

TO: Retail Principals, General Managers
 Fixed Operations Managers, Service Managers

FROM: Subaru Fixed Operations

DATE: June 11, 2014

SUBJECT: *Drive Magazine* article titled “Engine Oil, Maintenance and Warnings”

Recently every Subaru Retailer was shipped a package containing 2 Posters: “Time to Dust off Old Habits” and 50 *Drive Magazine* articles: “Engine Oil, Maintenance and Warnings”. The *Drive Magazine* article that was shipped addressed vehicles up to and including 2014 MY vehicles with the FB 4 cylinder engine. The oil change interval for these vehicles is “Every 7.5 months or 7,500 miles”. Since the publication of this *Drive Magazine* article, the 2015 MY vehicle oil change interval has changed to “Every 6 months or 6,000 miles” interval.

A “new” *Drive Magazine* article (50 pcs) referencing both the 6,000 mile maintenance interval and 7,500 interval (depending on model year and model) will be sent to each retailer in the next several days for use in the service write up area. Please see the example below.

Engine Oil, Maintenance, and Warnings
 BY SUBARU ENGINEERING

HOLDING TO THE HIGHEST OF STANDARDS, SUBARU BUILDS SOME OF THE BEST MECHANICALLY DESIGNED, ENGINEERED, AND MANUFACTURED VEHICLES IN THE WORLD.

To make those vehicles last, we ask owners to partner with us by following a regular schedule for maintenance and performing minor checks between maintenance services.

Through such a partnership, Subaru can help make your vehicle last longer and reduce lifetime maintenance costs, your carbon footprint, and the use of fossil based oils. In addition, it will free up some of your valuable time.

FACT:
CHECKING FLUID LEVELS AND TIRE CONDITIONS BETWEEN 6,000 OR 7,500 MILE SERVICES (DEPENDING ON MODEL AND MODEL YEAR) IS NECESSARY.

In the shorter maintenance intervals of the past, drivers may never have lifted the hood to check fluids or picked up a tire gauge.

Today with longer maintenance intervals, it's time to dust off some old habits. While engineers designed longer intervals and equipped with the fluids to do so, vehicles require occasional checks - including adding fluid(s) or air - to keep them running smoothly.

FACT:
ENGINES CONSUME SOME OIL DURING NORMAL OPERATION.

How much oil engines consume varies, based on manufacturing tolerances, wear, and usage. Usage includes driving patterns such as frequent engine braking (downshifting the transmission in order to decelerate the vehicle), engine operation at sustained high rpm (i.e., sustained highway driving or driving in hilly terrain), frequent acceleration and deceleration (i.e., stop-and-go freeway traffic), severe thermal conditions (extreme heat or cold), idling for extended periods of time (i.e., frequent and sustained remote engine start operation), and new-engine break-in period (up to the first 3,000 miles).

All will result in increased engine oil consumption. However, the need to add oil should not be interpreted as a need for more frequent servicing. The qualities of Subaru synthetic oils are such that as long as the engine is not operated for extended periods of time with low oil, simply adding oil as necessary and following the scheduled maintenance intervals is an acceptable practice and will not negatively affect durability and longevity.

In the event of severe usage such as frequent trailer towing or carry-highway loads, then shorter maintenance intervals are highly recommended.

MAINTENANCE: A BALANCING ACT

Service less frequently — \$
 Subaru owner performs basic checks of fluids and tires between service.

Service more frequently — \$\$\$\$
 Subaru retailer comprehensively maintains the vehicle and the owner never opens the hood.

To take full advantage of longer maintenance intervals, owners need to regularly check:

- Fluid levels
- Tire pressure and wear

WARNING LIGHTS

Subaru does not recommend waiting until a warning light illuminates to perform simple service. While low-fluid lights are provided for driver assistance, they are not intended to serve as maintenance indicators. If you prefer your Subaru retailer to handle those minor checks, then more frequent servicing is another option. Your retailer will gladly work with you to develop a maintenance schedule that meets your needs.

Online Excludes
 More on Subaru warning lights and oil

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Please contact your DPSM with any further questions.