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01 QMR OF THE MONTH

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

Perpetuo (Pete) Silan from
Farrish Subaru in Fairfax, VA

Pete submitted an excellent QMR outlining his highly-detailed diagnosis and repair of a 2016MY Crosstrek which presented with a customer concern of the back-up camera operating when the shifter was in positions other than Reverse. He began his diagnosis by verifying the condition as reported and confirming normal operation of the Reverse lights. Starting at the rear gate, Pete began his inspection of the related wiring and harness connections then worked his way forward utilizing the split-half technique. He proceeded to rule out the rear body wiring harness along with the inhibitor switch after confirming the proper (Reverse) signal voltage was coming from it. Further review of the wiring diagram led him to take a closer look at the auto-dimming inside rear view mirror wiring. Pete determined although he had the proper Reverse signal voltage coming to the rear-view mirror harness connector with it plugged in, the voltage remained when the shifter was taken out of Reverse. After disconnecting the mirror harness connector, the signal voltage switched on and off normally when moving the shifter into or out of Reverse. Pete determined the rear-view mirror assembly was shorted internally. After swapping a known-good part for confirmation, normal back-up camera operation was restored. Numerous high-quality photos were provided with his report which followed along with his step-by-step diagnosis of the condition.

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

A \$500.00 Snap-On gift card.

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

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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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01 QMR OF THE MONTH

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

- **Cassidy Moss** from **Heuberger Motors** in Colorado Springs, CO
- **Jonathon Scholl** from **St. Cloud Subaru** in St. Cloud, MN
- **Mark Panda** from **Center Subaru** in Torrington, CT

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

As part of our “enhanced” QMR of the Month recognition program, we include a photo (whenever available) of the recipient’s award presentation in TIPS. The winner selected from QMR of the Month submissions received during December 2018, was Perpetuo (Pete) Silan, a Technician at Farrish Subaru in Fairfax, VA.



Pete is shown above after receiving his \$500.00 Snap-On Gift Card. He was joined by (L to R) SOA District Sales Manager Andrew Raszewski, District Parts and Service Manager Beth Kuhn, Farrish Subaru’s Service Manager David Palumbo and SOA Field Service Engineer, Len Conway. Congratulations and THANK YOU to our December QMR of the Month Award recipient!

01 2019 NATIONAL TRAINING COMPETITION

The 2019 National Technician Competition kicks off on **Tuesday, March 5th** at the National Service Training Center in Camden, NJ. Subaru Zone Champions and Distributor Champions will be competing for prizes, cash awards, and the opportunity to represent USA in the Subaru World Technician Competition next fall. The competition entails a written test and three rounds of hands-on challenges.

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06 C0271 AFTER PARK BRAKE ACTUATOR REPLACEMENT

DTC C0271 will be stored in memory after electric park brake actuator replacement until a Force Calibration procedure is completed. If you encounter difficulty completing a Force Calibration and this DTC will not clear, adjustment of the parking brake shoes may be necessary. Always refer the applicable Service Manual for parking brake shoe adjustment.

07 GEN 3 CLOCK RELATED CONCERN

If a customer presents with a concern of the time not changing automatically as part of daylight savings time and has a Harman head unit, the following should be confirmed depending upon the head unit involved:

- **Base Unit-** Confirm if the time is set to Manual or Auto. This unit displays time in two ways.
 - If the setting is Manual, the time adjusted using the i/Set and up/down buttons on the steering wheel to manage the settings to the Multi-Function Display (MFD) in the combination meter.
 - If the setting is Auto, the time will match that of a Bluetooth Paired Phone. NOTE: in order for this setting to work, the phone must be paired via Bluetooth, the phone time must be correct AND the settings on the phone must allow for the transfer of messages (SMS messages) and user's phonebook from the phone to the head unit. Without that access on the phone side, the time will not transfer or update. It should also be noted that, many times Technicians set the time during PDI using their own phone and the Auto setting then remove their phone from the head unit. This will leave the clock time set while in the Auto mode. When the customer pairs their phone later, if they do not allow the message, transfer the clock will never pair with their phone. In this case, the time on the phone may change but the head unit time will remain constant. This can be resolved by deleting and pairing the customer's phone again and allowing message transfer from the phone to head unit.
- **Mid Unit-** See above for Base as settings are identical.
- **High/ Navigation Unit-** The High unit is different from the Base and Mid units as the Auto setting receives the time from the GPS network rather than from the phone. Manual setting is the same as Base and Mid units.

