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2016 CALENDAR OF SUBARU HOLIDAYS

- President's Day**
Monday, February 15, 2016
- Memorial Day**
Monday, May 30, 2016
- Independence Day**
Monday, July 4, 2016



01 QMR OF THE MONTH

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

Patrick Buckner from **Subaru of Kennesaw in Kennesaw, GA**

Patrick submitted a very detailed QMR on his diagnosis and repair of a 17,000 mile 2015 Outback with a recurring oil leak from the engine's rear main seal. The customer reported the engine was leaking oil (again) following repair at a different retailer. Patrick performed a visual inspection and noted a heavy oil leak from the rear main seal which was pushed out and making contact with the crank shaft tone wheel. Finding no other leaks, he began looking for a possible cause of the seal pop-out starting with an inspection of the PCV system. An inspection of the PCV found it was stuck in the closed position. Assuming this was the cause of the rear main seal pop-out, Patrick replaced the rear main seal and PCV. At the same time, he removed, inspected and resealed the PCV baffle plate and confirmed no other restrictions were present there. Upon reassembly and several road tests, Patrick found the seal was popping out again and oil beginning to leak once more. Having eliminated the crankcase ventilation system as the possible cause, Patrick now looked at the oiling system as a source of high pressure at the rear crank seal. Removing the seal, he checked the oil flow through the return passage near the base of the seal and found it severely restricted. Fishing through the passage, he removed a large piece of black sealant which appeared to have come from the factory block case half assembly. Over time, this large piece of sealant had worked its way loose and became lodged in the passage creating a blockage. Removing this blockage eliminated the cause for the seal push-out.

In appreciation for going the extra mile and sharing his experience with us in hopes of improving product quality, Patrick 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 TechTIPS for full details. You may see your name here in a future TechTIPS.

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) as they visit your store.

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.



QUALITY DRIVEN® SERVICE



As part of our QMR of the Month recognition program, we will include a photo (when available) of the recipient's award presentation in TIPS. Our winner selected from QMR of the Month submissions received during December was Andrew Abernethy, a Service Technician from Puente Hills Subaru of City of Industry, California.



Shown above are (left to right): **Frank Ceccacci**, DPSM Subaru of America, **Don Heck**, Subaru of America Field Service Engineer, LAX Zone, **Joel Rimmer**, Service Manager, December's winner, **Andrew Abernethy** and **Joel Zimmerman**, Zone Director, Subaru of America, LAX Zone.



In this month's issue, we are also happy to include a photo of the award presentation for January's winner, **Patrick Buckner**, a Service Technician from Subaru of Kennesaw in Kennesaw, GA. Shown above are (left to right): **Louis Kaissieh**, General Manager, **Kevin Triplett**, Subaru of America Field Service Engineer, January's winner, **Patrick Buckner** and **Steve Napier**, Service Manager.

15 WHY DO MY OUTSIDE MIRROR APPROACH LIGHTS APPEAR GREEN?

If a customer concern is received about the approach lighting on their outside, exterior (door) mirrors turning a “greenish” color from the normal “white” color, it is a normal operating characteristic of the accessory. The greenish color is caused by the auto-dimming function operating (being dim) at the same time as the approach lighting is illuminated.

For example: With the vehicle in a dark condition and the ignition off, the operator presses the unlock button on the remote which also activates the approach lighting. The approach lighting should come on “white”. The operator starts the engine but has not yet closed the door. The interior auto-dimming mirror interprets the dome light as headlights coming from behind the vehicle and dims both the interior mirror and the exterior mirrors. At this point, the dome lights are at full intensity as are the approach lights. This is when the greenish tint of the approach lighting is observed as shown in the photo below. The white approach lighting has to pass through the dimming function of the exterior mirror which causes the light output to appear greenish. Once the doors are closed, the intensity of the dome light decreases as does the intensity of the approach lights until they all turn completely off. Once all light is removed from “behind the vehicle”, all the mirrors will slowly clear (un-dim). The mirrors will also all clear and the approach lights extinguish if the vehicle is placed in reverse (unless any of the doors or the rear gate is open).



WHITE (not dimming)



GREEN (dimming)

IMPORTANT NOTE: If one of the outside mirrors operates differently than the other or if the approach lighting operation is other than as described above, further diagnosis of the system will be required.

01 PRE-CUT KEYS

If you are in need of a pre-cut key, you can use the High Security Key Request Form on Subarunet to obtain them.

Starting with 2015MY, all key types for all models can be ordered pre-cut.

The form can be found here: [Subarunet > Fixed Ops - Inventory/Ops > Security Key Request](#)

Retailers will be charged the cost of the key plus an additional \$40.00 for the cutting, handling, and shipping. This charge will appear on the dealer statement at the end of the month. These keys will be shipped overnight with the cut-off for same day shipping being 2pm.

