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SUBARU TECHLINE HOLIDAYS & HOURS OF OPERATION

Memorial Day: (Closed)

Monday, May 27, 2019

Independence Day: (Closed)

Thursday, July 4, 2019

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

01 QMR OF THE MONTH

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

Daniel Graas-Hernandez from
Premier Subaru of Fremont in Fremont, CA

Daniel's award-winning QMR outlined his diagnosis and repair of a 2018 Outback 3.6R which was towed in for being unable to restart after losing power while driving. As often happens, the car started normally for Daniel when he began his diagnosis but, there were DTCs P1603 and P1604 stored in memory along with the CEL on. He was able to drive vehicle over 20 miles with no issues. After some preliminary checks, Daniel left the vehicle overnight, restarted it cold the next morning and, within about 10 minutes of idling, the vehicle shut off and reset the P1604 code. He tried to restart the engine but experienced extended crank time along with a repeated start / stall condition. Using the SSM4, Daniel performed a close inspection of the engine data while the hard starting condition was occurring. He found the fuel injection pulse values were extremely erratic. His next step was to verify the related ECM I/O signals. While performing a wiggle test on crank sensor's engine harness connector, the engine immediately stalled. After restarting, he duplicated the test and the engine stalled again. Daniel inspected the harness connector pins closely and found no trouble. He was able to get the engine to stall by moving the body of the sensor slightly toward the passenger side. No abnormalities were found after removing it for a closer inspection. Daniel then proceeded to swap the suspect crank sensor with a known good part and after performing the same test again, was unable to duplicate the stalling condition. Going one step further and completing his "A-B-A" test, he reinstalled the original sensor and confirmed the stalling condition again. Daniel concluded the sensor's internal failure was temperature-related and after replacing it with a new part and retesting the data, normal operation was restored.

In appreciation for going the extra mile and sharing his experience with us, Daniel will be receiving a \$500.00 Snap-On gift card 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

01 QMR OF THE MONTH

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

- **Adam Kegg** from **Jim Thomas Subaru** in Bedford, PA
- **Brian Marcinkowski** from **North End Subaru** in Lunenburg, MA
- **Matt Kahl** from **Curry Subaru** in Cortlandt Manor, NY
- **Joseph Shirkey** from **North Park Subaru Dominion** in San Antonio, TX

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

01 QMR OF THE MONTH AWARD PRESENTATIONS



*Left to Right- AJ Stavana (DPSM) Jacob Lozano (Service Manager)
Daniel Hernandez (Technician) Anthony Bertucci (FSE)*

Fifty-two automotive professionals were recognized on November 14, 2018, at the Fall Board of Governors meeting of the National Institute for Automotive Service Excellence (ASE) held at Pier Sixty-Six Hotel and Marina in Fort Lauderdale, Florida. The annual awards banquet spotlights top scorers on the ASE Certification Tests. Forty-one companies from both OEM and Aftermarket segments sponsored the individual Technician recognition awards in the Auto, Truck, Collision, Parts and Service categories, along with awards for automotive instructors. In addition to looking for top scores on ASE tests, award sponsors examine on-the-job excellence, community service and other factors when selecting honorees.

These ASE annual awards spotlight top scorers on the ASE Certification tests from among the ranks of the approximately quarter million ASE certified professionals nationwide. Subaru is proud to have two Technicians, Dan Nelson and Abraham Giles, honored at this event. Dan Nelson, an ASE Certified Automotive Technician at Larry Miller Subaru in Boise, Idaho, was honored with a national achievement award as the Subaru/ASE Master Automobile Technician of the Year. Abraham Giles, an ASE Entry Level Certified automotive apprentice at Shortline Subaru in Aurora, Colorado, was honored with a national achievement award as the Subaru University/ASE Automobile Technician of the Year. Presenting the awards were Dan Vespertino, Director, Service Technical and Ken Benson, Training Field Operations Manager (both from Subaru of America); Ted Hayes, Chair of the ASE Board of Directors; and Timothy Zilke, ASE President & CEO.



