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SUBARU TECHLINE HOLIDAYS & HOURS OF OPERATION

Thanksgiving: (Closed)

Thursday, November 22, 2018

Day After Thanksgiving: 10:30-3:30

Friday, November 23, 2018

Holiday Break: (Closed)

Monday, December 24, 2018

Holiday Break: (Closed)

Tuesday, December 25, 2018

Mon. - Thurs.	8:30AM - 7:30PM EST
Friday	10:30AM - 5:00PM EST
Saturday	9:00AM - 3:00PM EST

SUBARU OF AMERICA



01 QMR OF THE MONTH

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

Garrett Fuchs from
Baierl Subaru in Pittsburgh, PA

Garrett submitted his QMR on a 2018 Impreza which presented with some of the combination meter warning lights illuminated and a host of CAN system related DTCs in memory. After ruling out power supplies and grounds for the related control modules, he started a close inspection of the CAN system wiring and connections along with confirming proper resistance values for the terminating resistors. With all electrical checks done to this point checking out fine, Garrett began to look closer at the list of DTCs to see which codes may be related to each other. Working toward the rear of the car, his search led him to the left rear body harness, just behind the rear seat. This harness contains joint connectors R182 and R183. When squeezing the joint connectors, Garrett saw the remainder of the combination meter warning lights come on. In addition, the shifter would not come out of Park. Once Garrett isolated these joint connectors, he was able to recreate the erratic operation of the combination meter warning lights easily. After replacing the left side body harness, normal operation to all systems was restored. Garrett provided an extremely detailed step-by-step progression of his diagnosis along with quality photographs documenting the failed harness joint connectors which were the root cause of the condition.

In appreciation for going the extra mile and sharing his experience with us, Garrett will be receiving the following from his Field Service Engineer:

A \$500.00 Snap-On gift card.

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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, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks. Ascent is a trademark.

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.



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Education Foundation

The other Regional winners selected from QMRs submitted during July 2018 were:

- **Brian Gray** from **Milea Subaru** in Bronx, NY
- **Jeremy Buturla** from **Garavel Subaru** in Norwalk, CT
- **Andrew Maldonado** from **Bob Baker Subaru** in Carlsbad, CA
- **Corry Vink** from **Brilliance Subaru** in Elgin, IL

Any Subaru Technician can participate in the QMR of the Month program. See the February 2013 and January 2016 issues of TechTIPS for full details. You just might see your name and photo in a future issue of Tech TIPS!

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 July 2018, was Garret Fuchs, a Technician at Baierl Subaru in Pittsburgh, PA.



Garrett is shown receiving his \$500.00 Snap-On gift card while being joined by Chris Schultz, Field Service Engineer, Subaru of America (center) and Baierl Subaru’s Service Manager, Joshua Gagne. Congratulations and **THANK YOU** to July’s QMR of the Month Award recipient!

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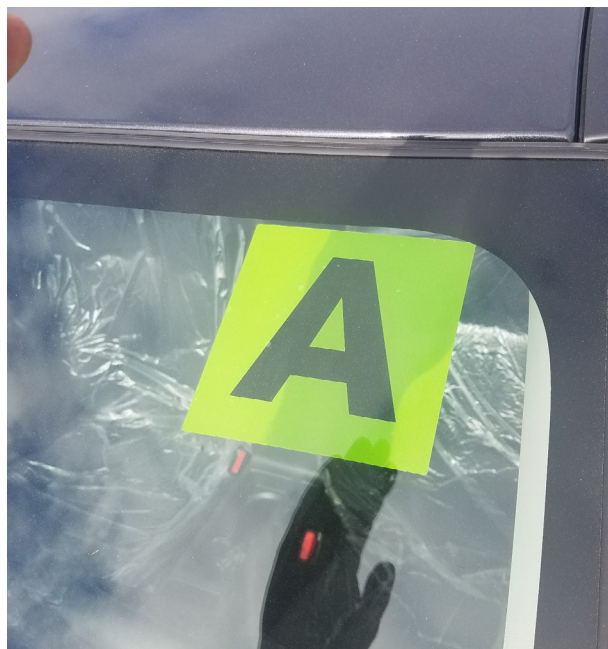
If you receive a vehicle which has a sticker in the windshield that has a black “A” with a green background or a black “W” with a yellow background, be advised the vehicle had an issue discovered at the plant or port of entry. Generally, the “W” is used for a mechanical or electrical type repair which needs to be addressed before delivering the vehicle to a customer. 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 Subarunet.



On a daily basis, Techline receives Authorization Requests (AR) through Subarunet for paint and glass repairs exceeding \$500.00. These ARs are reviewed to determine if the condition reported will be covered under Warranty. Many of the ARs submitted describe damage caused by outside influence which is not a defect and therefore, not a matter for warranty. Prior to submitting your next AR, please review the Subaru Claims Policy and Procedures Manual (Sections 8.4.25 and 8.4.31) to familiarize yourself with valid repairs criteria related to Paint and Glass.