Subaru of America, Inc. is pleased to announce a dramatic expansion of the QMR of the Month program for Subaru Retailer Service personnel. QMR of the Month is designed to recognize those Service personnel who go above and beyond by taking the time to submit detailed product quality related information using the QMR (Quality Monitoring Report) system. The QMR system is found on Subarunet in the Service area.

In an exciting new enhancement to this program, there will now be awards for up to 12 Zone winners, 5 Regional winners, in addition to the 1 National winner each month. These changes take effect with QMRs submitted in January 2016. Monthly winners will be determined based upon the criteria listed below.

Selection Criteria for QMR of the Month will include, but is not limited to:

- QMRs submitted by Subaru Retailer Service Department personnel (Service Manager, Service Advisor, Shop Foreman, Technician, and Quick Service Technician as indicated in Dealer Employee Maintenance (DEM).
- Vehicle information is complete and correct
- Includes the concern as described by the customer, cause as determined by Technician, and details of the final correction (where applicable)
- Includes detailed information on how the concern was diagnosed (measurements, instrument readings, etc.)
- Includes good quality photos / videos that further explain the condition or diagnosis (photos are clear, use of some instrument to call out specific location or item, near and far shots where necessary, comparison objects or scales), along with information on any prior repair(s) or related vehicle history
- Attached diagnostic data (CID/ CVN, FFD, SSMIII, other)
- Step-by-step diagnostic results from Service Manual for the listed condition
- Additional VINs listed if multiple cases being reported
 - Information included must be accurate and correct.
- Comments to explain and clarify relevance or severity of the condition being reported
- Not limited to conditions for current models or model years
- Report must be able to stand on its own and be easily understood by someone unfamiliar with the condition.

CONTINUED ON THE NEXT PAGE

PROGRAM DETAILS

- Subaru of America, Inc. reserves the right to cancel or amend this program at any time and its determinations are final.
- Zone level awards are open to all Subaru Retailer Service personnel. Regional and National level awards are only available to Subaru Service Technicians. SDC and SNE personnel see distributor for details.
- In order to receive any award(s), qualifying Subaru Service personnel must be actively employed by a Subaru retailer throughout the program period and at the time the awards are claimed and distributed (and such retailer must be active at each such time) as indicated in Dealer Employee Maintenance.
- It is the responsibility of the retailer to make all decisions regarding the employment status and to inform SOA, SDC, or SNE of any changes in employment status. SOA, SDC, and SNE shall not be responsible for any errors or omissions in the retailer's reporting of the employment status of Subaru Service personnel.
- No awards will be distributed to Subaru Service personnel not meeting all program requirements.
- Awards must be redeemed by the individual Subaru Service personnel who earned the award and are non-transferable and cannot be exchanged or substituted in any way.
- Zone, Regional, and National winners continue to be eligible for every QMR of the Month thereafter. There is no limit to the number of times one person can win QMR of the Month at any level.
- Winners are responsible for any and all associated taxes on winnings. Consult with your personal tax advisor for specifics.
- Only quality QMRs will be nominated to win. Even though there can be 12 Zone winners, it does not mean there *will* be 12 Zone winners (same applies to Regional and National awards).
- Credit awards per month are cumulative. This means the National winner will have been a Zone and Regional winner. Regional winners will have been Zone winners.
- Credits cannot be saved and accumulated. All credits must be used entirely at the time of the award selection for that month.
- The enhanced QMR of the Month program awards will include credits for varying levels of merchandise awards.
 - Zone winners earn 1 credit to be used toward select tier one merchandise.
 - Regional winners earn 2 credits to be used toward select tier one or tier two merchandise.
 - National winners earn:
 - iPad mini
 - 5 credits to be used toward select tier one and/or tier two merchandise
 - A celebratory luncheon
 - Recognition in an upcoming issue of TechTIPS
- Please see your FSE for details on credit to award conversions.

We are very excited to announce an invitation for all Subaru Service Managers to attend upcoming SKILS Technical Training Curriculum Planning Workshop Meetings at your local training center. You are already familiar with the SKILS system for technical training. These workshops will help you plan your 2016 Technical Training, hone your skills in SKILS and provide you the tools to hit your 2016 targets. The instructor-led classes for Subaru Service Managers will be available in February 2016. Your Field Service Engineer or Training Center Manager will reach out to you with a personal invitation containing the course details and a seat reservation. There will be two types of sessions in each training center. The ½ day sessions are designed for the SKILS-experienced Service Manager and the full-day sessions are designed for Service Managers newer to SKILS. Understanding the SKILS system and creating a year-long technician training plan for your shop are two critically important processes. This is why we consider this class mandatory for all Subaru Service Managers. Please do not miss this opportunity!

