



ARTICLES CONTAINED IN THIS ISSUE

CODE	ARTICLE.....	PAGE
(00)	April STIS New Releases	06
(01)	QMR of the Month.....	01
(01)	Techline Case Follow Up - Revisited	04
(03)	2015 WRX Short Throw Shifter Precaution.....	02
(11)	More Information On Stainless Steel Exhaust System Surface Rust.....	05

2014 CALENDAR OF SUBARU HOLIDAYS

Memorial Day

Monday, May 26, 2014

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.

Goce Kuzmanovski

Hudson Subaru in Jersey City, NJ

Goce submitted a very detailed QMR reviewing his diagnosis of a 2014 Forester with an HVAC blower that was operating erratically. He confirmed the failure mode and using good diagnostic techniques identified damage to related components. His report contained all the related electrical testing results and photos of the affected components. The detail provided clearly communicated the condition, the cause, and the repairs required to resolve it.

In appreciation for going the extra mile and sharing his experience with us, Goce will be receiving the following from his FSE:

**A Subaru Confidence In Motion Jacket
and a \$100 Gift Card**

Congratulations Goce!

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"

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



03 2015 WRX SHORT THROW SHIFTER PRECAUTION

When installing a short throw shifter or servicing the factory shifter cables in the new 2015 WRX, use caution when removing the cables from the cable box. If care is not used, **you might accidentally bend, twist or kink the shifter cables and damage may develop during use**. Damage to the cables would be exhibited in the form of a shifting concern that could develop **over time**. The photo below shows a bottom view of both shift cables from underneath the vehicle.

Tips for removal of the box and cables (see below):



Release both of the cables by removing the metal retention clips. Lower the cable box by removing the four (4) 10mm nuts. Release both cables from the shifter and feed them straight out of the cable box holes without twisting, or bending. Excessive or abusive handling may cause damage to the cables.

Important: Lowering the cable box first and sliding it to the driver's side of the propeller shaft **(BEFORE PULLING CABLES OUT OF THE BOX)** will allow for more room and less stress on the cables during removal and reinstallation.

CONTINUED ON THE NEXT PAGE

The service manual (MT Gear Select Cable / Control Systems) currently states:

1. Do not bend the MT gear select cable sharply.
2. Do not twist the inner cable excessively.

Damaged Cable due to excessive handling:

Note: The cable shown in this example initially operated and shifted normally after a short throw shifter was installed. This damage occurred after it had been driven.



Please share this information with any employee that may install accessories or service the factory shifter cables at your dealership.

We would like to remind you of the importance of following up with us to update and close open Techline cases. To those of you who work hard to keep your number of open cases minimized, we thank you and really appreciate your efforts. The information provided back to us has been invaluable and in certain cases the results you provide back to Techline on a case is able to assist others with similar conditions. We understand that everyone is busy and time spent on the phone cuts into your productivity. However, keeping the lines of communication open and information flowing is essential and beneficial to all parties involved. In an effort for us to assist you, please keep these points in mind when you contact the Techline:

- **ALWAYS GET THE NAME OF THE TECHLINE REPRESENTATIVE THAT YOU SPEAK WITH.**
- **GET A CASE NUMBER.**
- **FOLLOW-UP WITH THE TECHLINE WITH YOUR FINDINGS.**

To close a case when the issue is resolved, we ask that you contact the Techline or use option #8 “To Close a case” on the phone system during our business hours to advise of the repair that fixed the condition. Our normal hours of operation are: Monday thru Thursday 8:30 AM- 7:30PM, Friday from 10:30 AM to 5:00 PM and on Saturday’s from 9:00 AM to 3:00 PM Eastern Time.

Not sure if you have any open or pending cases?

There is a report that can be run to check and see if your Dealership has any open or pending cases. Simply log into Subaru-net, on the left side of the screen you will see a column of areas you can select. Click on the Reports tab and then click on “Service- Techline”. Enter your dealer code then click “Submit”. A list of dates will be displayed. Click on the most recent date to view your “Pending Dealer Update” cases.

A list of dates will be displayed. If the date at the top of the report is from the previous day, this indicates that your dealer has cases that require follow up.