Common reasons ARs are rejected:

- **Impact causing damage to the windshield or other glass, stone chips, wiper slap (To avoid damage caused by wiper slap, it is recommended the wiper arm(s) be lowered to the glass without letting go until the rubber of the wiper blade touches the glass.)**
- **Paint Chips caused by outside influence**
- **Clear coat lifting/blistering and/or color coat damage caused by outside influence like: fluids, tree sap, bird droppings, solvents or impact.**

To improve the process, a close inspection of the glass crack or paint condition is required to identify any source of outside influence. If you determine a condition is not warrantable, review your findings with the customer at the time of the inspection. Submitting an AR when it is known it will be rejected is counterproductive for everyone involved.

If it is determined an AR is required, provide only quality pictures that clearly show the condition being reported. All retailers are required to have a 5 mega pixel (minimum) camera that provides high quality photos.

- **Windshield cracks must have overlapping photos showing the entire length of the crack when applicable**
- **Vehicle should be clean**
- **Avoid glare from overhead lighting, bright sunlight and reflections.**

It is important to review all of the pictures you intend to submit and ensure they are quality photos clearly showing the condition being reported. If you are unable to see the condition on the photo, we will not see it either resulting in requests for additional photos.

Following these recommendations will save you time and improve the Authorization Request process for everyone.

Techline has received a limited number of reports 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	$\geq 9\text{ V}$
Transmission range	Drive or Reverse
Measured primary pulley shaft speed	$\geq 1000\text{ rpm}$

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 no secondary pulley speed and no vehicle 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.

Did you know your Parts Manager can now order certain combination meters with the mileage already programmed? This has been available for several months now. More information is accessible by selecting the parts operations tab in Subarunet under “Parts Operations” and then “Combi Meter Order Request.” The models that support this service are listed below:

NOTE: The 2017 Impreza is not included. Refer to the Service Manual for mileage programming.

- BRZ - 2013 and newer
- Crosstrek - 2013 and newer
- Forester - 2012 and newer
- Impreza - 2012 to 2016
- Legacy - 2010 and newer
- Outback - 2010 and newer
- Tribeca - 2008 and newer
- WRX/STI - 2012 and newer

OLP/Customer Commitment Award
 Partner Offers/Discounts
 Parts Operations
 Parts/Service-Prgms/Accessories
 Recalls & Campaigns

Partner Offers/Discounts
 Parts Operations
 Combi Meter Order Request
 Contacts & Transport Info

The Techline continues to receive calls from Technicians regarding CVT repairs. A lot of questions involve what is an applicable repair inside the CVT? This information can be found in the Claims Policy & Procedures manual on STIS. Other concerns include noises and a binding/shudder feeling. Whenever attempting to diagnose a CVT issue, the tires should be confirmed to be within specification. As little as a quarter inch (1/4") difference in rolling circumference can cause internal issues. We recommend measuring the circumference by using a rope tape measure. If unavailable, you can use a piece of rope and standard tape measure. Wrap the rope around the center of the tread on each tire, mark it with a marker and measure the difference of markings.

After the tires are confirmed to be within specification, move on to confirming the condition with the CVT in Front Wheel Drive mode. In this mode, the duty solenoid for the All Wheel Drive is turned off. This mode is achieved using the Subaru Select Monitor in the Transmission Control Module settings under Work Support. Once activated, look for a change in the condition. For example: Customer states the vehicle is binding on turns. Tires are within specification so, FWD mode is activated to diagnose further. Technician notes the condition is no longer present. This would indicate an issue in the AWD system transfer clutches which is repairable. Another example: Customer states there is a noise in the CVT. With FWD mode is activated, if the sound goes away, it may be repairable and again, the AWD system should be inspected. If the noise continued while FWD is active, the CVT assembly would most likely need replacement. FWD mode should be used anytime a CVT issue is being diagnosed.

