# TECH TIPS

**Subaru Service and Technical Support Line Newsletter**

## April 2023

### SUBARU TECHLINE HOLIDAYS & HOURS OF OPERATION

**Memorial Day: (Closed)**
Monday, May 29, 2023

| | |
|---|---|
| Mon. - Thurs. | 8:30AM - 7:30PM EST |
| Friday | 10:30AM - 5:00PM EST |
| Saturday | 9:00AM - 3:00PM EST |

## 01  TechShare QMR of the Month

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

> **Robbie Magill** from
> **Adventure Subaru** in Fayetteville, AR

We are pleased to announce this month's TechShare QMR of the Month Winner: Robbie Magill from Adventure Subaru in Fayetteville, AR

Robbie created a high quality QMR using TechShare reporting on customer's concern of defrost, heat and air shutting off when it is below freezing.  Robbie's report included detailed diagnostic steps, high-quality photos, and videos.

Please refer to the following link to review the TechShare QMR in detail:

**TS-227378**

In appreciation for going the extra mile and sharing his experience with us, Robie will be receiving the following from his District Service Quality Manager:

> **$500.00 Snap-On gift card**

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.

**SUBARU**
QUALITY DRIVEN® SERVICE

We Support
**ASE | Education Foundation**

The other Regional winners selected from QMRs submitted during February 2023 were:

- **Christopher Taper** from **Subaru of South Hills**
- **Gerald Costa** from **Long Subaru**
- **Gregory Beach** from **Ramsey Subaru**
- **Jordan Steckel** from **Phil Long Glenwood Springs Subaru**

Any Subaru Technician can participate in the TechShare QMR of the Month program. See the November 2022 issues of TechTIPS for full details. You just might see your name and photo in a future issue of TechTIPS!

**01**    **QMR of the Month Award Presentations**

As part of our "enhanced" QMR of the Month recognition program, we will include a photo (whenever available) of the recipient's award presentation in TIPS. The winner selected from QMR of the Month submissions received during February 2023 was Robbie Magill, Technician at Adventure Subaru, Fayetteville, AR.



*Robbie is shown above (right/center) after being presented with his $500.00 Snap-On Gift Card. To his right are Adventure Subaru's Service Manager Jake Wheeler, and Adventure Subaru's General Manager Brent*

*Baker. To his left is Subaru of America's District Service and Quality Manager Chris Owen.*

*Congratulations and **THANK YOU** to our February 2023 QMR of the Month Award recipient!*

Subaru is excited to announce the introduction of a new powerful tool for our technicians, the **"Virtual Meeting Rooms"**. **Click here to visit**. This is a feature that allows a technician to either share the screen of an SSM laptop or Techline/ DSQM can take control to aid in diagnostics or data collection. When discussing cases with Techline and DSQM's, there may be situations when sharing the screen or taking control of the SSM laptop may be necessary. The scenarios where this could be useful are endless.
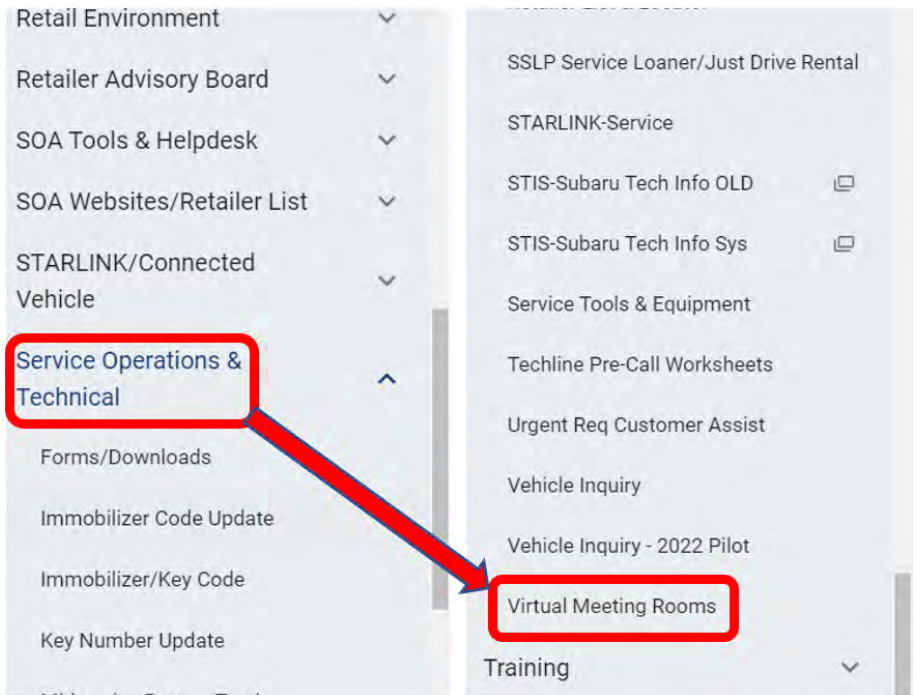
**If a technician is in situation where this could be useful, <u>understand this is a tool for Techline and DSQM's and they will make the determination if this option will be used</u>.**

Should the situation require using this new tool, it is important to be prepared. For example, data should have all the required PIDs and appropriate flags. Verify the "<u>Microsoft Teams</u>" program is up to date, this feature will not work if the software is out of date. If **"Teams"** needs to be updated, call Nuspire to request they update the software before contacting Techline/DSQM's.