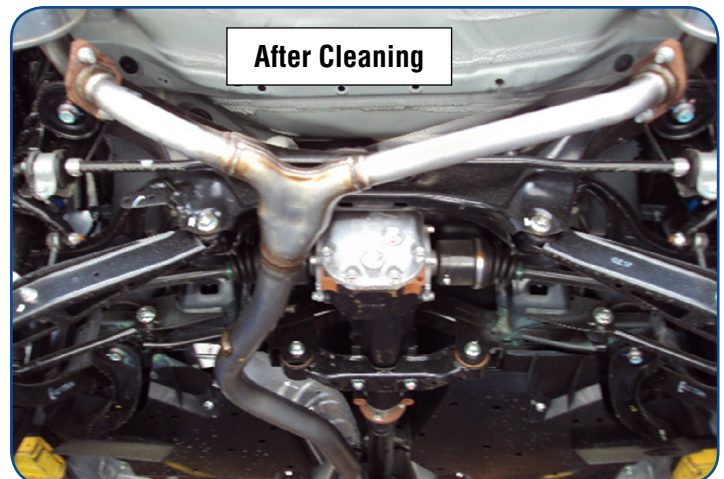
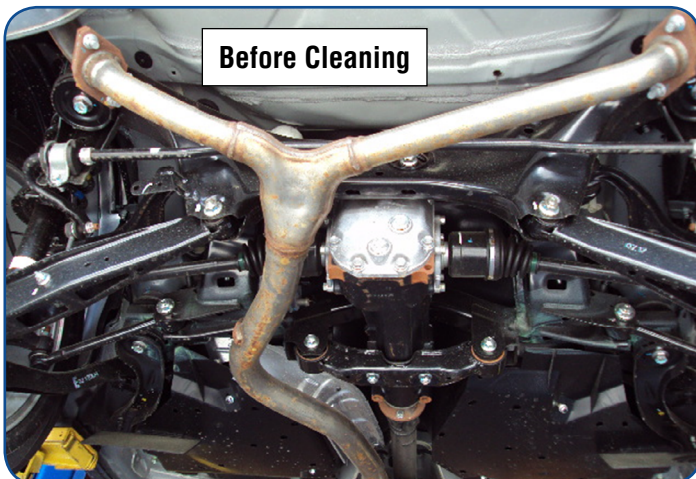
Example #1

Today’s date is 5/2/2014, the date at the top of the report is 5/1/2014, there are “Pending Dealer Update” cases for you to follow up on.

Example #2

Today’s date is 5/2/2014, the date at the top of the report is 4/23/2014, there are no “Pending Dealer Update” cases for you to follow up on.

This article was originally released in the June, 2011 issue of TIPS but is being revised and re-released with additional information. Unlike the stainless steel used in kitchen sinks, the 409 stainless steel used on Subaru OEM exhaust systems along with the 304 and/or 409 stainless steel used in our “Genuine Subaru Accessory Exhaust Systems” (e.g. SPT or STI) can display surface rust when exposed to heat and/or chemicals, such as those found in salty water. This surface rust does not penetrate through to the inside of the exhaust system. Therefore, there is no durability concern. Actually, once the surface rust develops, it works like a protective film. Surface rust is not to be considered a defect. Therefore, replacement for this reason would not be a warrantable repair. Replacement due to rust which compromises the structural integrity of the part (e.g. holes, cracks around flanges or along welds, etc.) would be warrantable. Should you receive a customer concern regarding surface rust, we have identified two products that will address this rusty appearance: ScotchBrite Heavy Duty scouring pads and LubFix. Lubfix is a body shop and environmentally-friendly, soy formulation containing no silicone (silicone can cause fish-eyes to appear in fresh paint work). Below are before and after pictures along with a picture of the LubFix and ScotchBrite products. LubFix sells for about \$3.00 per can at most home improvement stores. For more information, including a MSDS sheet, contact 1-888-NUTEK4U or on the web at: www.nutekformulations.com.



ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
12-167-14	Technical Service Bulletin	Door Latch / Actuator Freezing	Apr 29, 2014
E3610AS995	Accessory Installation Guide	Roof Cargo Basket	Apr 28, 2014
E361SXA201	Accessory Installation Guide	Kayak Carrier	Apr 28, 2014
E3610AS751	Accessory Installation Guide	Replacement Lock Kit	Apr 28, 2014
E361SXA301	Accessory Installation Guide	Roof Mount Bicycle Carrier (Single)	Apr 28, 2014
E361SAJ101	Accessory Installation Guide	Outback Mounting Clamp - Vertical	Apr 28, 2014
SOA3991800	Accessory Installation Guide	2015 Legacy and Outback Sunshade	Apr 28, 2014
F551SVA000	Accessory Installation Guide	2015 Impreza Rear Cargo Net - Trunk	Apr 28, 2014
F551SAL030	Accessory Installation Guide	2015MY Legacy and Outback Cigarette Lighter Kit	Apr 25, 2014
H6710AL010	Accessory Installation Guide	2015MY Legacy and Outback Leather Trimmed Shift Knob	Apr 24, 2014
02-152-14	Technical Service Bulletin	Revised Valve Train Parts to Reduce a Warm Engine Tapping Sound from the Left Cylinder Head (Forester Turbo)	Apr 22, 2014
02-151-14	Technical Service Bulletin	Revised Valve Train Parts to Reduce a Warm Engine Tapping Sound from the Left Cylinder Head	Apr 22, 2014
06-46-14	Technical Service Bulletin	Revised Brake Light Switch Adjustment Procedure for DTCs C1531 and C0054	Apr 22, 2014
	HTML Diagnostics	2015MY Forester Service Manual	Apr 22, 2014
G8200BE	Service Manual Full	2015MY Forester Service Manual	Apr 22, 2014
MSA5M1503A	Owner Manual	2015MY Forester Owner's Manual	Apr 22, 2014
ASE_Cert_Test	Other / Miscellaneous	ASE Certification Registration & Testing Schedule	Apr 21, 2014

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
E771SAL000	Accessory Installation Guide	Outback Bumper Cover	Apr 21, 2014
F541SAL100	Accessory Installation Guide	Legacy Moonroof Air Deflector	Apr 17, 2014
F541SAL000	Accessory Installation Guide	Outback Moonroof Air Deflector	Apr 17, 2014
F0010AL900	Accessory Installation Guide	Side Window Deflectors	Apr 17, 2014
L101SAL010	Accessory Installation Guide	Outback Trailer Hitch	Apr 17, 2014
02-155-14	Technical Service Bulletin	Intercooler / Intake Air Duct	Apr 17, 2014
H001SVA800	Accessory Installation Guide	Smart Engine Start (Push Start CVT Models)	Apr 16, 2014
09-54-12R	Technical Service Bulletin	High-Pitched Chirp, Squeak or Cricket Sound from the Engine	Apr 15, 2014
F551SAL000	Accessory Installation Guide	Cargo Net Installation Instructions (Rear Net)	Apr 15, 2014
F551SAL010	Accessory Installation Guide	Cargo Net Installation Instructions (Rear of Seat)	Apr 15, 2014
ASE_RRP_Quiz	Other / Miscellaneous	ASE's Refrigerant Recovery Program Online Review and Quiz	Apr 15, 2014
SOA7181002	Accessory Installation Guide	Bumper Corner Molding (2 piece)	Apr 15, 2014
J601SFJ000	Accessory Installation Guide	2015MY Legacy and Outback Battery Warmer Kit	Apr 9, 2014
TIPS0414	TechTIPS NewsLetter	2014 April TechTIPS Newsletter	Apr 7, 2014
H001SFJ800	Accessory Installation Guide	Smart Engine Start (2014MY XV Crosstrek Hybrid)	Apr 7, 2014
J501SSG400	Accessory Installation Guide	Seat Back Protector (2014 - 2015MY Forester)	Apr 7, 2014
ASE_Tech_News_Spring_2014	Other / Miscellaneous	ASE Tech News (Spring 2014)	Apr 7, 2014
06-44-12R	Technical Service Bulletin	Diagnosis of DTCs C1249	Apr 2, 2014

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: _____