Pictured above: (L to R) Tim Zilke, Dan Vespertino, Dan Nelson, Ken Benson, Ted Hayes



Pictured above: (L to R) Tim Zilke, Dan Vespertino, Abraham Giles, Ken Benson, Ted Hayes

Additional information can be found at ase.com

We would like to remind you of the importance of following up with us to update or close open Techline cases. To those of you who work hard to keep your number of open cases minimized, we thank you and really appreciate your efforts. The information provided back to us has been invaluable. We understand everyone is busy, and time spent on the phone cuts into your productivity. But, keeping the lines of communication open and flowing is essential and mutually beneficial. To help streamline the process of calling the Techline, always get a case number and the name of the Representative you speak with and be sure to record both of them for future reference. In an effort for us to help you, please keep these points in mind:

- **ALWAYS** get the name of the Techline Representative you speak with
- **ALWAYS** get a case number
- **ALWAYS** follow up
- **ALWAYS** close your cases

To close a case when the concern is resolved, call 1-866-782-2782, select **Option 3** for Techline, press **1** to acknowledge the disclaimer, and press **Option 8** to leave your message. You can also close cases by emailing tech@subaru.com. Whether emailing or calling be sure to include your name, retailer number, case number, last 8 digits of the VIN, and what was done to resolve the concern.

If you are awaiting an update from Techline and have not received a response within twenty-four (24) hours or you need to update a case, please call in. **DO NOT** adopt the thinking “We are waiting to hear from Subaru and until we do, there is nothing more we can do.” It is the retailer’s responsibility to follow up with Techline.

Not sure if you have Pending Cases?

There is a report located on Subarunet to help you identify if your retailer has Pending Retailer Update cases. Simply go to Subarunet > Service Operations & Technical > Reports – Techline > click on the most recent date to view your “Pending Retailer Update” cases.

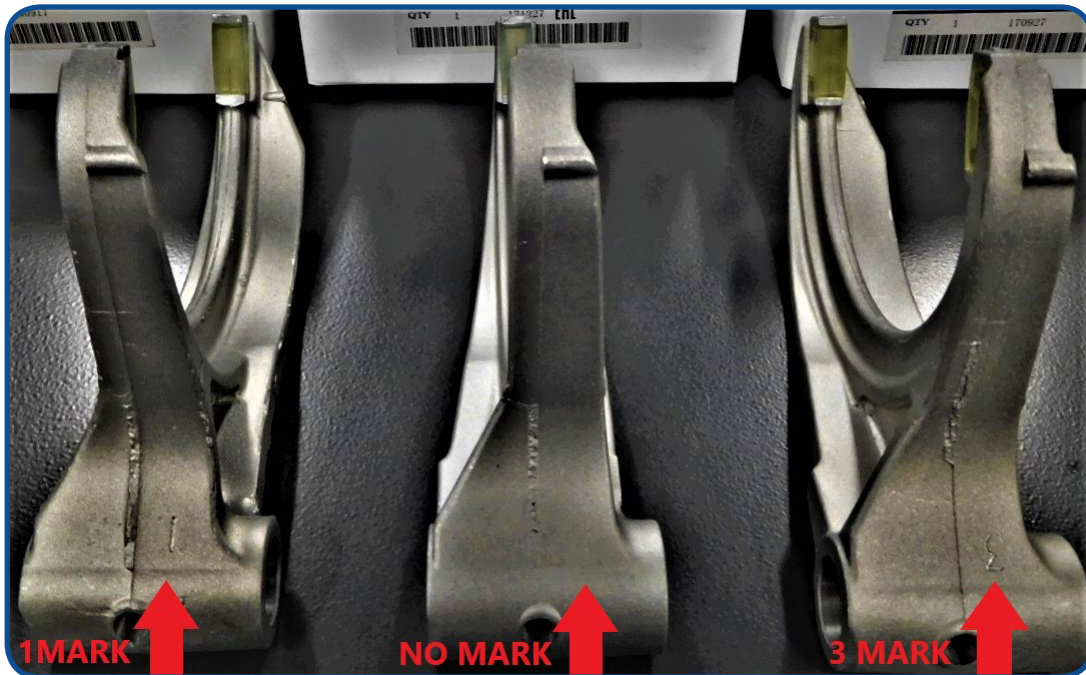
As always, your help and cooperation are essential to make this happen. Thank You!

If the ignition on a Push-Button Start car is switched OFF before the shift selector is placed in Park, the ignition mode changes to ACC mode as indicated by the orange LED on the START button. In this case, the radio remains on and a message will appear in the combination meter display stating “Turn Off Engine Before Exiting” even though engine is already OFF and the driver’s door is opened. This is a normal operating characteristic. A similar condition may occur if there is a concern with park switch or park switch signal at the time the ignition is switched off. This condition can easily be alleviated by starting the engine and shutting it back off again while keeping the selector in Park.