Some of the uses for this feature include immobilizer registration, work support functions, data review, module reprogramming, MAX data collection and more.

**Click here for directions on joining a Virtual Meeting Room.**

**Virtual Meeting Rooms**

This page is for Retail Shop Technicians to join and engage in a shared Teams Meeting Room with a District Service Quality Manager or a Techline Representative, if required.

Call the Technical Service Support Helpline at 1-866-782-2782 if you would like to initiate a Teams meeting with a Representative.

If a Retail Shop Technician initiates contact with a Techline Representative or a DSQM and it is determined that joining a collaborative Teams Meeting Room is required, then the DSQM or Techline Rep will <u>activate</u> an available room listed below and will communicate to you which meeting room to join.

*\* Please do not join a room without consulting a DSQM or Techline Representative first.*

<u>For instructions on how to join the meeting and share the screen on a SDS Toughbook click here.</u>

If a Subaru Representative has designated a meeting room for the two of you to use and that link is not working, please call the Subaru IT Helpdesk at 1-800-SOA-STAR (762-7827).

<u>Phila Zone Meeting Room 1</u>

**Please update the email address listed in Subarunet profiles.**

Techline is now in full swing as we move into TechShare. Techline has already started to email Technicians as the newest form of communication. Techline has found that some long-term retailer Technicians have email addresses that are no longer valid or from a provider that no longer exists.

Techline has been utilizing email for retailers who are in poor cellular coverage areas, when providing additional resources (pictures and questionnaires) and focused communication directly to the Technician. We want to encourage this form of communication as an additional option to get the best information faster to the Technician.

If a Technician is not provided with a retailer email address, they can source their own from a variety of free online hosting sites that meet the retailer's established internet guidelines. Technicians should be mindful of their email address and avoid inappropriate content. When creating an account, first initial last name with a retailer number is recommended. An example is Msmith501101@gmail.com.

*To update a Subarunet profile, please log in to Subarunet. In the top right-hand corner is a* <u>blue circle</u> *with the employee's initials. Select the drop-down menu and select* <u>Update profile</u>.
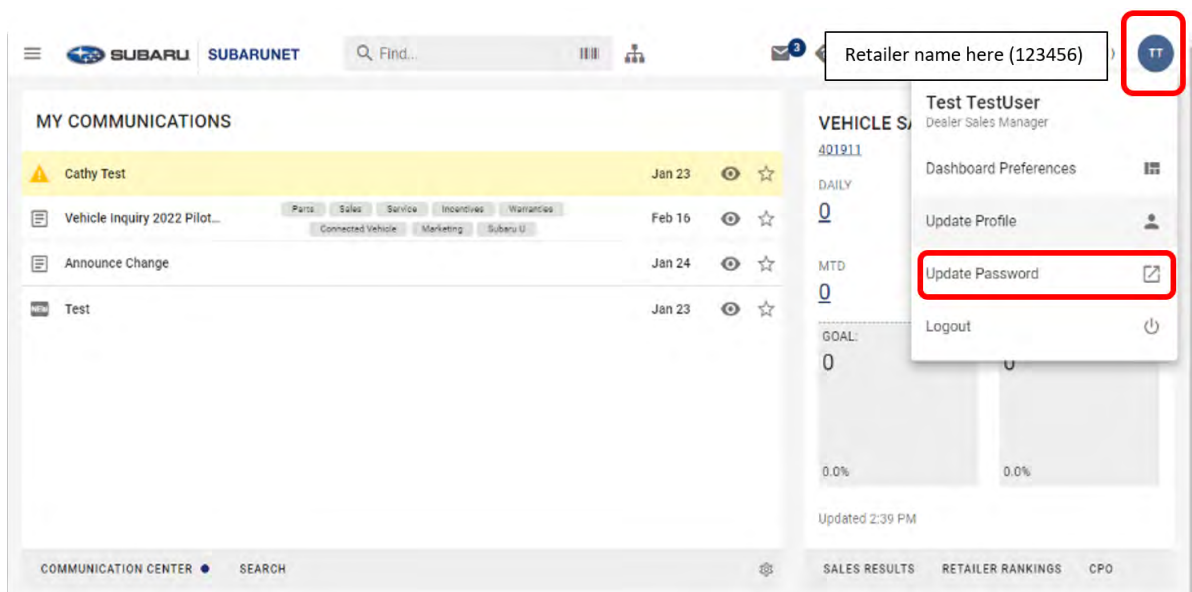


*From the next page, a retailer employee will be able to update their profile information. When finished, select* <u>Update Profile</u> *at the bottom right of the page to save the changes*. **Techline does not share any personal contact information, this information will only be used to contact a retailer employee about a Techline case.** The system takes approximately five minutes to update to SOA.

Reminder, the Technician should have this email account web page open, or notifications turned on so that they see messages from Techline.

