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01 QMR OF THE MONTH

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

David Jodat from
Subaru City of Milwaukee in Milwaukee, WI.

David's excellent QMR detailed his diagnosis and repair of a new 2019MY Impreza (19 miles) which prior to delivery, was experiencing driveability concerns along with both the Check Engine and AT Temp lights flashing. His thorough report began with describing the condition as the transmission slipping and feeling like it was starting out in a much higher ratio than normal. After easily duplicating the condition, David began his diagnosis by looking into the list of 3 stored transmission DTCs, all relating to a different shaft speed sensor. He then connected the SSM4, selected the PIDs for the sensors in question along with front wheel speed to help with his diagnosis. During the brief road test, David identified all 3 shaft sensors were unresponsive while the wheel speed data would rise and drop normally. He then turned to the transmission wiring diagram and identified a common power supply feed for all 3 sensors although, each had its own separate ground. This led David to start tracing the sensor power supply wiring. Using the split-half technique, he was able to track down two separate problems. The first was a broken locking tab on the outside of connector E115 along with a poor connection found at Pin 19 of connector T15 (which connects to E115). Because of the broken locking tab, David proceeded to order and install a new engine wiring harness which repaired the vehicle. His QMR also included numerous quality photos with call-outs, SSM data snapshots and a video showing how he was able to simulate the poor Pin 19 sensor power supply connection.

In appreciation for going the extra mile and sharing his experience with us, David will be receiving the following:

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, Ascent, Crosstrek Hybrid 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.



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01 QMR OF THE MONTH (CONTINUED)

The other Regional winners selected from QMRs submitted during March 2019 were:

- **David Wood** from **Riverhead Bay Subaru** in Riverhead, NY
- **Eric Heck** from **Pine Belt Subaru** in Lakewood, NJ
- **Ken Mitsumasu** from **Subaru Orange Coast** in Santa Ana, CA
- **Daniel Evans** from **North Reading Subaru** in North Reading, MA

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 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 March 2019, was David Jodat, a Technician at Subaru City of Milwaukee in Milwaukee, WI.



David is shown above after being presented with his \$500.00 Snap-On Gift Card by SOA Field Service Engineer, Keith Cook (far left). He was joined by Subaru City of Milwaukee’s Dealer Principal, Michael Schlossmann and Assistant Service Manager Jason O’Donnell (far right). Congratulations and THANK YOU to our March 2019 QMR of the Month Award recipient!

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01 USE OF SILICONE SPRAY PRECAUTIONS

Techline continues to receive reports of aerosol products containing silicone being used during diagnosis and repair. We are providing the following information regarding the use of lubricating sprays containing silicone (WD-40®, Armor-All®, Silicone Spray, etc.). When silicone attaches to an electrical contact point such as a relay circuit, switch or harness connector, silicon dioxide (SiO₂) is formed by the heat generated during current flow which can result in electrical contact failure. Eventually, there is a possibility electrical components or connections could fail as a result. Therefore, when cleaning car interiors, lubricating weather stripping or repairing noises it is imperative sprays containing silicone are not used.

01 BRAKE LAMP SWITCH REPLACEMENT WEB BASED TRAINING

The required Course “Subaru Brake Switch Replacement” has been assigned to all technicians, interns and apprentices. This 15-minute WBT will cover the switch replacement procedures. To locate this WBT logon to click:

SKILLS > Learning > View Your Transcript > Brake Lamp Switch Replacement WBT.

If this training has not been assigned to you, simply enter **Brake Lamp Switch Replacement WBT** into the search field located at the top right of SKILLS.



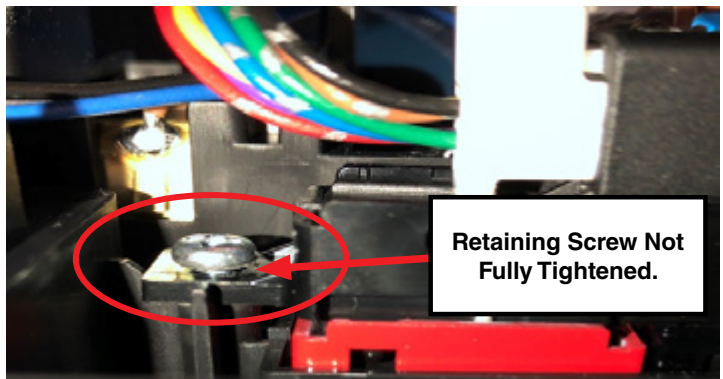
07 2019MY FORESTER MANUAL OVERRIDE FOR POWER REAR GATE