03 SELECTABLE SHIFT FORK IDENTIFICATION MARKS

Split case manual transmission shift forks should be checked and adjusted any time internal transmission service is performed. Shift forks are identified by stamped numbers, or lack of stamped numbers located near the roll pin hole. See below photo of selectable 1-2 shift forks.



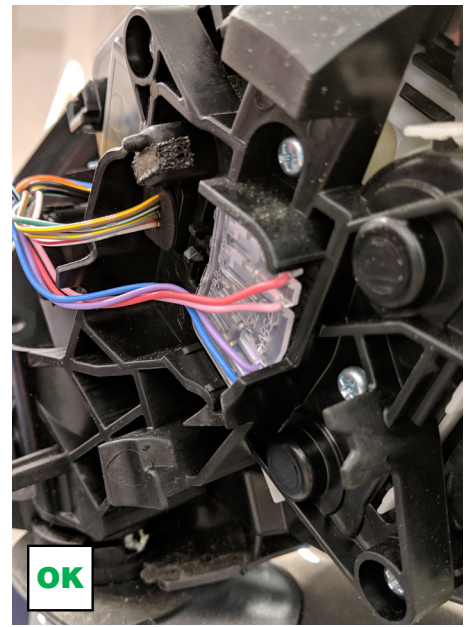
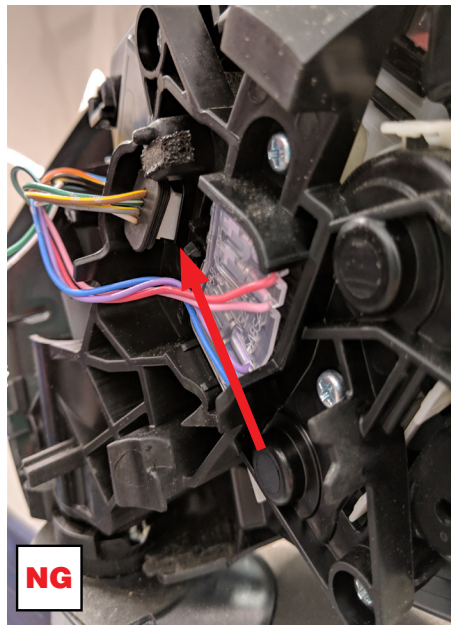
3-4 and 5-6 are also selectable. Marks may be in a different area, but the mark will ALWAYS be stamped into the fork.

06 TAP OR CLICK -TYPE SOUND HEARD WHEN COMING TO A STOP- 2019MY ASCENT

The Techline has received a small number of inquiries regarding a single “tap” or “click” -type sound occurring just as the vehicle comes to a stop. The sound has been duplicated when using a “firm” level / amount of brake pedal pressure when stopping in both forward and reverse directions. The cause has been identified as the change in friction coefficient between the brake pad and the brake rotor. This sound is a normal operating characteristic, it has no effect on brake system performance. After confirming proper vehicle braking operation and all braking components are assembled as designed, no attempt should be made to address it should a customer concern arise.

A small number of field reports have been received with a concern involving the DMS system being inoperative. One of these reports stated a DTC U0156 for Lost Communication was stored in multiple modules. In addition, the seat memory feature was also found to be inoperative. After performing extensive electrical diagnostics, the root cause was traced to a loose harness connector located behind the lower exterior trim cover of the driver's door mirror assembly. After re-seating the connector and making sure it was fully locked in place, all systems returned to normal operation. The photo below shows the loose connector.

***UPDATE:** A production change was made to the routing of the wiring harness starting with VIN KH452339.



Damage resembling a snowflake inside glass panes is caused by application of excessive heat to the glass such as during the application of window tint. This type of damage is not a matter for warranty coverage.



15 REPORTING INACCURATE NAVIGATION MAP DATA

Occasionally a customer will report the navigation map data is incorrect. Techline has received reports of missing roads, turns where no road is present, inaccurate address information, etc. Fortunately, map errors can easily be reported.

For Harman head units, simply go to www.subaru.com > Click For Owners > Click Navigation > Enter the vehicle > Click “Search for Updates” > Click “Report Inaccurate Map Data.”