Test TestUser (tte29999)

# Test TestUser (tte29999)

PROFILE   SECURITY EMAIL   COMMUNICATION OPT-INS   TAX INFORMATION

Retailer name here (123456)

**Job Title**
Dealer Sales Manager

**Groups**
Dealer General

**Access**
Subarunet

**Manager**
--No Manager Selected--

## Personal Information

"Please review your profile. If changes are required to locked fields, contact your SOA Human Resources representative.

| Prefix | First Name<br>Test | | M.I. | Last Name<br>TestUser | | Suffix |

Email
noreply@subaru.com

Street Address
123 Test

Address 2

By submitting you accept Subaru's Terms and Conditions                    UPDATE PROFILE

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**07** **Installing Window Tint and Applying Water Inside a Vehicle (Brake lights stay on)**

Techline has received reports of issues after installing aftermarket window tint on 2024 Crosstrek and Impreza. There have been reports of the brake lights staying on due to water intrusion. This may be due to the water application on the inside of the rear window glass during aftermarket window tint installation. When applying water to the inside of an open tailgate, the water may run down the inside of electrical harnesses. Extreme caution should always be taken when applying water to areas of a vehicle that are not intended to see water. This could cause corrosion inside connectors not equipped with weather pack or mildew and mold build up in areas that can hold or soak up moisture and not properly drain.
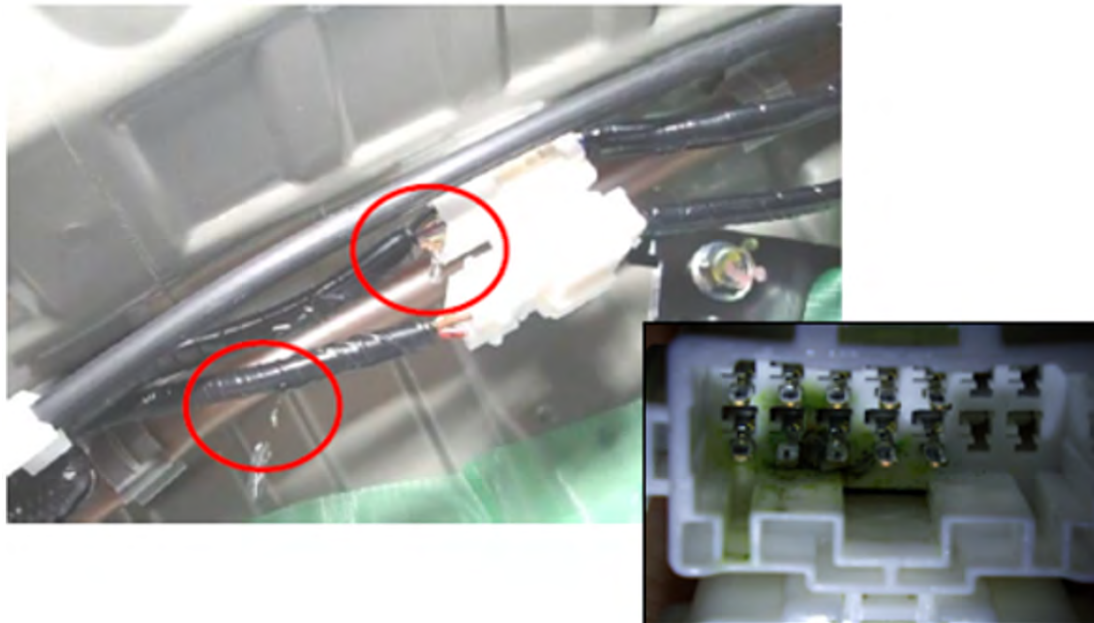
Should a '24 Crosstrek/Impreza come in with a concern of brake lights on all the time, inspect for window tint on the rear glass, and water intrusion in connector Db11.
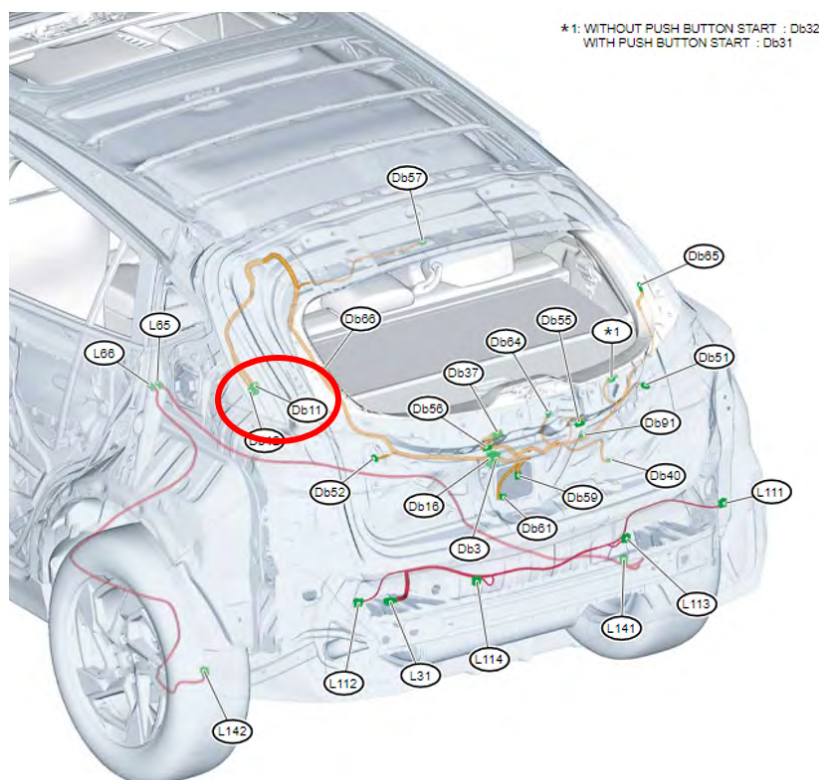


