TECH TIPS

Subaru Service and Technical Support Line Newsletter

May 2016

SUBARU

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2016 CALENDAR OF SUBARU HOLIDAYS

Memorial Day
Monday, May 30, 2016

Independence Day
Monday, July 4, 2016

Labor Day
Monday, September 5, 2016

01 QMR OF THE MONTH

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

Danny Montes from
Sangera Subaru in Bakersfield, CA

Danny submitted a very detailed QMR on his diagnosis and repair of a 2016 Forester with 1400 miles where the customer reported the engine would crank but not start. Based upon the complaint, Danny started his diagnosis with a check for codes and confirmation of the physical symptom. He found no codes and confirmed the condition. Inspecting further, Danny found there was no spark and the ignition coils were not receiving any voltage. Tracing the power supply circuit, he found no voltage at the ignition relay, but voltage was present at fuse. Checking for continuity along the wiring path, Danny found it to be open confirming his suspicions. A physical inspection of the harness near the blower motor housing is where Danny found a broken wire at crimped splice joint. Repairing this open corrected the condition and power was restored so the vehicle could start. Danny's report included many clear photos of the condition as he found it as well as showing the location in the dash and harness. He provided a very detailed explanation of his step by step diagnosis including the connector numbers, pin numbers, and voltages recorded. This detail made it very clear how he arrived at the final result and provided useful feedback for both manufacturing and the harness supplier.

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

An **Apple iPad® 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 and January 2016 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.

SUBARU
QUALITY DRIVEN® SERVICE

01 QMR OF THE MONTH AWARD PRESENTATION

As part of our “enhanced” QMR of the Month recognition program, we will be including a photo (whenever available) of the recipient’s award presentation in TIPS. The winner selected from QMR of the Month submissions received during March, was Danny Montes, a Master Technician at Sangera Subaru in Bakersfield, CA. Danny is shown below receiving his award and is flanked by: (l to r) Bill Smith, Service and Parts Director and Scott Miller, FSE. Congratulations and THANK YOU to our QMR of the Month Award recipient!

01 AMERICAN NATIONAL TECHNICIAN COMPETITION

From September 12th-16th, 2016, Subaru of America, Inc. will hold the 2016 American National Technician Competition in Cherry Hill, NJ. During this competition, a Technician from each Zone will face a series of events which will put their diagnostic and analytical skills to the test. In addition to competing for awards and prestige, the top Technician will have the opportunity to travel to Tokyo, Japan to represent the United States in the 2017 Subaru World Technical Competition. Do you think you have what it takes? Are you ready to shine brighter? If you’re interested in participating, contact your FSE or DPSM!

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01 SU SUBARU UNIVERSITY

Subaru-U is committed not only to the development of future Technicians, but also educating existing Service personnel on how Automotive Education works and how to give back to local programs. The Subaru-U Program is a true partnership and it cannot work unless all parties strive to make it work.

Over the next few months, a series of short articles will be released to help inform our retailers about the education side of Subaru-U and what you can do to make the program a success and get the most out of it for you, the retailer.

What are Advisory Committees and why are they so important?

The Advisory, or in some institutions the B&E (Business and Education) meeting is the primary way interaction between the school and industry is accomplished. Schools which are certified by NATEF (National Automotive Training and Education Foundation) are required to have these meetings twice every school year. These are generally done shortly after the school year starts and just before the school year ends. During these meetings, the Committee discusses matters that are important to the quality of the Automotive Program. In addition to improving the alliance between industry and education, these committees provide input on curriculum content, review the needs and goals of the programs, make recommendations on facility improvements, and help the schools with career guidance for students.

Participation in these meetings is not mandatory but it is the chance for you and your store to make a difference in how the next generation of Technicians will be trained. You don't need to be a Service Manager or Service Director to make a difference in these meetings. Anyone from Technician to Dealer Principal is invited to attend. The important thing here is for your store to have representation.