For Denso 10 / D10 head units follow this link: <https://help.here.com/en/support/solutions/articles/24000009505-where-can-i-report-problems-with-the-map-in-here-wego->

15 UNEXPECTED / ABNORMAL STOP WHILE OPERATING REMOTE ENGINE START

When an owner uses the MySubaru mobile application to start the vehicle engine remotely more than once without starting the vehicle normally they may receive an email from MySubaru stating there was an unexpected or abnormal stop. This is due to runtime restrictions built in to the Telematics system. This is a normal operating characteristic and no attempt should be made to repair it.

00 STIS NEW RELEASES

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5P3933T	Technician Reference Booklet	Engine Valve Spring Replacemen...	18-Jan-19
MSA5P3931T	Technician Reference Booklet	2019 Forester New Technology T...	17-Jan-19
14-22-16R	Technical Service Bulletin	Special Service Tool Cross Ref...	17-Jan-19
WTY-84R	Subaru Product/Campaign Bulletin	2.0L Engine Valve Spring Fract...	16-Jan-19
15-205-16R	Technical Service Bulletin	Reprogramming File Availabilit...	14-Jan-19
WUA-86R	Subaru Product/Campaign Bulletin	Harman Kardon Head Unit Reprog...	14-Jan-19
TKC-19	Subaru Product/Campaign Bulletin	Takata Front Passenger Airbag ...	14-Jan-19
TKB-19	Subaru Product/Campaign Bulletin	Takata Front Passenger Airbag ...	14-Jan-19

All revised publications are highlighted in yellow.

CONTINUED ON THE NEXT PAGE

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
TKA-19	Subaru Product/ Campaign Bulletin	Takata Front Passenger Airbag ...	14-Jan-19
11-188-19	Technical Service Bulletin	DTC P0300 Reprogramming File A...	11-Jan-19
04-23-18R	Technical Service Bulletin	Power Steering System Diagnost...	11-Jan-19
12-255-18R	Technical Service Bulletin	Rear Door Handle Frame- Design...	10-Jan-19
17-17-13R	Technical Service Bulletin	Event Data Recorder (EDR) Func...	10-Jan-19
H671SXC003	Accessory Installa- tion Guide	PORT INSTALLATION: Ascent Acce...	9-Jan-19
H671SSJ003	Accessory Installa- tion Guide	PORT INSTALLATION: 2019MY Fore...	9-Jan-19
16-103-16R	Technical Service Bulletin	Transmission Fluid Seepage	8-Jan-19
15-236-18	Technical Service Bulletin	Reprogramming File Availabilit...	7-Jan-19
15-211-17R	Technical Service Bulletin	Reprogramming File Availabilit...	7-Jan-19
WUA-86R	Subaru Product/ Campaign Bulletin	Harman Kardon Head Unit Reprog...	7-Jan-19
WTY-84	Subaru Product/ Campaign Bulletin	2.0L Engine Valve Spring Fract...	4-Jan-19
WTZ-85R	Subaru Product/ Campaign Bulletin	Harman Kardon Head Unit FMVSS ...	4-Jan-19
15-205-16R	Technical Service Bulletin	Reprogramming File Availabilit...	28-Dec-18
01-178-18	Technical Service Bulletin	Body Plugs for Tie-Down Access	28-Dec-18
WVJ-20R	Subaru Product/ Campaign Bulletin	Fuel Pump Outlet Pipe	21-Dec-18
16-118-18	Technical Service Bulletin	DTC P1518, TCM Reprogramming F...	21-Dec-18
11-187-18	Technical Service Bulletin	Hesitation on Acceleration- EC...	21-Dec-18

All revised publications are highlighted in yellow.

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ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
L101SSJ000	Accessory Installation Guide	FORESTER TRAILER HITCH	20-Dec-18
J6010FS000	Accessory Installation Guide	2019 Forester Battery Warmer I...	20-Dec-18
07-144-18	Technical Service Bulletin	Tail Lamp (Rear Combination La...	20-Dec-18
11-183-18R	Technical Service Bulletin	DTC P0045 ECM Reprogramming Fi...	19-Dec-18
01-167-08R	Technical Service Bulletin	Recommended Materials (All Veh...	18-Dec-18
SUTTIPSLOC	Other/Miscellaneous	TechTIPS Article Locator Index...	18-Dec-18
14-22-16R	Technical Service Bulletin	Special Service Tool Cross Ref...	14-Dec-18

All revised publications are highlighted in yellow.

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 9103; Camden, NJ 08101-9877.

Your Name: _____

Signature: _____

Dealer's Name: _____

City: _____

Date: _____

Dealer Code: _____