**As a reminder a vehicle should always be inspected for anything aftermarket. Aftermarket window tint may not seem like it could cause problems. However, similar water intrusion concerns directly connected to window tint installation have been seen from time to time when the water application is excessive during installation.**

There has been an increase in replacement of exterior lamp assemblies due to condensation build up. This condensation often occurs due to a temperature differential caused by the seasonal temperature and the sun.

**It is important to note that this is a normal condition and parts should not be replaced for this concern.** It is more common to see this during late fall and early spring. TSB **07-59-07R** covers this topic and details the cause for this.

**From page 2 of TSB 07-59-07:**

1) If a lamp is unevenly warmed by sunshine as shown in the illustration below, temperature of the area where the sun shines can be about 50° F higher than the other (cold) area. When air circulates inside the lamp, the warm air reacts to the cold surface resulting in formation of condensation.
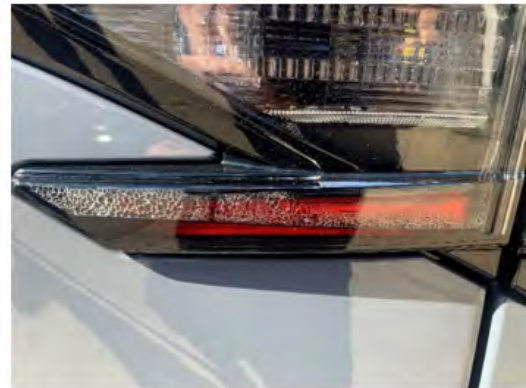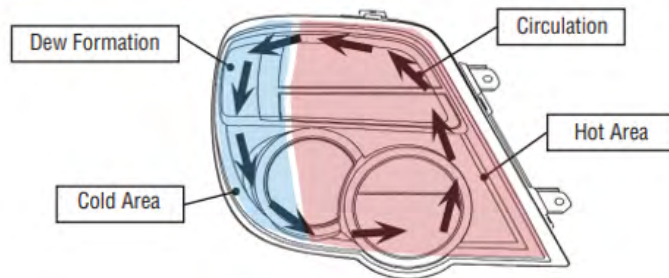


2) If an already warm lamp lens gets cooled down rapidly (e.g. when water is applied to the lens during vehicle washing), a sudden temperature change can occur resulting in the development of condensation.
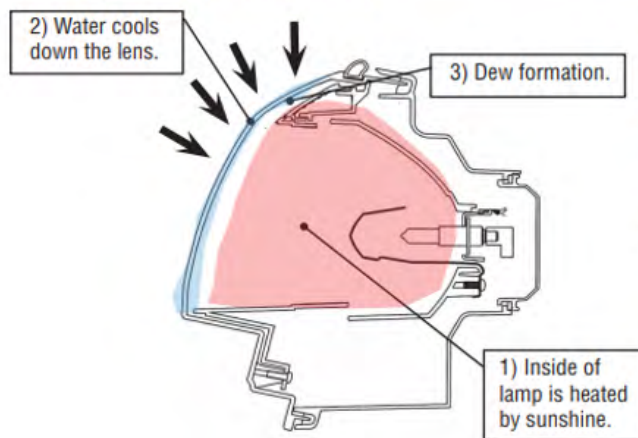
Techline continues to receive calls related to issues after replacing or swapping an Eyesight camera for testing.  Any time a module is replaced in a vehicle it is critical to read and perform all the installation directions in STIS for that vehicle.  **The programming needed varies depending on year and model.** If the correct installation and programming steps are not followed it is possible that there will be new DTC's after installing a new camera, calibration problems or the Eyesight disabled light illuminating.

For example, a 20MY Outback does not need to have the "**Vehicle Information Registration – Parameter Selection**" performed:

| LEGACY | PubNo.G2570BE | | | | | | | | | | 100% ∨ |
|---|---|---|---|---|---|---|---|---|---|---|---|
| TOP | Index | DTC Search | Wiring Diagram | Print | Search | SST | R/H | New Car Info | HELP | | |

| General Description | Engine | Suspension | Driveline/Axle | Brakes | Transmission/Transaxle | Steering | Heater & Airconditioner/Ventilator | Airbag System & Seat Belt System | Body & Electrical/WIRING SYSTEM | DIAGNOSTICS |

