

## SPECIAL EDITION

### 01 QMR OF THE MONTH - TRIP WINNER ANNOUNCEMENT

As previously stated, Subaru of America, Inc. is extremely excited to announce the QMR of the Month award trip to Indiana will continue for the 2019 calendar year! The first annual trip occurred in May 2019 (for QMRs submitted in calendar year 2018) and was a huge success. Thus we wanted to continue the trip for 2019 submitted QMRs. The second annual QMR of the Month award trip will happen in Spring 2020!

The second quarter 2019 QMR of the Month SIA / Indianapolis Motor Speedway Trip winner has been selected! As previously mentioned in the January 2018 edition of TECH TIPS and a Subarunet announcement on January 15, 2018 titled "QMR of the Month Program Enhancement - Trip to SIA and Indianapolis Motor Speedway," SOA added yet another great new feature to the QMR of the Month program. One National winner from each 2019 calendar year quarter (a potential of 4 winners annually) will win a trip to Indiana to tour the Subaru of Indiana Automotive plant, as well as tour the world-famous Indianapolis Motor Speedway. In addition, each winner will receive two plaques which include the following: 1) a SBR Appreciation letter from SBR Chief General Manager Yasushi Nagae, and 2) a SOA Appreciation letter from President and CEO Tom Doll, and Vice President of Service & Quality Michael Campbell!

The winner for 2019's second quarter is:

**Jacob Boyd from Herb Gordon  
Farrish Subaru in Fairfax, VA.**

Jacob's QMR involved an extremely complex diagnosis which led to the repair of a 2019 Outback 2.5i with a repeat concern of intermittent trouble with the remote keyless entry system operation. In addition, the lock / unlock switches on the doors would also not operate at times. Jacob's initial observation after verifying the condition described the combination meter display only showing the driver's door ajar, regardless of which other doors were open. He proceeded to dig into the related wiring diagrams and accessed another like vehicle to use for comparison testing. Jacob's report described an exceptional number of wiring checks. Each test included specific connector and pin location information along with concise results for each documented in his report. Similar results were provided from his "test vehicle" for comparison as needed. Jacob's persistence paid off as his testing eventually led to a faulty BIU which had an intermittent internal open circuit. Isolating this root cause was no easy task. Jacob's QMR was accompanied by an extensive collection of videos documenting the condition occurring, his extensive testing and the eventual result.

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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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Education Foundation

In recognition of Jacob Boyd becoming the second quarter 2019 QMR of the Month SIA/Indianapolis Motor Speedway Trip winner, FSE David Kirby hosted an award ceremony for Jacob at the retailer to present him with his award plaques. The Service Manager ensured Jacob was surrounded by his peers, who applauded Jacob's efforts after receiving the plaques. FSE David Kirby spoke on the importance of product quality and the impact reports like Jacob's have in ensuring the highest quality product for our customers. David made it very clear that these reports fix potentially thousands of cars, not just one.



*L to R): Service Manager Mike Graziano, Technician Jacob Boyd, and Field Service Engineer David Kirby.*

In order for their customers to know the efforts Farrish Subaru puts forth in improving product quality, the Service Team displayed the award plaques in the customer waiting room for their viewing. As a gesture of gratitude, SOA provided a catered lunch for the Service Team at Farrish Subaru from Mission BBQ which included brisket, pulled pork, pulled chicken, cornbread, and Mac-N-Cheese. The Technicians had the chance to sit down and “reap the benefits” of going above and beyond, which included being recognized by the Executive management team. David thanked everyone for their support, and encouraged the Technicians to continue raising the bar, one QMR at a time.

Jacob will join up with two other winning Technicians (to be determined) in visiting Indiana for their award trip during the Spring of 2020.

Remember, any Subaru Technician can be a QMR of the Month national winner. Please refer to January 2018 edition of TECH TIPS for more information regarding the award trip.

## PROGRAM DETAILS

- Subaru of America, Inc. reserves the right to cancel or amend this program at any time. All determinations are final.
- A Subaru Service Technician designation does NOT include retailer employees having multiple or separate titles including but not limited to: Retailer Principal, General Manager, Sales Manager, F/I Manager, Service Manager, Parts Manager, Shop Foreman, Dispatcher, Service Advisor, Warranty Administrator, Salesperson, or other titles.
- To receive any award(s), qualifying Subaru Service Technicians must be actively employed by an active Subaru retailer throughout the program period and at the time any award(s) is / are claimed.
- It is the responsibility of the Retailer to make all decisions regarding the employment status and to inform SOA, SDC or SNE of any changes in that status. SOA, SDC and SNE shall not be responsible for any errors or omissions in the Retailer's reporting of the employment status of Subaru Service Technicians.
- No awards will be distributed to a Subaru Service Technician not meeting all program requirements.
- Awards must be redeemed by the individual Subaru Service Technician who earned the award. Awards are non-transferable and cannot be exchanged or substituted in any way.
- All prize winners are responsible for any and all associated taxes on winnings. Consult with your personal tax advisor for specifics.
- If you have any questions regarding the program, please contact your local FSE.