

## 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 third 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 third quarter is:

**Craig Berndt** from **Team Gillman**  
Subaru North in Houston, TX.



(L to R): FSE Pat Hayes, Retailer Executive  
Management Randy Khalaf, Senior Master Technician  
Craig Berndt, Service Director  
Tony Webb, General Manager  
Raad Obaidy.

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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.

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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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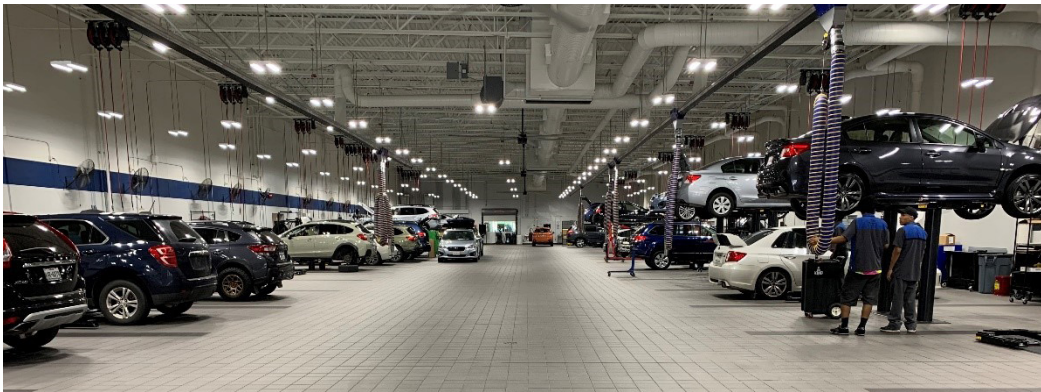
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Education Foundation

Craig submitted his winning QMR detailing his diagnosis and repair on a 2018 Outback 2.5i with a customer concern of an intermittent popping / crackling-type sound coming from the R/F speaker area. During mid-day test drives when the ambient temperatures were close to 100°, he confirmed the right front speaker would occasionally cut out completely and other times, produce the popping / crackling-type sound as described. At first, he disconnected the R/F tweeter, test drove the same route again and was able to confirm the condition again, initially ruling out the tweeter speaker. A review of the wiring diagram showed the R/F door speaker and tweeter are on the same circuit with the tweeter wiring spliced directly into the door speaker wiring harness. Craig then directed his attention to the splice connection. With the car inside their air-conditioned shop, he was unable to duplicate the condition while wiggle-testing the speaker connections and the splice area of the harness. This led Craig to think temperature may be a factor in the root cause of this problem. While using a heat gun set on low and heating up the suspect area of the harness to duplicate the high outside ambient temperatures, he was able to confirm the condition while wiggling the suspected splice area of the harness. To further confirm the faulty splices, Craig determined the circuit would go OL while using his DVOM and checking resistance between pin 12 of i271 and pin 3 of i159. After carefully stripping the heat shrink from around both tweeter wiring splices, he found there were no crimps or solder holding them together. Craig repaired and re-shrink wrapped both splices as needed. After multiple road tests during the heat of the day, he was unable to hear any more abnormal sounds or cutting out of either R/F speaker. Craig's detailed report included his step by step diagnosis along with quality photos of the affected wiring with before and after shots attached to document the repair.

In recognition of Craig's becoming the 3rd Quarter 2019 QMR of the Month SIA / Indianapolis Motor Speedway Trip winner, FSE Pat Hayes organized an award ceremony which was held in the brand new "state of the art" 32 bay shop at Team Gillman Subaru in Houston, Texas. Craig received both of his award plaques and was congratulated by his colleagues. Pat spoke to the group (with Craig's wife Ann and daughter Ashley in the audience) on how Craig's experience with the Subaru brand, commitment to training and excellent reporting skills made a tremendous impact to help enhance product quality and reinforce the Subaru Love Promise.



*Picture above of Team Gillman Subaru North's all-new 32 bay shop.*

To display SOA's gratitude for Craig's efforts, lunch was also provided by the **BEST** Mexican restaurant in the Houston area, Cilantro Cocina. Pat emphasized that Craig's QMR made a direct and immediate impact on product quality and encouraged his fellow coworkers to reach for the stars as Craig did with his QMR. Also speaking to the group was Randy Khalaf (co-owner). He spoke about Craig's dedication to the Subaru brand and his dedication to the development of the entire Team Gillman Technician Staff. After lunch concluded, the Service Director, Tony Webb hung one of Craig's two plaques in the customer waiting room so customers would know his service staff is proactive in product improvement. Craig will also be recognized by his peers during their monthly meeting with all of the Team Gillman Management Team.

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*Picture above of shop technicians celebrating with QMR of the Month quarterly winner Craig Berndt.*

Craig and his team have vowed to have another QMR of the Month quarterly winner in 2020. We will see what the other retailer shops have to say about that Team Gillman Subaru North!

Craig will join with one other winning Technician (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.