It's important to review BOTH the head unit and phone settings to ensure the cause of the customer concern is clearly understood so appropriate action may be taken to address it. Always explain the cause and resulting adjustments necessary to correct it with the customer so they are aware of it should anything change in the future such as a new phone purchase.

Please consult **TSB 15-229-18** "*Clock-Related Concerns and Troubleshooting*" or articles in **December 2016 Tech Tips** "*2017MY IMPREZA, DISPLAY AUDIO (NON-NAVIGATION), CLOCK NOT SYNCHRONIZED*" and "*CLOCK SETTINGS*", if you need additional details. Also, regardless of the concern, please always remember to complete a Harman Questionnaire.

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When performing an All Systems check (or a check of the Airbag system) for DTCs, the Airbag System may store a DTC B1650 and illuminate the Airbag warning light even though there is no warning light or related customer concern. This condition has been confirmed when using SSM software version 16.1.1. The cause of this anomaly is currently under investigation. There is no fault of the Airbag or ODS system and no further diagnostics should be performed or repair attempt made. A simple cycling of the ignition will turn off the warning light.

10 B2242 SET WITH NO TROUBLE SYMPTOM

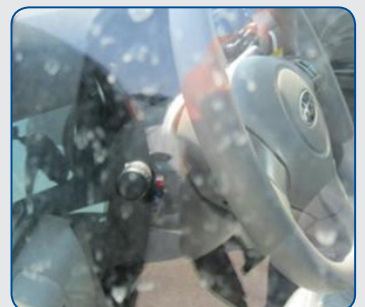
Many Technicians have found B2242 stored with no apparent symptoms present. Upon circuit inspections, Technicians have found there are no terminals in the indicated connectors when attempting to execute the trouble tree. Vehicles equipped with a manual climate control system will always set B2242. This is because there is no communication circuit between the audio/navigation unit and the manual HVAC control panel. This is a normal condition and does not require diagnosis for vehicles equipped with a manual HVAC system.

TECH TIPS GREATEST TIPS

This series features TechTIPS articles frequently referred to by Techline. This month's feature from July 2012 shows the procedure for cleaning spotted window glass.

12 CLEANING SPOTTED WINDOW GLASS

The Techline has received inquiries concerning spotting, streaking and deposits on the glass which normal cleaning methods like soap and water or window cleaning products like Windex® have not been able to remove. Below are pictures of difficult to clean glass concerns where we have discovered that the “Mr. Clean® MAGIC ERASER, bath scrubber™” will effectively remove substances. This product is effective for use on glass outside and inside the car and may be used without harming the glass, plastic and rubber trim and painted parts on the vehicle surrounding the glazing areas. **NOTE:** during the cleaning process, all residue from the “Mr. Clean® MAGIC ERASER, bath scrubber™” was wiped clean and not allowed to dry on any surrounding surfaces. Also, the C.R. Laurence Co. Inc. “Sparkle Clean” Cat No. SP101 works well to remove these types of spots.

**SMEARED SUBSTANCE TYPE SPOTS****SPOTTED SUBSTANCE TYPE SPOTS**

Vehicles & Remote Engine Start Kits Affected:

- 2019MY Ascent with Push Start Ignition – H001SXC000
- 2019MY Forester with Push Start Ignition – H001SSJ000
- 2019MY Impreza/Crosstrek with Push Start Ignition – H001SFL300

Understanding the Remote Engine Start (RES) 15 minute run time / 20 minute max run time features on push start equipped vehicles: As soon as the RES system has been activated, the default 15 minute run time counter begins. If 15 minutes expire before a take-over event (ready-to-drive mode) with the factory Access key or a shut-down trigger event (hood open or RES deactivated via key fob), the RES system will shut down. The RES system can be activated again, but for safety reasons, only for an additional 5 minutes or a total of 20 minutes. **The only method of resetting the RES 20 minute max run time counter is to manually turn ON the ignition or start the vehicle utilizing the brake and START/STOP button on the dashboard with the factory Access key present.** If an attempt is made to activate the RES system after 20 minutes of run time, but before a manual ignition cycle with the factory Access key (OFF > ON > OFF), the RES system will confirm the 20 minute max run time has expired by honking the horn and flashing the lights 3 times.