When the power rear gate system senses a malfunction and the gate is closed, the vehicle will chirp three times and the gate will not open. To open the gate, simply press and hold the opener button on the gate until the latch releases. The gate can then be manually opened and closed. Initialization information for the power rear gate can be found on pages 148-149 of the Owner's Manual.

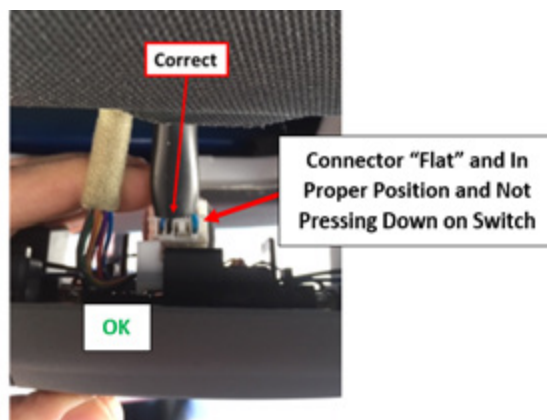
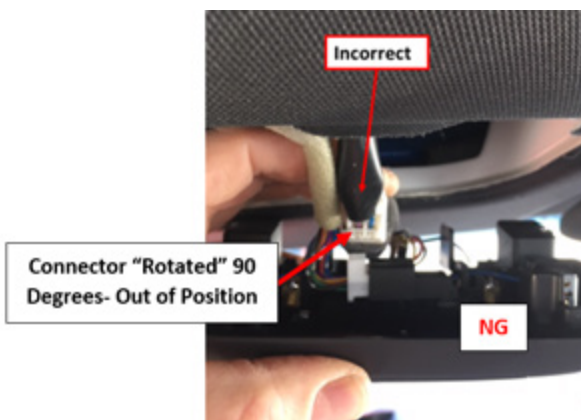
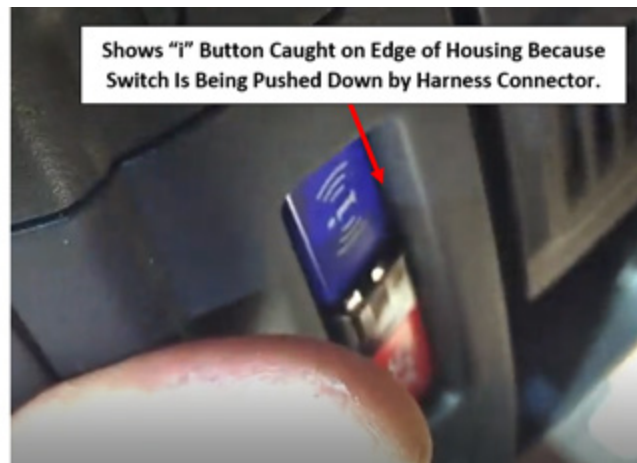
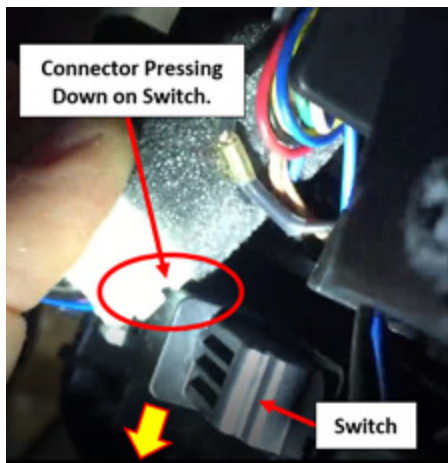


Recently, there have been some QMRs received describing the blue "i" button for the Telematics system sticking. Thanks to the hard work of our Port Quality Assurance teams, a couple of causes for this condition have been identified which we would like to pass along.

