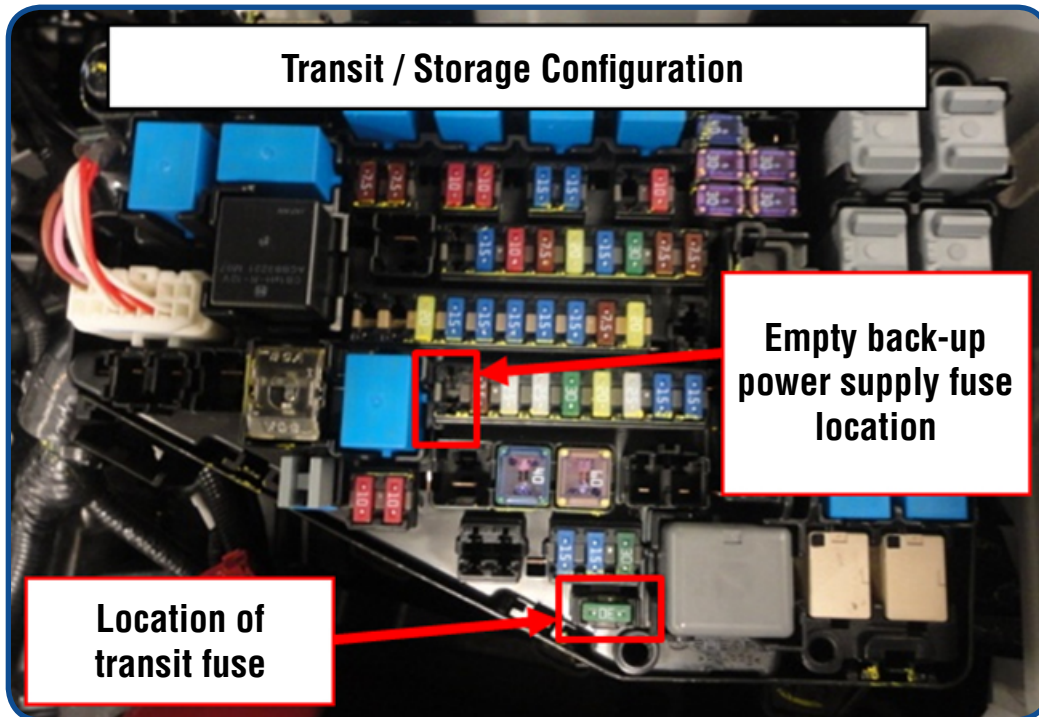
If you receive a customer concern of a whitish discoloration found on the front interior door trim panels, it is most likely a by-product of the scratch prevention agent used in the front door trim material. If the vehicle has been in storage for a period of time or unused with all the windows closed, a lack of air circulation in the cabin can cause deposits to form on the front door trim panel surfaces in the areas shown in the photo below.



Common Areas For The Whitish Deposits To Accumulate.

Use a clean detailing cloth wet with plain water to remove the deposits. After the surface dries, confirm all the deposits have been removed. Should any deposits remain, repeat the process again. Make sure the cloth is wet as using a dry cloth can damage the surface of the trim panel.

In the very near future, your dealership will start to receive the first shipments of the all-new 2015MY Legacy and Outback models. As part of the Pre-Delivery Inspection procedure, the transit fuse will need to be relocated to the back-up power fuse location in the Main Fuse Box (M/B), under the hood as shown in the illustrations below.



ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
F551SAL700	Accessory Installation Guide	2015MY Outback Compartment Separator	29-May-14
MSA5P1926C	Technician Reference Booklet	2015 Legacy and Outback New Technology Training (Module 926)	29-May-14
H001SAL800	Accessory Installation Guide	2015 Legacy and Outback Smart Engine Start Kit (Push-Start Ignition)	28-May-14
H001SAL000	Accessory Installation Guide	2015 Legacy and Outback Remote Engine Start System (Turn-Start Ignition)	28-May-14
02-156-14	Technical Service Bulletin	Service Part Number Change to The V-Belt (Serpentine Drive / Accessory Belt) to Address A Squeak, Squeal, or Chirp Sound	27-May-14
02-147-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	27-May-14
02-145-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings (2012-2013MY Impreza and 2013MY XV Crosstrek)	27-May-14
02-144-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings (2012-2014MY Forester)	27-May-14
02-143-13R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings (2013MY Legacy and Outback)	27-May-14
11-140-14	Technical Service Bulletin	Reprogramming Files for Spark Knock (Ping) in High Altitude Areas	23-May-14
MSA5M1514A	Owner Manual	2015MY WRX and WRX STI Owner's Manual	21-May-14
17-17-13R	Technical Service Bulletin	Event Data Recorder (EDR) Function of Airbag Module	20-May-14
J501SAJ600	Accessory Installation Guide	Rear Seat Back Protector	19-May-14
J101SSG701XX	Accessory Installation Guide	Forester Body Side Molding Kit	19-May-14
11-139-14	Technical Service Bulletin	Reprogramming Files for DTC P0606 and Extended Engine Cranking	16-May-14
15-173-14	Technical Service Bulletin	Exterior Auto Dim Mirrors with Approach Lighting	16-May-14
E361SAJ500	Accessory Installation Guide	Ski Carrier Lift Kit	14-May-14

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5T1559A	Service Manual Full	2015MY Impreza WRX/STI Body Repair Manual	14-May-14
MSA5M1503A	Owner Manual	2015MY Forester Owner's Manual (Version B)	13-May-14
F551SAL020	Accessory Installation Guide	2015MY Legacy Trunk Side Net Kit (Both Sides)	8-May-14
16-90-13R	Technical Service Bulletin	Design Change to Lock-Up Type Torque Converter	7-May-14
13-97-14	Technical Service Bulletin	2015 MY Paint Coding Information	6-May-14
SUTTIPSLOC	Other / Miscellaneous	TechTIPS Article Locator Index (Updated 05-2014)	6-May-14
TIPS0514	TechTIPS NewsLetter	2014 May TechTIPS Newsletter	5-May-14
WQJ-46	Subaru Product / Campaign Bulletin	5-Speed Automatic Transmission (5EAT) Parking Rod	1-May-14
15-156-12R	Technical Service Bulletin	Deletion of Compass Mirror	1-May-14
A091SSG000	Accessory Installation Guide	2015MY Legacy and Outback Engine Block Heater Kit (4 Cylinder)	1-May-14
A091SFJ001	Accessory Installation Guide	2015MY Legacy and Outback Engine Block Heater Kit (6 Cylinder)	1-May-14
H631SAL000	Accessory Installation Guide	2015MY Legacy and Outback Tweeter Kit	1-May-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: _____