

ATTENTION:
GENERAL MANAGER
PARTS MANAGER
CLAIMS PERSONNEL
SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2013-2016MY BRZ

NUMBER: 07-109-16

SUBJECT: Hard Starting

DATE: 05/24/16

Introduction:

This bulletin provides a procedure to address a hard starting condition which may occur on vehicles repeatedly driven for short distances. For example: This condition could arise while the vehicle is in inventory for an extended period of time, regularly started, moved around the lot then shut off before the engine comes up to full operating temperature. This type of repeated, short trip driving can cause carbon deposits to accumulate on the spark plugs and over time, the hard start condition to develop. This condition may take 60 or more similar “cycles” as described above to manifest so, by description alone, it would be very rare for this to happen and quite challenging to duplicate.

Service Procedure / Information:

Should the condition described above occur, confirm the battery is fully charged then perform the following procedure:

1. Crank the engine over for 30 seconds with the accelerator pedal fully depressed / wide open throttle (WOT). NOTE: The ECM shuts the injectors off when cranking the engine over at WOT. This will allow fresh air to pass through the engine and effectively “dry” the spark plugs.
2. Try to start the engine again as you would normally. When the engine starts, allow it to come up to operating temperature (cooling fan cycles).
3. Raise the engine RPM to 4500 and hold it at a steady 4500 RPM for 25 seconds.
4. Allow the engine to return to idle.
5. Repeat steps 3 and 4 four (4) more times.
6. When complete, allow the engine to cool down by idling for 30 seconds.
7. Repeat steps 3 through 6 two (2) more times to complete the procedure.

This procedure should effectively “clean” the spark plugs and alleviate the hard start condition. “Before” and “After” photos of the spark plugs are shown below.

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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They 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 this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

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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.



Before



After

Warranty / Claim Information:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
BRZ HARD STARTING PROCEDURE	A813-218	0.5	GAO-43

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.