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SUBARU TECHLINE HOLIDAYS & HOURS OF OPERATION

Labor Day: (Closed)

Monday, September 2, 2019

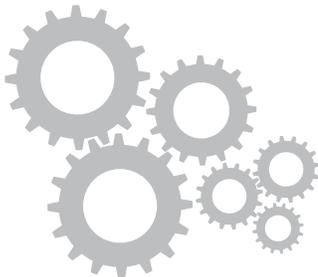
Thanksgiving: (Closed)

Thursday, November 28, 2019

Day After Thanksgiving (10:30am-3:30pm)

Friday, November 29, 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:

Toby Costa from
Maita Subaru in Sacramento, CA.

Our selection for this month's winner involved a 2019MY Ascent with a recurring concern of the Brake, EyeSight and RAB warning lights coming on. The customer reported the same warning indicators came back on again a short time after another retailer had previously replaced the brake light switch. After Toby confirmed the condition, he noticed the clearance lights would come on when pressing the brake pedal. A DTC check revealed DTC P0724 was stored for a high input in the brake light circuit. Toby suspected a short and / or feedback through the related wiring and began by disconnecting the trailer light wiring harness to see if there was any change. With the trailer wiring ruled out, he disconnected the rear combination lights and high mounted stop light, one at a time, still with no change. After unplugging body harness connector R466 for the left rear, the condition stopped. Leaving connector R466 disconnected, Toby used his DVOM between R466 and the R79 trailer wiring connector to check the integrity of the harness. While "wiggle testing" sections of the suspect harness and checking continuity, his DVOM indicated an open circuit which he was able to make come and go in grid area C4 near connector R28. Toby carefully opened the harness sheath and found the clearance light wiring wrapped around a brake circuit wire. Closer inspection revealed a pinched area where the wire insulation had been compromised causing a short. The affected wiring was repaired which restored normal brake and clearance light operation. Toby's QMR included quality photos of the wiring along with snips of the related Service Manual wiring diagrams and location grid for the identified source of the issue.

In appreciation for going the extra mile and sharing his experience with us, Toby will receive 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, 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.



QUALITY DRIVEN® SERVICE

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Education Foundation

01 QMR OF THE MONTH (CONTINUED)

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

- **Joseph Frye** from **Auto Nation Subaru Hunt Valley** in Cockeysville, MD
- **James Harmes** from **International Subaru** in Sheboygan, WI
- **Bill Duaine** from **Flemington Subaru** in Flemington, NJ
- **Robert Wittig** from **Mitchell Subaru** in Canton, 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 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 June 2019 was Toby Costa, a Technician from Maita Subaru in Sacramento, CA.



Toby is shown above being presented with his \$500.00 Snap-On Gift Card by SOA Field Service Engineer Tom Blamey. Congratulations and **THANK YOU** to our June 2019 QMR of the Month Award recipient!

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TECH TIPS GREATEST TIPS

This series features TechTIPS articles frequently referred to by Techline. This month's feature is for helpline diagnostic information from May 1995

01 HELPLINE DIAGNOSTIC INFORMATION

HELPLINE DIAGNOSTIC INFORMATION

As those of you who have called the Technical Helpline know, when we are assisting you in diagnosing a problem, we will ask you for information, such as pressures, resistance values, duty ratios, etc., depending on what the problem might be.

Many times when we ask for this information we are told "It's okay, it's good or it's within specs". If you tell us it's okay - fine. We will make our suggestions accordingly. If you haven't actually done the checks for the information we are seeking, but just say you have, it will be you who loses. Our suggestions will not be appropriate for the situation as it TRULY is. They will only be appropriate for the situation as you related it to be. By not doing a check we asked for, you have not completely checked the system before return calling us. It is to YOUR advantage to do these checks. If you haven't done a check because you either forgot to or were unaware of it, say so BEFORE we try to assist your diagnosis with incomplete or inaccurate information. We'll ask you to get this information and call us back.

Yes, it takes time to do these checks and you have to find the information in the Service Manuals but we cannot effectively help you if we do not have the information we need. It's like calling the doctor with a pain in your back and neglecting to tell him you have been shot. We're sure his diagnosis would be different if he had this information.

Our job is to help you find the most efficient and cost-effective way to repair the vehicle. We can't do it without the accurate information we need.

WRX STI Popping Sound from Speakers:

There have been reports received regarding a single "pop" sound coming from the speakers when the head unit (radio, H/U) is first turned on after being powered off. If the concern has been duplicated following an installation of the KICKER® Powered Subwoofer accessory, the sound is a characteristic of the amplifier energizing. This condition has NO negative impact on speaker performance or sound quality. In other instances, the sound was attributed to the installation of the accessory subwoofer harness on vehicles equipped with the mid-grade H/U. **NOTE:** If a Harman Kardon logo badge is displayed on the door speaker grilles, accessory audio kits are not applicable. Always confirm accessory applicability using the charts on Subarunet prior to installation.