If you encounter a 2019MY WRX with the blue "i" button sticking or loose, it most likely won't require replacement of the switch or housing to repair. This condition is usually caused one of two concerns. In the first condition, one or both of the screws securing the Telematics switch to the housing may not be fully tightened (as shown in the photo above) which can allow the switch to move.

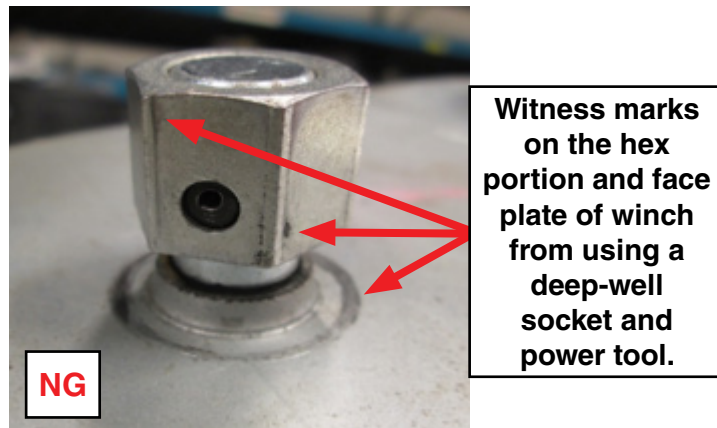
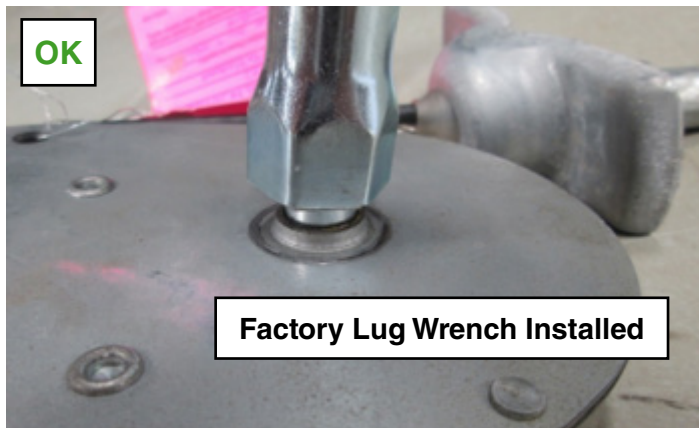


The second concern involves one of the other harness connectors above the housing being out of position and pushing down on the switch. This results in the button getting hung up on the edge of the opening in the housing. This can generally be repaired by simply rotating the connector that is pressing down on the switch as shown below.



12 2019MY ASCENT, SPARE TIRE HOIST PRECAUTIONS

When using the Ascent's spare tire hoist, it is **IMPORTANT** to use **ONLY** the spare tire lug wrench included with the vehicle to operate it. **NEVER** use an electric or air-operated power tool to operate the hoist as damage to the internal mechanism and / or the hoist cable can result preventing the spare tire from being secured fully in place against the underside of the vehicle body. A customer concern of a "clunking" noise may also result from this condition along with sidewall damage to the spare and corresponding vehicle underbody / paint rub-through.



14 WUE-90 STOP LAMP SWITCH RECALL, SPECIAL TOOL TIP

A Technician submitted a QMR with an excellent suggestion to prevent the WUE-90 adjustment nut special tool from being left behind after completing the repair procedure:



Simply drill a hole near the handle end of the tool and install an unused lanyard as shown above. The brighter color the better but, we liked the choice used here too!

15 TELEMATICS OPERATIONAL CONCERNS ACCOMPANIED BY DTC B2A15

There have been a significant number of inquiries regarding DTC B2A15 and Telematics system operation. Customers usually report a concern of the red Telematics LED being illuminated, either currently or in the past. In a case where the red LED is currently not illuminated, the customer may also have an email telling them STARLINK has detected their services may not be operating correctly and recommending they return to the retailer to have the system diagnosed. Once at the retailer, if the LED is green, the system is usually operating within manufacturer specification BUT, there may be a DTC B2A15 in history.

The first step to any B2A15 concern investigation is to ask the customer if they are using or have used any kind of third-party device like an insurance company's driver monitoring or OBD-II port-connected device. There are more and more products hitting the market every day meant to plug into the OBD II connector to monitor and collect data from the vehicle.