**Body & Electrical/WIRING SYSTEM**

- LIGHTING SYSTEM
- WIPER AND WASHER SYSTEMS
- HORN
- ENTERTAINMENT & MONITORING
- GLASS/WINDOWS/MIRRORS
- BODY STRUCTURE
- INSTRUMENTATION/DRIVER INFO
- SEATS
- SECURITY AND LOCKS
- BODY CONTROL/COMMUNICATION SYSTEM
- SUNROOF/T-TOP/CONVERTIBLE TOP (SUNROOF)
- EXTERIOR/INTERIOR TRIM
- EXTERIOR BODY PANELS
- POWER REAR GATE SYSTEM
- EyeSight
  - General Description
  - Relay and Fuse
  - EyeSight System
  - Stereo Camera
  - Camera Adjustment, Inspection
  - ▶ PROCEDURE
  - Cruise Control Command Switch
  - EyeSight Assist Monitor
  - Diagnostics with Phenomenon
- Blind Spot Detection/Rear Cross Traffic Alert
- REVERSE AUTOMATIC BRAKING

(a) ① = Setting reference (vertical line) and vehicle body center line (C-D line)    (c) Plumb bob    (e) 1,000 mm (3 ft, 3 3/8 in)

(b) ② = Setting reference (horizontal line)    (d) Floor

**7.** Turn the ignition switch to OFF.

**8.** Check the windshield glass and the dashboard. Ref. to EyeSight (DIAGNOSTICS)>General Description>INSPECTION > WINDSHIELD GL
**Caution:**
 If there are any dirt, object or reflection from dashboard within the visibility of stereo camera, the correct adjustment an dashboard.

**9.** Turn the ignition switch to ON and wait for approx. 10 seconds.

**10.** Using the Subaru Select Monitor, select the work support item list of [EyeSight] and perform camera adjustment and inspection. Ref.
**Note:**
 - Camera adjustment and inspection is not available when the camera does not finish the start-up (approx. 10 second
 - When performing the camera adjustment and inspection, pre-collision brake OFF indicator light, lane departure war disabled.
 - After camera adjustment, the function will be enabled, when the ignition switch is turned to OFF and system is resta

**2. ADJUSTMENT VALUE CLEAR**

Perform when replacing stereo camera. (Do not perform when performing stereo camera re-adjustment and inspection)

**1.** Using the Subaru Select Monitor, select [Clear adjustment value] from the work support item list of [EyeSight]. Ref. to COMMON (DIAGNOS
**2.** When [Make the following adjustment/inspection. Please push OK if ready. If you finish the camera adjustment/inspection mode, you push canc
**3.** After [Clear the adjustment value. CAUTION! Perform this only under the conditions listed in the service manual.] is displayed, select [OK].
**4.** When [Clearing adjustment value...] is displayed, wait until it finishes.
**5.** When the adjustment value clear operation is finished correctly, [Adjustment value clear OK! Adjustment value clear is completed. Please to IG
**6.** Turn the ignition switch to OFF and wait for approx. 5 seconds or more.
**Caution:**
 If the ignition switch OFF period is short, the adjustment value clear operation cannot be performed correctly.
**7.** Next, perform the camera all adjustment mode (replacement/removal). Ref. to EyeSight>Camera Adjustment, Inspection>PROCEDURE > C

**3. CAMERA ALL ADJUSTMENT MODE (REPLACEMENT/REMOVAL)**

Perform this procedure when the stereo camera is replaced or re-adjustment is necessary (when stereo camera malfunctioning, when stereo came
**Caution:**
 - When the stereo camera is replaced, be sure to perform the adjustment value clear operation first. When the adjustment val clear operation again. Ref. to EyeSight>Camera Adjustment, Inspection>PROCEDURE > ADJUSTMENT VALUE CLEAR.
 - Perform the stereo camera adjustment and inspection at curb weight without passengers.
 - If the vehicle is moved without successful completion of the camera all adjustment mode (replacement/removal), the warni

**1.** Using the Subaru Select Monitor, select [Camera all adjustment mode (replacement/removal)] from the work support item list of [EyeSight].

Compare that to a 20MY Forester that does need the "**Parameter Selection**" input:



*When comparing the service manual between models, the steps that need to be followed are different. Always refer to STIS for the vehicle being repaired for all installation and programming steps required.*

- Refer to the **July 2022 TechTIPS** that covers Gen 4 Eyesight programming.  Gen 4 Eyesight is now included on multiple years and models.  *The Eyesight camera needs to be registered*. Below is the July 2022 TechTIP:

## 15 · Eyesight Camera Replacement and Programming
## U1C00, U01046, B28A2, B28A1, U1P07, U1P08, U1C07, U1C08 (CONTINUED)

It is important to note that for vehicles equipped with Version 4 Eyesight and a Gateway Control Module, registration may be required during stereo camera replacement. **Refer to the applied model installation process on STIS for complete instructions**. Below is an example of instructions that include the registration process. The registration menu can be found under Immobilizer registration on the SSM. This must be completed before performing the camera adjustment and inspection procedure.