***IMPORTANT NOTE:** The RES 20 minute max run time counter does NOT reset during a take-over event (ready-to-drive mode) with the factory Access key. Take-over event / ready-to-drive mode is when the driver enters the vehicle with the RES active, depresses the brake pedal, presses the Start/Stop button, then drives away.

Solution: Confirm your customers understanding of the RES run time operation, particularly on 2019MY push start equipped vehicles.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
16-111-18R	Technical Service Bulletin	Reprogramming File Availabilit...	20-Feb-19
06-69-19R	Technical Service Bulletin	Rear ABS Wheel Speed Sensor- D...	20-Feb-19
11-169-16R	Technical Service Bulletin	Reprogramming Files for Spark ...	20-Feb-19
16-112-18R	Technical Service Bulletin	Ignition Key Sticking / Design...	20-Feb-19
15-237-19R	Technical Service Bulletin	Chattering Sound from A/C Comp...	19-Feb-19

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
WUA-86R	Subaru Product/ Campaign Bulletin	Harman Kardon Head Unit Reprog...	15-Feb-19
WTZ-85R	Subaru Product/ Campaign Bulletin	Harman Kardon Head Unit FMVSS ...	15-Feb-19
WTY-84R	Subaru Product/ Campaign Bulletin	2.0L Engine Valve Spring Fract...	13-Feb-19
14-22-16R	Technical Service Bulletin	Special Service Tool Cross Ref...	13-Feb-19
WUC-88	Subaru Product/ Campaign Bulletin	Power Steering Gear Box Inspec...	12-Feb-19
11-190-19	Technical Service Bulletin	DTC U0122 and Hesitation at Hi...	12-Feb-19
WTX-83	Subaru Product/ Campaign Bulletin	Rear Subframe- Lateral Link Br...	12-Feb-19
12-258-19	Technical Service Bulletin	Rear Combination Lamp Access P...	11-Feb-19
06-69-19	Technical Service Bulletin	Rear ABS Wheel Speed Sensor- D...	7-Feb-19
WUA-86R	Subaru Product/ Campaign Bulletin	Harman Kardon Head Unit Reprog...	6-Feb-19
WTW-82	Subaru Product/ Campaign Bulletin	Combination Meter Reprogrammin...	6-Feb-19
L101SSJ000	Accessory Installa- tion Guide	PORT INSTALLATION: 2019MY Fore...	6-Feb-19
L101SSJ000	Accessory Installa- tion Guide	FORESTER TRAILER HITCH (FRENCH...	1-Feb-19
12-257-19	Technical Service Bulletin	Instrument Panel Cover Peeling	31-Jan-19
02-134-12R	Technical Service Bulletin	Valve Spring Change to FB Engi...	31-Jan-19
02-133-12R	Technical Service Bulletin	Valve Spring information	31-Jan-19
15-205-16R	Technical Service Bulletin	Reprogramming File Availabilit...	30-Jan-19
16-119-19	Technical Service Bulletin	Control Valve Assembly- Design...	29-Jan-19

All revised publications are highlighted in yellow.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-237-19	Technical Service Bulletin	Chattering Sound from A/C Comp...	28-Jan-19
11-189-19	Technical Service Bulletin	PCV Valve Thread Sealant Chang...	25-Jan-19
07-147-19	Technical Service Bulletin	DTCs P1C06 and P1C07- Diagnost...	25-Jan-19
06-68-19	Technical Service Bulletin	Proper Grease Application duri...	25-Jan-19
05-67-19	Technical Service Bulletin	Wheel Hub / Bearing Assembly- ...	24-Jan-19
07-146-19	Technical Service Bulletin	Engine Wiring Harness- Design ...	24-Jan-19
07-145-19	Technical Service Bulletin	Readiness DTC B279A12	23-Jan-19
12-256-19	Technical Service Bulletin	Sunshine Orange (Code AK) Pain...	23-Jan-19
15-211-17R	Technical Service Bulletin	Reprogramming File Availabilit...	22-Jan-19
WTZ-85R	Subaru Product/ Campaign Bulletin	Harman Kardon Head Unit FMVSS ...	22-Jan-19

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: _____