If an OBD-II port-connected device is being used and following a detailed customer interview, secure customer permission to remove the device and confirm operation of all the remote Telematics services as well as both the "i" and SOS buttons. If all services are currently performing within manufacturers specifications, clear the DTC and inform the customer to consult the STARLINK Service agreement terms and conditions. Below is the section copied from the Agreement applicable to this situation.

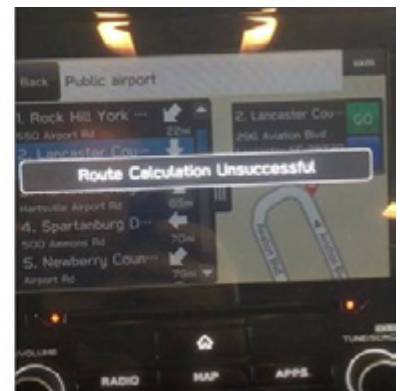
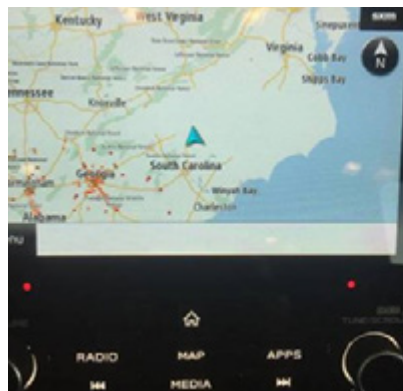
"Subaru cannot guarantee the performance of any devices not supplied by Subaru of America, Inc or its affiliates. Additionally, third-party devices (such as some driver monitoring or third-party OBD-II port devices), may interfere with the proper function of certain vehicle features, including the Subaru STARLINK® system. Customers may, at their discretion, use those devices, but if they create interference with the vehicle or the STARLINK® system's operation, the system may not operate properly, and the warranty may not offer relief for the conditions that result from such usage."

15 HARMAN AUDIO / NAVIGATION SYSTEM CONCERNS

The following three TIPS involve conditions reported involving Harman Audio / Navigation systems. These conditions will also be added to the related TSB **15-221-18R**.

Condition 1: Map Display "Whiteout"

- Map display is either white (blank) or, an incomplete screen (no roads) is displayed.
- "Route Calculation Unsuccessful" message is displayed when trying to calculate a route.



Cause: If a MOTA (Map Over the Air Update) was performed or attempted previously, the state map data may have become corrupted. This can occur due to weak a Wi-Fi signal during MOTA causing the state to disappear (appear white). Updating the map (again) successfully using a strong Wi-Fi signal or via USB will restore the missing map data.

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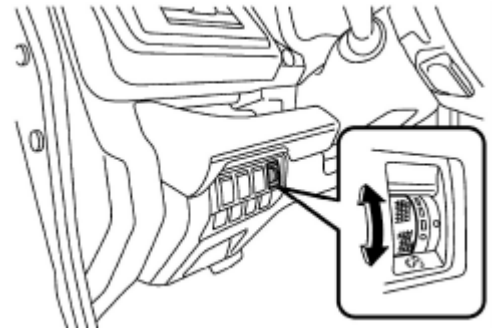
Condition 2: Map display not going into “night” mode in low light (night time / dark) conditions

Possible Causes:

- Map display setting may be set to “Day” instead of “Night” or “Auto” as shown below. From the Settings menu, select Map Display and either “Auto” or “Night”.



- If the instrument panel illumination control knob is set to MAX brightness (all the way up), the map display will not change regardless if “Auto” or “Night” mode is selected in Settings. Lower the illumination control knob as shown in the illustration and “Auto” or “Night” mode operation will be restored.