How you can become involved with your local school Advisory Board:

1. Find your local NATEF certified programs- If you have been working with a program or already know of one within servicing distance from your retailer, most of the hard part is done. If you aren't sure where a program is located, you can find one at the following link: http://www.natef.org/NATEF-and-You/Students-Parents/Find-Accredited-Schools.aspx
2. Visit the school and introduce yourself to the instructor- Don't wait for a school to approach you. Take some time and go out of your way to get to know the instructor and tour the facilities. Show them you are truly interested in the success of both the program and the students.
3. Stay informed- Find out when the next meeting is. Make sure they put you on the email list so that you know about dates and times of the meetings. If you are sent an invite, don't just sit on it. Respond in a timely manner so the school staff can plan accordingly.
4. Attend the meeting- You can't help if you aren't heard. Take the time to attend. Nothing is more frustrating than expecting 24 people for a meeting and only having 5 show up. It isn't a huge amount of time, just a few hours twice a year. It is also a great place to network within the industry. If you don't attend and the competition does, who do you think is going to have more of a voice with the program? Also, when the time comes to place students, who will probably get the ones with the greatest potential? In short, you get out of a program what you put into it.
5. Give input during the meeting- Don't just sit in the back and stay quiet. This is the time for you to give positive input on how to increase the quality of the program. Becoming engaged during the meeting will show that you and the retailer you represent are serious about contributing to the success of the program. That earned respect will go a long way.

Next Month: The ASE Family

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01 STICKERS ON THE WINDSHIELD

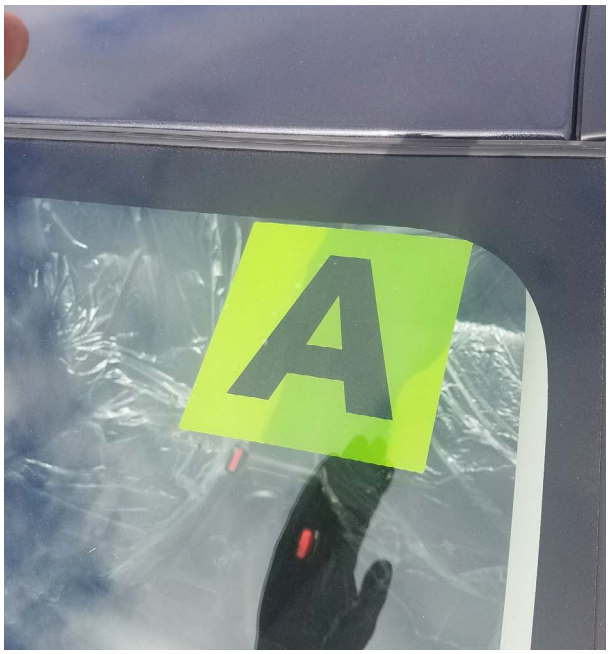
If you receive a vehicle which has a sticker in the windshield that has a black “A” with a green background or a black “W” with a yellow background, be advised the vehicle had an issue that was discovered at the plant or port of entry. Generally, the “W” is used for a mechanical or electrical type of a repair that needs to be addressed. Your Service Manager will receive a message via Subarunet describing the issue in detail. The “A” is used for body repairs such as a dent, scratch or stain type repair. The following text is copied directly from the Policy and Procedures Manual and the photos show these stickers.

2.1.2. Disclosure of Repaired Damage

SOA will notify the retailer through the Regional Distribution Manager of repaired damage prior to retailer receipt of the vehicle. After receiving retailer acceptance, the vehicle will be shipped with a removable green sticker in the upper left inside corner of the vehicle’s windshield. This sticker, marked with a bold black letter “A” will indicate to the retailer that a damage repair has been performed on this vehicle. Details of the repair are found in the claims history of the vehicle.

Most states have adopted disclosure laws. Since these laws vary by state, retailer personnel should familiarize themselves with the laws that apply in their jurisdiction. It is the retailer’s responsibility to comply with their state’s laws in disclosing damage to the retail customer accordingly.

SOA’s policy is that all damage shall be disclosed by the retailer to the customer to the extent required by applicable state law. SOA will assist retailers in fulfilling this obligation by providing repair documentation through the Vehicle Claim History on Subaru-net.



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03 P2751 AND NO CVT ENGAGEMENT

Techline has received limited reports of CVT-equipped vehicles with the AT Oil Temp light illuminated, MIL illuminated, and the vehicle will not move. After an inspection for DTCs, Technicians find P2751 Intermediate Shaft Speed Sensor "C" Circuit No Signal, which needs to be saved electronically along with the freeze frame data. Reviewing the General Description in Figure 1, we can see in order for this DTC to be detected, battery voltage must be greater than or equal to 9V, the CVT in drive or reverse, and the measured primary pulley shaft speed greater than or equal to 1000 rpm.