CarPlay Operation:

Recently, the number of reports concerning iPhone X intermittently failing to reliably operate in Handsfree Call Mode (through the CarPlay app) has increased. Investigation is ongoing to determine the root cause. It is unclear at this time if the condition is related to the phone, the H/U or the Dual USB Hub's AUX terminal performance. In the meantime, PRIOR TO replacing the USB Hub or H/U, confirm the vehicle is free of concerns using an iPhone model other than iPhone X. Always verify operation while using a Genuine Apple® USB cable as only these cables are confirmed by Apple for both charging and data transfer rates. Aftermarket cables may charge the phone perfectly fine, but most do not meet Apple's requirements for data transfer rates. If the condition is consistently duplicated with different iPhones, refer to TSB **15-226-18R** "USB Functionality Concerns and Troubleshooting" and TSB **15-220-18R** "Apple CarPlay/Android Auto Connectivity Concerns" for further diagnostics. It should also be noted, a H/U unit reboot (10 second press and hold of the volume/ power knob) followed by reconnecting the phone will restore normal operation should a CarPlay operational concern occur.

Smart Phone (Accessories) Operation Affected by High Temperatures:

Leaving the phone sitting outside in the sun or in the car on a hot day can easily cause it to overheat. Overheating can prevent the touch screen from working properly and cause the battery to drain faster. Smart phone operation changes from normal to conservative when battery capacity becomes "marginal" to what the phone manufacturers consider safe. In addition to sun and heat exposure, water damage can also be a possible cause of phone overheating. When it occurs, the customer might experience a noticeable delay (slowdown) when using Android Auto and CarPlay applications, audio streaming or Hands-Free calling features. Cooling smart phones while charging generally restores normal operation.

SXM Subscription Loss:

As vehicles age, SXM subscription-related concerns reported by customers are many times attributed to changes in the contract terms or, temporary battery power loss to the H/U. Always obtain the Radio ID (RID) information and verify the terms of the customer's contract prior to performing any repairs. Sending a refresh signal using the current RID to re-connect may solve the concern. This can be done by entering the RID into the URL below and following the instructions: www.siriusxm.com/refresh. **NOTE:** If SXM services only work after a refresh for a single ignition cycle then revert to Preview channels only, this may indicate either an expired service agreement or, other possible contract errors such as expired credit card associated with the customer's account. Always confirm the customer's contract is active and up to date before performing other diagnostics. If the condition involves specific channels not working, the customer should review their account with SXM confirm if their current service agreement includes those channels.

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Gen 2: Denso 10 Head Unit- "Clock Shifts by One Hour when Daylight Saving Is Set to Auto.":

Reports have been received with customers stating their clock unexpectedly shifted by one hour when the Daylight-Saving setting was set to Auto. Most customers reported this condition occurred in early April of this year during the same time as GPS week rollover events reported on the internet were occurring. This is a known condition and only affects Gen 2.0 NAVI H/U found in: 2015MY Outback/Legacy, 2015MY Crosstrek and Impreza, 2016MY Forester and 2016MY WRX/WRX STI models. This condition was addressed in the software update released for these Denso 10 navigation head units at the end of 2018. After verifying the currently installed software version, perform the applicable update following the procedure supplied in TSB 15-205-16R.

Audio (Volume) Level Adjustment When Using the Android Auto Application:

Reports have been received by Android Auto application users regarding the audio level failing to operate correctly following notifications alerts.

NOTE: This is a known concern with Google software and not with Android Auto or vehicle H/Us. Updating Google Play services should alleviate the concern. A "How To" guide from the Google Help Center page online, on how to make sure your Google Play Services are up to date is shown to the right. Always confirm the customer has the latest version installed prior to initiating additional diagnosis or head unit replacement

Keep your device & apps working with Google Play Services

Google Play Services keeps your apps updated and running smoothly on Android devices.

What is Google Play Services?

Google Play Services connects apps to other Google services, like Google Sign In and Google Maps. Google Play Services isn't the same as the Google Play Store app, and is included with Android.

Google Play Services doesn't make your battery drain faster or use too much of your mobile data plan. You can't force stop or uninstall Google Play services.

Fix problems with Google Play Services

Step 1: Make sure Google Play Services is up to date

1. On your Android phone or tablet, open the Settings app .
2. Tap **Apps & notifications** > **See all apps**.
3. Scroll down and tap **Google Play Services**.
4. Scroll down and tap **App Details** .
5. Tap **Update** or **Install**. If you don't see these options, follow the steps in Step 2 and Step 3.