Condition 3: Wrong Head Unit (H/U) part numbers being ordered

Several reports have been received describing operational issues occurring after installation of the replacement H/U. In some cases, further investigation revealed an incorrect (or different than the original) part number H/U was ordered and installed. When ordering an exchange unit, there are Exchange Component Identification bulletins for every model year posted to STIS. These are an excellent resource to use in combination with the Electronic Parts Catalog (EPC). In the event a new unit is being installed (e.g. for a new, in-stock vehicle), always order the most up-to-date replacement part number H/U based on the specific VIN being repaired using the exchange portal and indicate the new unit is required for an in-stock unit.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
09-69-19	Technical Service Bulletin	Fuel Pulsation Damper- Service...	20-May-19
SOA801P060xx	Accessory Installation Guide	2020 Legacy / Outback Door Edg...	17-May-19
12-264-19	Technical Service Bulletin	Child Anchor Retaining Bolt- D...	15-May-19
12-263-19	Technical Service Bulletin	Rattling Sound from Front Door	13-May-19
A091SAN000	Accessory Installation Guide	2020 Legacy and Outback Engine...	10-May-19
J501SAN230	Accessory Installation Guide	2020 Legacy Rear Seatback Prot...	10-May-19
15-221-18R	Technical Service Bulletin	Harman Audio / Infotainment: H...	10-May-19
F551SAN400	Accessory Installation Guide	2020 Outback Cargo Separator	9-May-19
J501SAN220	Accessory Installation Guide	2020 Outback Rear Seatback Pro...	9-May-19
16-121-19	Technical Service Bulletin	"Tapping" -Type Sound Coming f...	9-May-19
15-235-18R	Technical Service Bulletin	Harman Kardon Gen 3 Audio Ampl...	8-May-19
15-217-18R	Technical Service Bulletin	Harman Kardon Gen 3 Audio Ampl...	8-May-19
15-240-19R	Technical Service Bulletin	New Harman Audio Amplifiers	8-May-19
WUE-90R	Subaru Product/Campaign Bulletin	Brake Lamp Switch Replacement	8-May-19
C8110FG010	Accessory Installation Guide	STI Pedal Pads - Manual Transm...	7-May-19
C8110FG000	Accessory Installation Guide	STI Pedal Pads - Automatic Tra...	7-May-19
SOA567X060	Accessory Installation Guide	Crosstrek Hybrid Crossbar	7-May-19
J131SAN000	Accessory Installation Guide	2020MY OUTBACK-LEGACY DOOR...	7-May-19
J101SAN100	Accessory Installation Guide	2020 Outback Splash Guards	7-May-19
J1210SJ500	Accessory Installation Guide	STI Door Handle Cup Protector	7-May-19
J1210CA500	Accessory Installation Guide	STI Door Handle Cup Protector	7-May-19
J1210FL500	Accessory Installation Guide	STI Door Handle Cup Protector	7-May-19
J1210VA500	Accessory Installation Guide	STI Door Handle Cup Protector	7-May-19
07-153-19	Technical Service Bulletin	Ignition Coil Cap Now Availabl...	7-May-19
14-22-16R	Technical Service Bulletin	Special Service Tool Cross Ref...	6-May-19
07-152-19	Technical Service Bulletin	Power Window Switch Changes	2-May-19
04-17-17R	Technical Service Bulletin	Rattling Sound from Steering R...	2-May-19
J101SAN800	Accessory Installation Guide	2020MY LEGACY/OUTBACK Body...	2-May-19
J101SAN800	Accessory Installation Guide	2020MY LEGACY/OUTBACK Body...	2-May-19
WUF-91R	Subaru Product/Campaign Bulletin	Replacement Ignition Switch Re...	30-Apr-19
15-236-18R	Technical Service Bulletin	Reprogramming File Availabilit...	30-Apr-19
01-167-08R	Technical Service Bulletin	Recommended Materials (All Veh...	29-Apr-19
F551SAN100	Accessory Installation Guide	2020MY Legacy Cargo Nets	29-Apr-19
F551SAN000	Accessory Installation Guide	2020MY Outback Cargo Nets	29-Apr-19
15-241-19	Technical Service Bulletin	Accessory Chrome Rear Bumper C...	29-Apr-19

All revised publications are highlighted in yellow.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
MSA5P2602C	Technician Reference Booklet	Advanced Electrical Systems Di...	29-Apr-19
MSA5P2606C	Technician Reference Booklet	Automatic Climate Control Syst...	29-Apr-19
MSA5P3610T	Technician Reference Booklet	Electrical Theory and Diagnosi...	29-Apr-19
07-151-19	Technical Service Bulletin	DTC B112C or B112E -Driver Mon...	25-Apr-19

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: _____