Figure 1

General Description

2. ENABLE CONDITIONS

Secondary Parameters	Enable Conditions
12 V battery system voltage	≥ 9 V
Transmission range	Drive or Reverse
Measured primary pulley shaft speed	≥ 1000 rpm

3. DIAGNOSTIC METHOD

If the duration of time while the following conditions are met is longer than the time indicated, judge as NG.

Judgment Value

Malfunction Criteria	Threshold Value
Measured secondary pulley shaft speed	0 rpm

Time Needed for Diagnosis: 0.5 seconds

Malfunction Indicator Light Illumination: Illuminates as soon as a malfunction occurs.

Under the conditions of the DTC General Description, once all of the enable conditions are met and the measured secondary pulley shaft speed remains at 0 rpm, the DTC is set and stored in the TCM memory. If by following the Trouble Tree for DTC P2751 all electrical inspections are within acceptable limits, do not forget the Variator Chain which is the link between the primary pulley and secondary pulley. Knowing that our secondary speed sensor circuit has everything required to operate, there is a possibility the Variator Chain has broken causing there to be no secondary pulley speed and no movement. Removal of the CVT unit oil pan for an inspection is required and if chain components are found, replacement of the CVT unit is necessary to correct the concern.

07 GR8-1100 EST BATTERY DIAGNOSTIC STATION, POWER SUPPLY MODE

Techline has been receiving calls on issues encountered during or after reprogramming a control module. Technicians report communication and power supply failures which often lead to control module replacement. Whenever reprogramming a control module, Subaru highly recommends connecting the GR8-1100 EST Battery Diagnostic Station to the vehicle and using the Power Supply Mode. Recently, we have started reprogramming new modules like the VDCCM, DCM and DMCM. Reprogramming these control modules can take longer than in the past and if not done correctly, the module can be affected. Never use any other type of "generic" power supply. The GR8 in Power Supply Mode will keep the voltage steady at all times. Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched off before setting up for Power Supply Mode. If the "Charge Battery" warning appears, the battery be must be charged before attempting reprogramming. This will happen if the battery charge level is too low and the GR8 cannot sustain the needed power

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supply. If required, always allow the GR8 to charge the battery as needed. Once completed, enter Power Supply Mode and perform the reprogramming. Do not connect the DSTi or SDI until the GR8 Power Supply Mode has completed its battery test mode and the Charging Voltage has dropped to a steady 13.5 Volts on the display (this may take up to 2 minutes if the battery is sufficiently charged). If a valid VIN is not entered, the GR8 will request an alternator rating. Enter 100 Amps as the default value.

REMINDER: Control module failures as a result of battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming is performed, diagnose per the corresponding procedure in the applicable Service Manual.

Directions for power supply mode use are below.

Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched OFF before setting up for **Power Supply Mode.**

- Select the correct battery type (Flooded, AGM or AGM Spiral).
- Select the CCA which matches the vehicle's battery (**NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery rating before proceeding.)
- The GR8 will now run a quick test. After the test, if a manual VIN entry is requested, select back and select "Use CVG".
- If a valid VIN is not entered, the GR8 will request an alternator rating. Enter 100 Amps as a default value.
- If the "Charge Battery" **WARNING** appears, the battery **MUST** be charged before attempting reprogramming.
- **DO NOT** connect the DSTi or SDI until the GR8 **Power Supply Mode** has completed its battery test mode and the Charging Voltage has dropped to a steady 13.5 Volts on the display. (this may take up to 2 minutes if the battery is sufficiently charged)
- If the GR8 "beeps" or the Status Light flashes, a **Diagnostic Charge Test** should be performed on the battery before proceeding further.
- Once **Power Supply Mode** reaches a steady 13.5 volts, connect the DSTi or SDI to the OBD connector and initiate the reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14V while programming is in process, the reflash procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming.

IMPORTANT: This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY the GR8 and its Power Supply Mode feature has been tested and approved by SOA.**

Once the GR8 is connected to the vehicle, **as long as the battery is sufficiently charged**, it takes less than 3 minutes to boot-up the charger, select **Power Supply Mode**, and have the battery voltage stabilized and ready for reprogramming.

