



### ARTICLES CONTAINED IN THIS ISSUE

CODE	ARTICLE.....	PAGE
(00)	February STIS New Releases ...	3
(01)	QMR of the Month.....	1
(01)	Techline Phone System "Courtesy Call Back Feature" ..	2
(15)	Selectable Run Time for 2015 Remote Engine Start .....	2

### 01 QMR OF THE MONTH

We are pleased to announce this month's winner of QMR of the Month.

## Robert Austin

### Prestige Subaru in Asheville, NC

Robert submitted a very detailed QMR on his diagnosis and repair of a P0463 Fuel Level Sensor "A" Circuit High code found on a 2015 Impreza which occurred following initial fueling. He provided key information indicating that the condition only occurred when the vehicle was parked on a slight incline. This lead him to find an intermittent open circuit on the main sending unit, which he further confirmed by testing the same component from another car that was not exhibiting the concern. Robert's report included many clear photos of his findings as he used his DVOM to diagnose the main sending unit. These proved very helpful to our understanding of this very unusual condition.

In appreciation for going the extra mile and sharing his experience with us in hopes of improving product quality, Robert will be receiving the following from his FSE:

### An Apple i-Pad Mini tablet with a custom Subaru Confidence in Motion case

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.

If you have never entered a QMR before, have an idea for one, or are not sure what should be reported, please discuss with your Field Service Engineer (FSE) or District Parts and Service Manager (DPSM) when they visit your store.

Have an idea for how we can improve QMR of the Month? Feel free to add your ideas to your next QMR submission for a vehicle concern you want to share with us. This way you can be sure we'll see it. We read every QMR every day and we really appreciate all your submissions. Keep 'em coming!

### 2015 CALENDAR OF SUBARU HOLIDAYS

#### Memorial Day

Monday, May 25, 2015

#### Independence Day

Friday, July 3, 2015

#### Labor Day

Monday, September 7, 2015

Happy  
St. Patrick's  
Day



#### 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.

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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.



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## 15 SELECTABLE RUN TIME FOR 2015 REMOTE ENGINE START

Starting with the 2015 Legacy/Outback Key Start Remote Engine Start systems there is now an optional Selectable Run Time option. This information is in the Turn-Start Remote Start Quick Reference Guide. It also can be found in the OIK or on STIS > Owner's Manual. There is also a Trouble Shooting Guide for this system on STIS under Online Reference tab, Publication Type "Troubleshooting Guides". Before determining any RES issues, verify the Run Time has not been changed from the factory default setting of 15 minutes.

### Selectable Run-Time

The system is preprogrammed to run for fifteen (15) minutes before automatically stopping. The programmed run period can be changed to alternate times using the following procedure.

1. Enter the vehicle and close all vehicle doors, trunk or rear gate.
2. Verify that the transmission shifter is in the "park" position.
3. Turn the ignition to the "on" then "off", "on" then "off", "on" then "off", then back "on" and leave on throughout the programming process. (on/off ignition cycles must be completed within 8 seconds).
4. The system will honk the horn the number of times corresponding to the current run time setting.
5. Open and close the driver's door to advance to the next run time setting. The system will honk the horn to the corresponding run time setting.
6. Run time selection mode will exit via turning the ignition key off or thirty (30) seconds of inactivity. Upon exit the current run time selection will be stored.

Horn Honks	Run Time
1	Three (3) Minutes
2	Five (5) Minutes
3	Ten (10) Minutes
4	Fifteen (15) Minutes

## 01 TECHLINE PHONE SYSTEM "COURTESY CALL BACK FEATURE"

**The Techline phone system now offers a "Courtesy Call Back" feature.**

Callers may be given the option to use the Courtesy Call Back feature. When you choose to use the Courtesy Call Back feature it is important to provide all the information requested. By providing all the information, the Techline Representative will know who they should ask for when returning a call to the retailer to complete the Courtesy Call Back.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-179-15R	Technical Service Bulletin	Pairing Android Smartphones	27-Feb-15
02-136-12R	Technical Service Bulletin	Oil Seepage Diagnosis and Repair Procedures	25-Feb-15
04-14-15R	Technical Service Bulletin	Power Steering Pump Design Change	20-Feb-15
02-132-12R	Technical Service Bulletin	Diagnosis and Repair for AVCS-Related DTCs P000A, P000B, P000C, P000D, P0011, P0014, P0021 and P0024	19-Feb-15
MSA5M1504A	Owner Manual	2015MY Legacy and Outback Owner's Manual	19-Feb-15
06-43-12R	Technical Service Bulletin	ETC (Electronic Toll Collection) Device Mounting Guidelines	18-Feb-15
02-157-14R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	17-Feb-15
15-178-15	Technical Service Bulletin	"Check Device" Error Message Displayed	13-Feb-15
15-133-08R	Technical Service Bulletin	2009MY Vehicles - Exchange Component Identification and Procedures	11-Feb-15
15-157-12R	Technical Service Bulletin	2013 Exchange Component Identification and Procedures	11-Feb-15
03-71-13R	Technical Service Bulletin	6MT Shifter Rattle and Improvement to Reverse Pull Collar Operation	10-Feb-15
02-130-12R	Technical Service Bulletin	Oil Seepage Diagnosis and Repair Procedures	10-Feb-15
02-131-12R	Technical Service Bulletin	Oil Seepage Diagnosis and Repair Procedures	10-Feb-15

All revised publications are highlighted in yellow.

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
07-89-15	Technical Service Bulletin	Interior Fuse Box (F/B) "IG" and "ACC" Relay Replacement for Engine Will Not Crank / Start Condition	10-Feb-15
09-54-12R	Technical Service Bulletin	High-Pitched Chirp, Squeak or Cricket Sound from the Engine	9-Feb-15
MSA5M1524A	Owner Manual	2015MY XV Crosstrek Hybrid Owner's Manual	5-Feb-15
02-146-13R	Technical Service Bulletin	Revised Valve Train Parts to Reduce a Warm Engine Tapping or Sewing Machine type Sound from the Left Cylinder Head	5-Feb-15
02-159-15	Technical Service Bulletin	New Silicone Gasket Remover Product Announcement and Silicone Sealants; Precautions, Reminders	4-Feb-15
12-179-15	Technical Service Bulletin	Rubbing Sound from D-Pillar Trim (Outback with Power Rear Gate)	4-Feb-15
J101SVA000XX	Accessory Installation Guide	Rear Aero Splash Guard Kit (WRX and WRX STI)	3-Feb-15
TIPS0215	TechTIPS NewsLetter	2015 February TechTIPS Newsletter	3-Feb-15
F10_SD_NAV13	Troubleshooting Guide	Fujitsu Ten (F10) Technical Support Guide/Troubleshooting Guide Subaru SD Card Navigation System	3-Feb-15
F10_SD_NAV12	Troubleshooting Guide	Subaru/Fujitsu Ten (F10) SD Card Navigation System Technical Support Guide/Troubleshooting Guide	3-Feb-15
F10_GEN2_NAV15	Troubleshooting Guide	Technical Support Guide SUBARU STARLINK <sub>i</sub> 7.0" Multimedia Plus and SUBARU STARLINK <sub>i</sub> 7.0" Multimedia Navigation System	3-Feb-15

**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: \_\_\_\_\_