These classes are being hosted by your local Training Center Managers and your local Field Service Engineers and includes a working lunch. To gain the maximum benefit from the course, see the listed items below.

REQUIRED/SUGGESTED MATERIALS FOR THE CLASS TO GAIN MAXIMUM BENEFIT:

1. A list of all active Technicians enrolled in the training system
2. A gap report from Subarunet will also be helpful in determining a training direction for your shop's needs. See your FSE if you need help accessing this report.
3. Consider your individual Technician's strengths and weaknesses and write them down. Example: Gary Newtech, strong in engine and transmission diagnosis and repair, could use some additional training in suspension, steering and VDC operation, etc.

The training centers will have laptops available for your use but, if you would like to use your own, we will have wireless available so you can access the training system and keep the information on your own device. If you are not bringing your own laptop, please bring a flash drive. Your attendance and active participation is really appreciated so we can continue to enhance the capabilities of your Service Department to better serve our fast growing customer base.

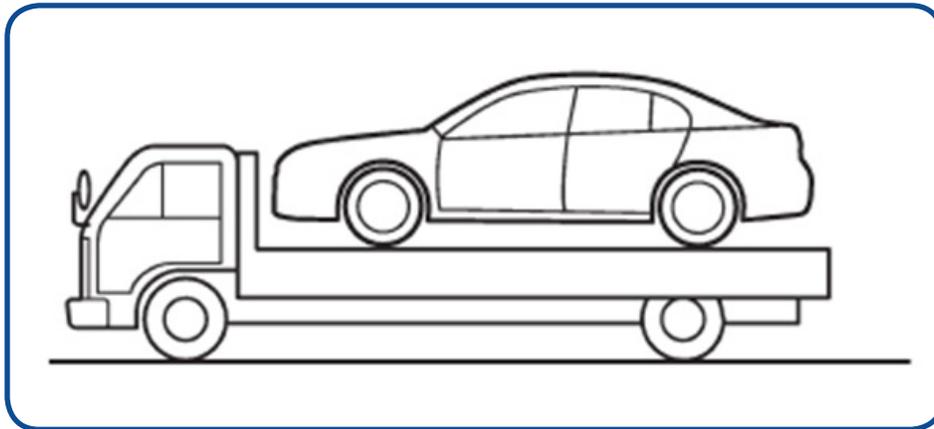
LOOKING FOR MAP UPDATES ON FUJITSU-TEN NAVIGATION UNITS?

Please visit:

http://www.navigation.com/is-bin/INTERSHOP.enfinity/WFS/Navteq-NavteqNorthAmerica-Site/en_US/-/USD/View-Promo?Page=Subaru_Mapcare_Selector&

01 TOWING SUBARU VEHICLES

Please follow the recommendations outlined in the Owner's Manual if there is a need to tow a Subaru vehicle. The best way to transport your vehicle is a flatbed tow truck with ALL wheels off the ground. Always follow the precautions and recommendations outlined in the Owner's Manual if flat towing with all wheels on the ground is unavoidable in an emergency situation.



A Flat Bed tow truck is the best way to tow your vehicle. All wheels are off the ground.

00 DECEMBER STIS NEW RELEASES

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-177-14R	Technical Service Bulletin	New "Gen 2" Fujitsu Ten (F10) SD Card Audio / Navigation (AVN) System Operating Tips	18-Dec-15
TIPS1215	TechTIPS NewsLetter	2015 December TechTIPS Newsletter	17-Dec-15
09-61-15R	Technical Service Bulletin	Design Change to the Fuel Filler Door Assembly	17-Dec-15
12-196-15	Technical Service Bulletin	Design Changes to Rear Spoiler and Rear Gate	16-Dec-15
18-184-15	Service Manual Correction	Service Manual Corrections	16-Dec-15

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
07-103-15	Technical Service Bulletin	PRG Rod Servicing / One-Time Use Part Information	16-Dec-15
12-195-15	Technical Service Bulletin	Door Mirror Loose, Vibrating	14-Dec-15
15-191-15	Technical Service Bulletin	Corrosion of Attachment Hardware	14-Dec-15
09-58-14R	Technical Service Bulletin	Procedure to Improve Fit and Operation of the Fuel Filler Door (Flap)	10-Dec-15
WQV-57	Subaru Product / Campaign Bulletin	Propeller Shaft Attaching Bolt Torque	9-Dec-15
07-102-15	Technical Service Bulletin	EyeSight System Cancel Code 60-A0H	7-Dec-15
02-157-14R	Technical Service Bulletin	Surface Treatment Change To Oil Control Piston Rings	7-Dec-15
02-131-12R	Technical Service Bulletin	Oil Seepage Diagnosis and Repair Procedures	1-Dec-15
F0010AL900	Accessory Installation Guide	Side Window Deflector Installation Instructions	1-Dec-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: _____