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15 DCM REMOVAL PRECAUTIONS

When removing the DCM from a vehicle, be sure not to place any excessive tension on the antenna harness when repositioning the DCM/Audio stack for connector removal. Figure 1 shows the rear view of the DCM with connector AN41 seated into the DCM with no antenna wire, and figure 2 shows the wire and pin removed from connector AN41. Both photos were the cause of a red LED in the overhead console, and DTC B2A01 stored in the Telematics system. If you encounter this DTC, always follow the proper Troubleshooting Tree and review the vehicle's service history. There is a possibility the DCM/Audio stack may have been removed previously for repairs or accessory installation, and as a result, the wiring could be damaged from mishandling. In the event you need to remove the DCM from a vehicle, please refer to Service Bulletin 15-195-16 for necessary servicing information.

Figure 1

Connector AN41
If too much tension is placed on the harness, the wire can be pulled out of the connector resulting in signal loss.

Figure 2

Wire pulled out of connector AN41 due to excessive tension

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15 DCM REMOVAL PRECAUTIONS

When removing the DCM/Audio stack from the vehicle for any reason, follow the precautions outlined below:

Figure 3

- Perform the removal procedures outlined in the applicable Service Manual.
- Carefully pull the Audio stack forward not exceeding 6 inches as show in **Figure 3**.

Figure 4

- Once the Audio stack has been repositioned to **Figure 3**, tilt the Audio/Navigation unit slightly downward and begin disconnecting the connectors as shown in **Figure 4**.
- After the accessible connectors are disconnected, reach back and verify no harnesses are positioned around obstacles preventing unit repositioning.

CONTINUED ON THE NEXT PAGE

- Rotate the Audio stack slightly to reveal the existing connections as shown in **Figure 5**. Verify you have not placed excessive tension on the harnesses.
- Begin disconnecting the remaining connections and remove the unit.
- Once the unit has been removed, inspect all connections for damage.
- Once repairs are completed, reinstall all removed components in reverse order.
- Be sure to follow the installation procedures outlined in the applicable Service Manual.

Figure 5

Figure 6

- Verify the customer is subscribed with STARLINK by checking the Vehicle Inquiry through Subarunet.
- If subscribed, verify the green LED is illuminated in the overhead console.
- Make a phone call by pressing the “i” button (shown in Figure 6) and confirm an operator connects, and then perform the same procedure with the SOS button. Advise each operator that this is just a test to confirm the unit’s function.

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15 2013 WRX OR STI SPECIAL EDITION GRAPHICS

Instructions for Subaru Retailers that need to order Replacement 2013 WRX or STI Special Edition Graphics from 3M original Wraps.

1. Please call the 3M Original Wraps dedicated Subaru Customer Service line at **1-888-551-9750**.
2. Inform the Customer Service Representative that your retailer needs to order replacement WRX/ STI Special edition graphics.
3. Pricing for the WRX design and the STI design is
   - $82.45 – part only (only sold as full kit)
   - $297.45 – installed part (3M will coordinate installation)
4. 3M Original Wraps will deliver the replacement graphics within 10 business days and will coordinate installation if needed.

15 DOOR EDGE GUARDS / INSTALLATION TIPS AND BEST PRACTICES

We have received requests from the retailers for Door Edge Guard installation videos which detail the required steps to properly install the accessory in addition to the installation instructions provided by the supplier on STIS.

Five videos have been prepared and are provided below which to show the Door Edge Guard Installation from beginning to completion including tips to remove the door edge guard if damaged.

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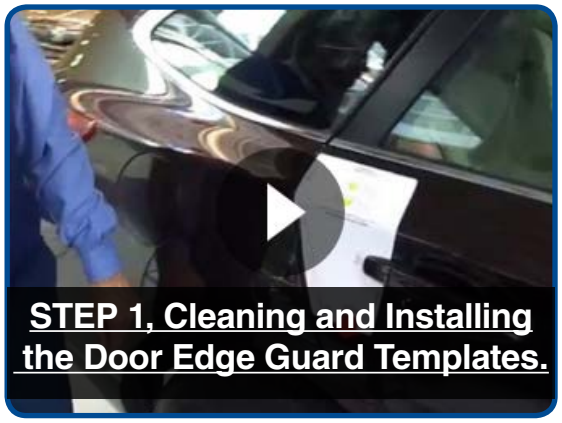
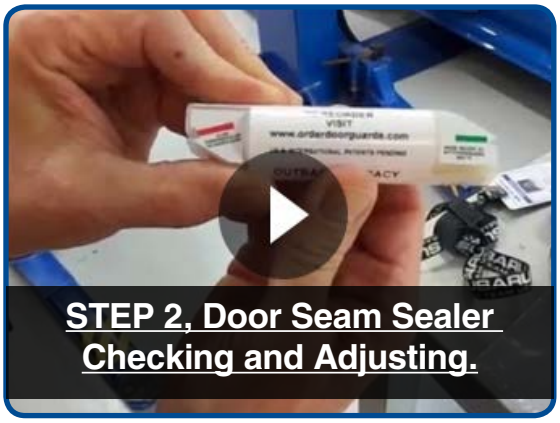
DOOR EDGE GUARD VIDEO KEY POINTS:

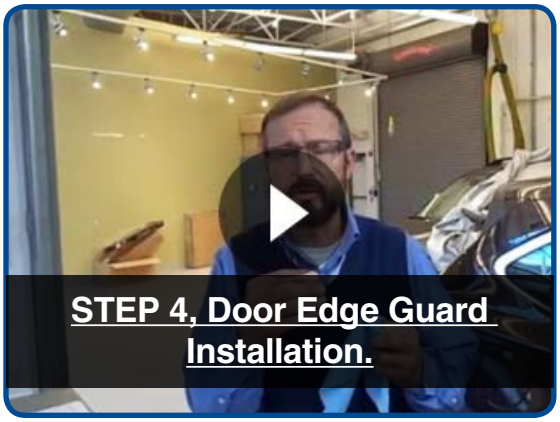


STEP 1, Cleaning and Installing the Door Edge Guard Templates.



STEP 2, Door Seam Sealer Checking and Adjusting.

STEP 3, Door Edge Cleaning and Preparing for the Door Edge Guard Installation.



STEP 4, Door Edge Guard Installation.

Door Edge Guard Removal Process

NOTE:
To view the linked videos a Gmail account is required. An account maybe set-up by going to https://mail.google.com

Required Special Tool Note:
To properly install the Door Edge Guard Accessory Kit a “Door Edge Guard Sealant Adjustment Special Tool ” is required. In the event that factory applied door seam sealer needs to be adjusted to allow the Door Edge Guard to properly fit to the vehicle’s door edge, this special tool is required. The special “Door Edge Guard Sealant Adjustment” tool is available through normal Subaru Parts channels using part number **SOA801AT000**.

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15 DOOR EDGE GUARDS / INSTALLATION TIPS AND BEST PRACTICES

NOTE: the Door Edge Guard (DEG) seam sealer checking and adjusting tools shown in the videos have changed. The functionality and use instruction remains the same as shown in the video material. All tools and templates are subject to change without notice for product improvements, etc.

The new DEG tools are available in the Subaru Retail Parts Management (RPM) system on Subarunet using the part numbers listed below;

- **SOA801AT000** (white) DEG Tool applies to Legacy / Outback, WRX / STI, and Forester Rear Doors Only.
- **SOA801AT010** (black) DEG Tool is exclusively for the Forester Front Doors Only.

The new D.E.G. tool products are now being made of a higher durability nylon plastic material to reduce the possibility of breakage during multiple seam sealer adjustment use.

Video Material Disclaimer:
The Door Edge Guard (DEG) installation videos were created exclusively for use at the Subaru Ports of Entry where Genuine Subaru accessories are installed by specially trained installers at our USA port locations. The (DEG) installation process follows the Genuine Subaru Door Edge Guard Installation Instructions found on STIS. In this case, the specialty produced “magnetic templates” shown in the videos are only available to Subaru port facilities and not to retailers. The Genuine Subaru Door Edge Guard Installation Instructions include “paper templates” which perform the same function when installing the Door Edge Guard accessory kit and are available to the Subaru Retailers and Subaru Customers alike on STIS.