If issues continue after verifying the tires are within specification and using FWD mode, use Subaru Select monitor to retrieve a drive file. Hitting the Enter button when the issue occurs will put a mark in the file. Refer to the January 2018 Tech TIPS and TSB# 16-95-15R to assist in data review.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
H671SSJ000	Accessory Installation Guide	Forester USB Charging Ports	13-Sep-18
H630SSJ000	Accessory Installation Guide	Forester Rockford Fosgate Audi...	13-Sep-18
H630SSJ000	Accessory Installation Guide	Forester Rockford Fosgate Audi...	13-Sep-18
L8240BE	Service Manual	2019 Forester Body Repair Manu...	12-Sep-18
B321SFL000	Accessory Installation Guide	WHEEL LOCKS	11-Sep-18
H630SSJ000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	10-Sep-18
02-175-18R	Technical Service Bulletin	PCV Valve- Design and Material...	7-Sep-18
H501SSG203	Accessory Installation Guide	2019 Legacy / Outback Interior...	7-Sep-18
H671SSJ000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
J131SSJ00	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
H461SXC000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
SOA801P050XX	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
H001SFL100	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
J1010SJ100	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
H4510SJ000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
J101SSJ000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
E101SSJ000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
F551SSJ200	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
J101SSJ200xx	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
H501SSG203	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
J201SFL301	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
E771SSJ000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
H461SFL110	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
J501SSJ310	Accessory Installation Guide	PORT INSTALLATION: - 2019MY Fo...	7-Sep-18
J501SFL903	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
B321SFG000	Accessory Installation Guide	PORT INSTALLATION: 2019MY Fore...	7-Sep-18
16-115-18	Technical Service Bulletin	CVT Warranty Extension	6-Sep-18
15-220-18R	Technical Service Bulletin	Harman Audio / Infotainment: Troubleshooting Apple CarPlay and...	5-Sep-18
15-231-18R	Technical Service Bulletin	Harman Audio / Infotainment: Troubleshooting Audio Related Concerns	5-Sep-18
15-230-18R	Technical Service Bulletin	Harman Audio / Infotainment: Troubleshooting Bluetooth® Functionality...	5-Sep-18
15-229-18R	Technical Service Bulletin	Harman Audio / Infotainment: Troubleshooting Clock-Related Concerns...	5-Sep-18
15-228-18R	Technical Service Bulletin	Harman Audio / Infotainment: Display Screen Freeze-Up or Black (Blank)...	5-Sep-18
15-227-18R	Technical Service Bulletin	Harman Audio / Infotainment: Troubleshooting Navigation System...	5-Sep-18
C1010SJ000	Accessory Installation Guide	2019 Forester STI Leather Shif...	5-Sep-18
15-226-18R	Technical Service Bulletin	Harman Audio / Infotainment: Troubleshooting USB Functionality...	5-Sep-18
15-221-18R	Technical Service Bulletin	Harman Audio / Infotainment: Harman Generation 3.0 and 3.1 Operating Tips	5-Sep-18

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
L101SXC000	Accessory Installation Guide	PORT INSTALLATION: Ascent Trai...	4-Sep-18
H001SFL202	Accessory Installation Guide	2019 Impreza/Crosstrek Remote ...	4-Sep-18
L101SXC002	Accessory Installation Guide	2019 ASCENT TRAILER HITCH	4-Sep-18
15-232-18	Technical Service Bulletin	Fog Light Assembly- Design Cha...	29-Aug-18
02-178-18	Technical Service Bulletin	Timing Hole Plug- Design Chang...	29-Aug-18
15-233-18	Technical Service Bulletin	Display / Touch Screen "Soft K...	29-Aug-18
WTT-79R	Subaru Product/Campaign Bulletin	ECM Reprogramming for DTC P160...	29-Aug-18
15-211-17R	Technical Service Bulletin	Reprogramming File Availabilit...	27-Aug-18
18-195-18	Service Manual Correction	Service Manual Corrections	27-Aug-18
H001SFL400	Accessory Installation Guide	PORT INSTALLATION: Impreza/Cro...	24-Aug-18
12-250-18	Technical Service Bulletin	Rear Bumper Cover- Design Chan...	24-Aug-18
12-204-16R	Technical Service Bulletin	Pop, Click, Creak Sounds from ...	24-Aug-18
07-139-18R	Technical Service Bulletin	LED Headlamp Deformation -Desi...	24-Aug-18
	Service Diagnostics	2019MY Forester Service Manual...	22-Aug-18
U8240BE	Service Manual	2019 Forester New Car Informat...	22-Aug-18
MSA5B1902A	Owner Manual	2019MY Forester Quick Guide	22-Aug-18
MSA5M1923A	Owner Manual	2019 Forester SUBARU STARLINK™...	22-Aug-18
MSA5M1913A	Owner Manual	2019 Forester EyeSight Owner's...	22-Aug-18

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5M1902A	Owner Manual	2019 Forester Owner's Manual	22-Aug-18
15-194-16R	Technical Service Bulletin	Fujitsu 10/ FTEN/ F10 Navigati...	22-Aug-18
07-108-16R	Technical Service Bulletin	Revised Diagnostic Procedure f...	22-Aug-18
02-157-14R	Technical Service Bulletin	Engine Oil Consumption	22-Aug-18
15-205-16R	Technical Service Bulletin	Reprogramming File Availabilit...	21-Aug-18
15-190-15	Technical Service Bulletin	2016 Audio/Navigation Exchange...	21-Aug-18
18-194-18	Service Manual Correction	Service Manual Corrections	21-Aug-18
15-204-16R	Technical Service Bulletin	2017 Audio/Navigation Exchange...	21-Aug-18
12-249-18	Technical Service Bulletin	Rear Body Panel- Design Change	15-Aug-18
12-233-18	Technical Service Bulletin	Door Opening Body Flange Weath...	15-Aug-18
F001SXC000	Accessory Installation Guide	Ascent Side Window Deflector (...)	13-Aug-18

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: P.O. Box 9800, Camden, NJ 08103-9800.

Your Name: _____

Signature: _____

Dealer's Name: _____

City: _____

Date: _____

Dealer Code: _____