> *3.* Install the light assembly map.  Ref. to LIGHTING SYSTEM>Spot Map Light>INSTALLATION.
> *4.* Connect the ground terminal to battery sensor.  Ref. to REPAIR CONTENTS>NOTE > BATTERY.
> *5.* When the stereo camera has been replaced, perform the module registration.  Ref. to COMMON (DIAGNOSTICS)>Unit Registration>OPERATION.
> *6.* Perform the adjustment or inspection of the stereo camera.  Ref. to EyeSight>Camera Adjustment, Inspection.
>
> *1.* On [Start] screen, select [Immobilizer etc. registration].
> *2.* On [Select Registration] screen, select [Unit Registration (Update & Verification)].
>    Then, when a message screen is displayed, follow the instructions on the screen.

- Techline has had situations where the technician has installed the camera but did not follow the correct steps for installation and programming.  There is a chance the camera will now be stuck in a "loop", there is a DTC set, it cannot be cleared, but the calibration cannot be completed either.  Refer to the final step listed at the bottom of the **"Stereo Camera Adjustment, Inspection"**, below is an example of this.  The **"Camera Initialization"** procedure will delete ALL data from the camera. **All programming procedures will need to be completed as if the camera is "new out of the box"**.  Always review STIS for the specific model being repaired as these directions may vary.

> **7. CAMERA ALL INITIALIZATION**
> This is a recovery measures prepared for the data failure caused by the low battery voltage during data storage to inside the stereo camera.
> Perform the procedure only when the stereo camera adjustment and inspection result is NG even if the vehicle parked position is normal as shown in the flowchart described in "Procedure". After camera all initialization, perform stereo camera adjustment and inspection in the same procedure as for the stereo camera replacement.  Ref. to EyeSight>Stereo Camera Adjustment, Inspection>PROCEDURE.
> **Caution:**
>    **Do not usually perform camera initialization because it will clear the stereo camera adjustment and inspection data and/or diagnostic codes (DTCs).**
>
> *1.* Turn the ignition switch to ON and wait for approx. 10 seconds.
> *2.* Using Subaru Select Monitor, perform [EyeSight All Initialization] in the [Work Support] of [EyeSight].  Ref. to COMMON (DIAGNOSTICS)>Work Support.
> *3.* After [Do not usually perform "EyeSight all initialization" because it will clear vehicle registration information, aiming data, diag codes, cancellation codes, etc. After implementing EyeSight all initialization, if necessary, please carry out "Clear Adjustment Value", Vehicle information registration", Aiming etc. according to "Service Manual". Do you really want to do it?] is displayed, select [Yes].
> *4.* When ["EyeSight all initialization" Processing Please wait,,,] is displayed, wait until it finishes.
> *5.* ["EyeSight all initialization" completed normally. 1) Please IG switch or key switch to OFF. 2) Wait for 5 seconds. 3) Click the OK button, exit SSM4.] is displayed after EyeSight all initialization is successfully completed, select [OK] to exit.
> *6.* Turn the ignition switch to OFF and wait for 5 seconds.

### IT IS CRITICAL TO READ AND FOLLOW ALL STEPS OF MODULE INSTALLATION LISTED IN THE SERVICE MANUAL

## 20 · Solterra Connect Telematics Diagnosis, DCM Activation & Registration

The Solterra Connect Telematics system does not function the same way as other Subaru STARLINK Telematics systems.  This TechTIP will cover best practices to follow when servicing Solterra Telematics. **The most important thing to remember is the importance of contacting Techline when encountering uncertainty or difficulty with Solterra Connect Telematics.**  We also want to remind Technicians that the best way to ensure they get the information they need to diagnose Solterra Telematics concerns efficiently is to complete QMR's with a high level of detail to ensure a steady flow of information to the field.

The most significant difference with Solterra Telematics is that it is an opt-out, always-on Telematics service.  Even when a customer is not subscribed and the satellite icon is not illuminated on the dash, the Technician can push the Solterra Connect button and reach an operator. Technicians should use this service, identify themselves as a retailer Technician testing Telematics operation and request the VIN and GPS location of the vehicle. Successfully connecting to an Operator and getting the requested information is an excellent first step for diagnosis or after a repair to confirm a correctly functioning Telematics system.

After completing a test call, Technicians must utilize the Global Tech Stream (GTS) "Health Check." This check provides much more data than the SSM4 all-system scan. Review the Health Check results by verifying there are no current Telematics or Infotainment DTCs, confirm that all modules are communicating and then review Telematics and Infotainment ROB data. Telematics operation in Solterra differs significantly from that of Starlink. Technicians applying Starlink operating and diagnostic principles to Solterra Connect Telematics will be quickly misled.

The Solterra service manual and the Technician Reference Books available on STIS are the Technicians most valuable tools when trying to diagnose Telematics and Infotainment concerns. As with any new resource, there is a learning curve to mastering its use. If a Technician has difficulty finding the information they are looking for, feel free to contact Techline or your DSQM for assistance.

There have already been Solterra DCM replacements performed by retailers. Initial analysis indicates that these DCMs were not the root cause of the customer concern. A review of the diagnostic method used by the Technicians indicates that Subaru STARLINK Telematics principles were utilized in the diagnosis. It took a lot of work for Technicians to find the information they needed to successfully diagnose the customer's concern.