00 STIS NEW RELEASES

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5T1715A	Service Manual Full	2017MY WRX and WRX STI New Car Information	26-May-16
	HTML Diagnostics	2017MY WRX and WRX STI Service Manual V1	26-May-16
G1270BE	Service Manual Full	2017MY WRX and WRX STI Service Manual	26-May-16
MSA5M1710A	Owner Manual	2017 Forester, WRX and WRX STI SUBARU STARLINK™ 7.0” Multimedia Plus and SUBARU STARLINK™ 7.0” Multimedia Navigation OM	25-May-16
MSA5B1710A	Owner Manual	2017 BRZ, WRX and WRX STI STARLINK QRG	25-May-16

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5M1715A	Owner Manual	2017MY WRX and WRX STI EyeSight Owner's Manual	25-May-16
MSA5B1705A	Owner Manual	2017MY WRX and WRX STI Quick Reference Guide	25-May-16
MSA5M1705A	Owner Manual	2017MY WRX and WRX STI Owner's Manual	25-May-16
WTD-65R	Subaru Product / Campaign Bulletin	Inspection and Repair Procedure for Stop Sale / Recall Campaign WTD-65: Steering Column	23-May-16
E201SSG000	Accessory Installation Guide	Wheel Arch Trim Set - Forester	23-May-16
H001SSG100	Accessory Installation Guide	LONG RANGE PUSH START REMOTE ENGINE START SYSTEM - Forester	19-May-16
H001SAL100	Accessory Installation Guide	LONG RANGE PUSH START REMOTE ENGINE START SYSTEM - Outback/Legacy	19-May-16
06-53-16R	Technical Service Bulletin	Rattling Sound from Front Brake Caliper Support	19-May-16
WTC-64	Subaru Product / Campaign Bulletin	VDC System Filter Clogged - Noncompliance with FMVSS No. 126	19-May-16
15-177-14R	Technical Service Bulletin	"Gen 2" & "Gen 2.1" Operating Tips	18-May-16
PAN_AUDIO	Troubleshooting Guide	PANASONIC AUDIO SYSTEMS TROUBLESHOOTING GUIDE	17-May-16
16-94-15R	Technical Service Bulletin	Diagnosis and Repair of DTCs P172A and P0B0B	17-May-16
J101SAL300	Accessory Installation Guide	Legacy/Legacy Sport Splash Guard Kit	16-May-16
L101SAL013	Accessory Installation Guide	Trailer Hitch	16-May-16
SOA567P010	Accessory Installation Guide	PADDLE BOARD CARRIER, ROOF	16-May-16
SOA567K010	Accessory Installation Guide	KAYAK CARRIER, ROOF	16-May-16

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
SOA567C020	Accessory Installation Guide	CARGO BOX, ROOF, SHORT	16-May-16
SOA567C030	Accessory Installation Guide	CARGO BOX, ROOF, LONG	16-May-16
WQU-56R	Subaru Product / Campaign Bulletin	Propeller Shaft Oil Seal Failure	12-May-16
16-101-16	Technical Service Bulletin	Squeeking Sound Heard While Cranking	11-May-16
12-117-10R	Technical Service Bulletin	Water Leak from the Map Light Area	10-May-16
15-199-16	Technical Service Bulletin	Reprogramming File Availability to Address Operational Concerns with 6.2 inch Clarion Display Audio Unit	9-May-16
15-188-15R	Technical Service Bulletin	Reprogramming File Availability to Improve Audio Unit Performance	9-May-16
12-197-16R	Technical Service Bulletin	Melting / Sticky Dashboards / Instrument Panel (IP)	6-May-16
18-186-16	Service Manual Correction	Service Manual Corrections	4-May-16
11-164-16	Technical Service Bulletin	Surging Condition During High Ambient Tempera-tures	2-May-16
TIPS0416_S	TechTIPS NewsLetter	2016 April TechTIPS Special Edition Newsletter	29-Apr-16
TIPS0416	TechTIPS NewsLetter	2016 April TechTIPS Newsletter	29-Apr-16
15-195-16	Technical Service Bulletin	Servicing and Claim Submission Requirements for STARLINK Diagnosis and Repair Involving the Data Communication Module	29-Apr-16
02-157-14R	Technical Service Bulletin	Engine Oil Consumption	29-Apr-16
TSMSFJ2	Troubleshooting Guide	Remote Engine Start Systems Troubleshooting Guide (2014-16MY Impreza / Crosstrek Vehicles)	28-Apr-16
WTB-63	Subaru Product / Campaign Bulletin	Service Campaign - Electronic Parking Brake Reprogramming	28-Apr-16

All revised publications are highlighted in yellow.

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*** NOW YOU CAN E-MAIL YOUR TECHTIPS INPUT AND SUGGESTIONS TO: TECH@SUBARU.COM ***

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: _____

SUBARU TECHLINE
Hours of Operation

Monday – Thursday 8:30 am to 7:30 pm
Friday 10:30 am to 5 pm and Saturday 9 am to 3 pm