Step 2: Clear cache & data from Google Play Services

1. On your Android phone or tablet, open the Settings app .
2. Tap **Apps & notifications** > **See all apps**.
3. Scroll down and tap **Google Play Services**.
4. Tap **Storage** > **Clear Cache**.
5. Tap **Manage Space** > **Clear all Data**.
6. Open the Google Play Store .
7. Wait for 5 minutes, then try your download again.

Step 3: Clear the cache & data of the Play Store

This gives the app a fresh start and can help fix issues.

1. On your Android phone or tablet, open the Settings app .
2. Tap **Apps & notifications** > **See all apps**.
3. Scroll down and tap **Google Play Store** .
4. Tap **Storage** > **Clear Cache**.
5. Tap **Clear data**.
6. Re-open the Play Store, and try your download again.

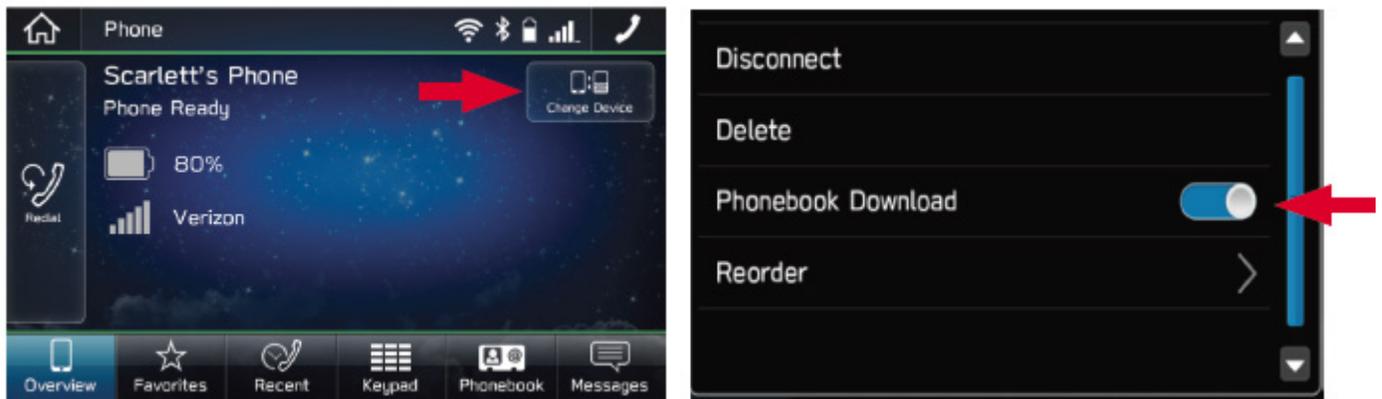
If these steps don't work, [see other troubleshooting steps](#).

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Phonebook Downloading:

There have been reports received regarding phonebook downloading failure during Bluetooth pairing. Customers report after repeated pairing attempts, the condition continues.

We would like to refresh the steps involved in the process to prevent issue occurrence due to the setup. If the phonebook or messages are not appearing as expected following Bluetooth Pairing, verify the **Phonebook Download** feature has been enabled in the head unit settings. Select the **"Phone"** button then press **"Overview"** on the head unit touch screen. Then select **"Change Device"** and ensure **"Phonebook Download"** is enabled.



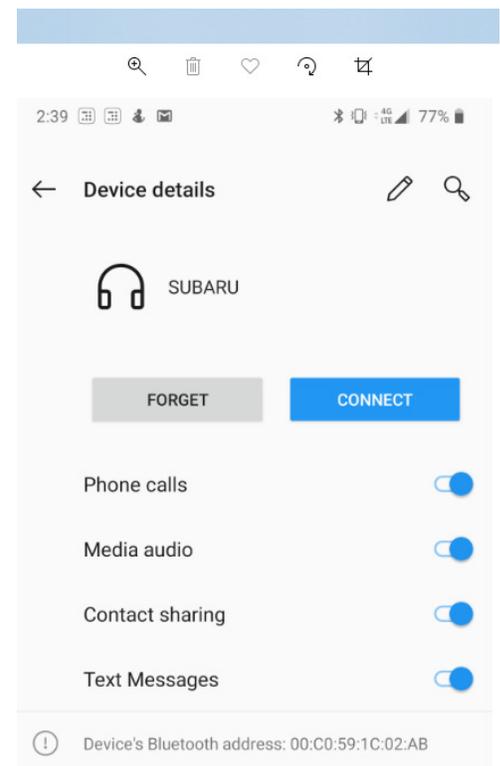
If the customer still cannot access the phonebook or messages, check the phone's Bluetooth settings to ensure all related sharing settings are enabled.

- Android Device

Select the gear icon next to your vehicle device name. Ensure all settings are enabled.

- Apple Device

There are no additional settings to check on Apple devices following successful pairing with the head unit. However, it is strongly recommended to restart the vehicle to finalize the pairing process and ensure all devices are in sync.



ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-236-18R	Technical Service Bulletin	Reprogramming File Availabilit...	21-Aug-19
B321SFL020	Accessory Installation Guide	Black Lug Nuts & Wheel Locks	21-Aug-19
06-72-19	Technical Service Bulletin	ABS Wheel Speed Sensor- Design...	20-Aug-19
F411SFL010	Accessory Installation Guide	Crosstrek-Impreza Seat Cover-R...	20-Aug-19
F411SFL000	Accessory Installation Guide	Crosstrek-Impreza Seat Cover-R...	20-Aug-19
04-17-17R	Technical Service Bulletin	Rattling Sound from Steering R...	20-Aug-19
10-92-19R	Technical Service Bulletin	A/C System Inoperative	19-Aug-19
J601SCA000	Accessory Installation Guide	2020 Impreza Battery Warmer Ki...	16-Aug-19
15-246-19	Technical Service Bulletin	New Immobilizer Registration P...	15-Aug-19
07-158-19	Technical Service Bulletin	DTC B280B- EyeSight Camera Rep...	15-Aug-19
07-159-19	Technical Service Bulletin	Battery Ground Cable Disconnec...	14-Aug-19
10-92-19R	Technical Service Bulletin	A/C System Inoperative	9-Aug-19
07-151-19R	Technical Service Bulletin	DTC B112C or B112E -Driver Mon...	8-Aug-19
15-205-16R	Technical Service Bulletin	Reprogramming File Availabilit...	8-Aug-19
E515SAN000	Accessory Installation Guide	2020MY Outback Engine Under Gu...	8-Aug-19
E515SAN010	Accessory Installation Guide	2020MY Outback Engine Under Gu...	8-Aug-19
06-51-15R	Technical Service Bulletin	New Front Disc Brake Pad Kit A...	8-Aug-19
16-114-18R	Technical Service Bulletin	DTC P0C79- Revised Diagnostics	8-Aug-19
S1090BE	Other/Miscellaneous	2020MY Registration Manual For...	6-Aug-19
11-191-19R	Technical Service Bulletin	DTC P2610- New ECM Availabilit...	5-Aug-19
J201SAN000	Accessory Installation Guide	2020MY Legacy/Outback Exterior...	2-Aug-19
H671SAN200	Accessory Installation Guide	2020MY Legacy/Outback Wireless...	2-Aug-19
H621SAN000	Accessory Installation Guide	2020MY Legacy/Outback CD Playe...	2-Aug-19
H461SAN000	Accessory Installation Guide	2020MY Legacy/Outback Interior...	2-Aug-19
H451SAN100	Accessory Installation Guide	2020MY Outback Fog Lamp Kit	2-Aug-19
H451SAN000	Accessory Installation Guide	2020MY Legacy Fog Lamp Kit	2-Aug-19
U3210BE	Service Manual	2020MY Ascent New Car Informat...	2-Aug-19
MSA5B2013A	Owner Manual	2020MY Legacy/Outback & Forest...	1-Aug-19
MSA5B2004A	Owner Manual	2020MY Outback Getting Started...	1-Aug-19
MSA5B2003A	Owner Manual	2020MY Legacy Getting Started ...	1-Aug-19
MSA5M2014A	Owner Manual	2020MY Legacy/Outback Eyesight...	1-Aug-19
MSA5M2011A	Owner Manual	2020MY Legacy/Outback Subaru S...	1-Aug-19
MSA5M2004A	Owner Manual	2020MY Outback Owner's Manual	1-Aug-19
MSA5M2003A	Owner Manual	2020MY Legacy Owner's Manual	1-Aug-19
U2570BE	Service Manual	2020MY Legacy/Outback New Car ...	1-Aug-19
L2570BE	Service Manual	2020MY Legacy/Outback Body Rep...	1-Aug-19
	Service Diagnostics	2020 Legacy/Outback Service Ma...	1-Aug-19

All revised publications are highlighted in yellow.

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
SOA367031	Accessory Installation Guide	2017-20MY WRX/STI Crossbars	31-Jul-19
16-123-19	Technical Service Bulletin	DTC P173B- Auto Start-Stop Sys...	30-Jul-19
12-269-19	Technical Service Bulletin	Rattle Sound from EyeSight Cam...	29-Jul-19
WTN-74R	Subaru Product/Campaign Bulletin	Reprogramming File Availabilit...	29-Jul-19
WUA-86R	Subaru Product/Campaign Bulletin	Harman Kardon Head Unit Reprog...	29-Jul-19
WTZ-85R	Subaru Product/Campaign Bulletin	Harman Kardon Head Unit FMVSS ...	29-Jul-19
15-211-17R	Technical Service Bulletin	Reprogramming File Availabilit...	26-Jul-19
15-177-14R	Technical Service Bulletin	"Gen 2" & "Gen 2.1" Operating ...	26-Jul-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: _____