**One of the most critical pieces of information to find was the DCM Activation and Code registration procedures.** These must be performed when installing a new DCM.  Below are the steps to find this information for reference. Please note this is not an endorsement for DCM replacement but instead is presented as a lesson for the correct diagnostic and replacement methodologies regarding Solterra Connect Telematics.

After opening the Service Manual for Solterra, follow the click path shown below.

General➔ SETUP ➔ WHEN REPLACING OR… ➔WORK PROCEDURE

Scroll down to find **"DCM (telematics transceiver)"** in the listed parts.
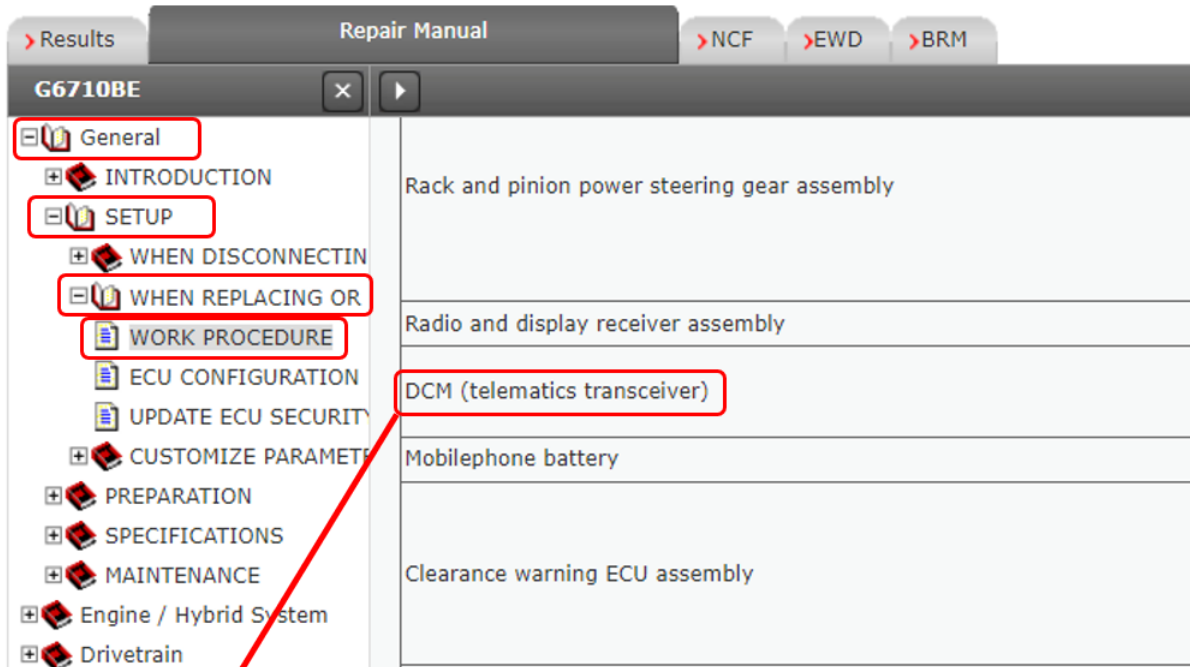
Select the links to the right of "**DCM (telematics transceiver)**"



**DCM Activation**

CELLULAR COMMUNICATION  SAFETY CONNECT SYSTEM  DCM ACTIVATION

**DCM ACTIVATION**

a.  Enter the following menus:
    **Body Electrical > Telematics > Utility**

| Tester Display |
| --- |
| VIN Synchronization |

[Execute]

b.  According to the display on the GTS, read the IMEI, ICCID, software version and VIN.

c.  Turn the ignition switch off.

d.  Turn the ignition switch to ON and wait until only the manual (SOS) green indicator turns on.
    **HINT:**
    If only the manual (SOS) switch green indicator does not turn on even after 20 minutes elapse with the ignition switch ON, refer to "GREEN INDICATOR REMAINS OFF".
    Click here Audio / Visual / Telematics>CELLULAR COMMUNICATION>SAFETY CONNECT SYSTEM>GREEN INDICATOR REMAINS OFF

## Code registration

**NOTICE:**
**PRECAUTION WHEN REPLACING PARTS**
· Code registration is necessary when any of the following parts is replaced with a new one. After replacing a part, any part that has performed registration cannot be returned.
- Certification ECU (smart key ECU assembly)
- ID code box (immobiliser code ECU)
- Electrical key transmitter sub-assembly
- Main body ECU (multiplex network body ECU)
- DCM (telematics transceiver)*1
- Digital key ECU assembly*2
- BLE door digital key receiver assembly*2
- BLE luggage digital key receiver assembly*2
- BLE indoor digital key receiver assembly*2
  - *1: w/ Remote Connect Service
  - *2: w/ Digital Key System

| Malfunctioning ECU | Condition | ECU code registration | ECU communication ID registration | Remote door lock and unlock registration*1 | Remote start and stop registration*1 |
|---|---|---|---|---|---|
| Refer to PROCEDURE | | "7" | "8" | "9" | "10" |
| EV control ECU | When replacing a new one | - | - | | |
| | When replacing a used one | - | ● | - | - |
| Main body ECU (multiplex network body ECU) | When replacing a new one | ● | - | ● | - |
| DCM (telematics transceiver)*1 | When replacing a new one | - | - | ● | ● |
| BLE indoor digital key receiver assembly*2 | When replacing a new one | ● | - | - | - |
| | When replacing a used one | ● | - | - | - |

The Code registration chart shown above indicates that registration procedure "9" and "10" need to be completed when installing a new DCM.  Continue to scroll down to find those procedures.

### 9. REMOTE DOOR LOCK AND UNLOCK REGISTRATION

**HINT:**
After completing the registered work to vehicle, it is required to turn the vehicle connection setting to ON with the Smartphone Application.

| Process | Procedure |
|---|---|
| 1. Start of registration | 1. Ignition switch off.<br>2. Connect the GTS to the DLC3.<br>3. Turn the ignition switch to ON.<br>4. Turn the GTS on.<br>5. Enter the following menus: Body Electrical / Telematics / Utility / Remote Door Lock Setting. |
| 2. Registration of remote door lock and unlock | 1. Perform operation according to prompts on the GTS screen |
| 3. End of registration | Finish remote door lock and unlock registration. |

### 10. REMOTE START AND STOP REGISTRATION

**HINT:**
After completing the registered work to vehicle, it is required to turn the vehicle connection setting to ON with the Smartphone Application.

| Process | Procedure |
|---|---|
| 1. Start of registration | 1. Ignition switch off.<br>2. Connect the GTS to the DLC3.<br>3. Turn the ignition switch to ON.<br>4. Turn the GTS on.<br>5. Enter the following menus: Body Electrical / Smart Key / Utility / ECU Communication ID Registration / Remote Engine Starter. |
| 2. Registration of remote start and stop | 1. Perform operations according to prompts on the GTS screen. |
| 3. End of registration | Finish remote start and stop registration. |

| ITEM CODE | ITEM TYPE | TITLE | CREATED DATE |
|---|---|---|---|
| 17-18-23 | Accessory Installation Guide | Air Bag Curtain Module Mountin... | 8-May-23 |
| 12-249-23 | Technical Service Bulletin | Cleaning of Painted Surfaces A... | 5-May-23 |
| 15-282-21R | Technical Service Bulletin | STARLINK Remote Engine Start (... | 4-May-23 |
| 07-210-22R | Technical Service Bulletin | Hybrid Battery / High Ambient ... | 4-May-23 |
| 07-209-22R | Technical Service Bulletin | EyeSight® Reprogramming DTC B2... | 4-May-23 |
| 15-256-19R | Technical Service Bulletin | FOTA (Firmware Over-The-Air) R... | 2-May-23 |
| TKC-20R | Subaru Product/Campaign Bulletin | Takata Front Passenger Airbag ... | 2-May-23 |
| TKB-20R | Subaru Product/Campaign Bulletin | Takata Front Passenger Airbag ... | 2-May-23 |
| TKA-20R | Subaru Product/Campaign Bulletin | Takata Front Passenger Airbag ... | 2-May-23 |
| F0010FN000 | Accessory Installation Guide | 2024MY Crosstrek - Window Defl... | 2-May-23 |
| L101SXC005 | Accessory Installation Guide | 2019MY Ascent - Trailer Hitch ... | 2-May-23 |
| 15-247-19R | Technical Service Bulletin | Harman Navigation "Route Calcu... | 2-May-23 |
| WRC-23 | Subaru Product/Campaign Bulletin | VDC control module reprogrammi... | 2-May-23 |
| WRD-23R | Subaru Product/Campaign Bulletin | 12V Inverter Connector Corrosi... | 2-May-23 |
| 16-132-20R | Technical Service Bulletin | Diagnostic Information for All... | 27-Apr-23 |
| 15-308-23 | Technical Service Bulletin | Diagnostic Information - Testi... | 27-Apr-23 |
| 15-305-22R | Technical Service Bulletin | Reprogramming File Availabilit... | 26-Apr-23 |
| 15-293-22 | Technical Service Bulletin | Remote Climate Control Operati... | 26-Apr-23 |
| 16-140-23 | Technical Service Bulletin | Judder Concern During Low-Spee... | 26-Apr-23 |
| TIPS0522 | TechTIPS NewsLetter | 2022 May TechTIPS Newsletter | 26-Apr-23 |
| WRI-23 | Subaru Product/Campaign Bulletin | Safety Recall/STOP SALE – Stop... | 26-Apr-23 |
| 11-204-23 | Technical Service Bulletin | PCV Hose Design Change / Odor ... | 25-Apr-23 |
| L101SXC005 | Accessory Installation Guide | 2019MY Ascent - Trailer Hitch | 25-Apr-23 |
| H001SAN001 | Accessory Installation Guide | 2020MY+ Legacy / Outback Remot... | 25-Apr-23 |
| J501SFN250 | Accessory Installation Guide | 2024MY Crosstrek Wilderness - ... | 25-Apr-23 |
| F541SFN000 | Accessory Installation Guide | 2024MY Crosstrek - Moonroof Ai... | 25-Apr-23 |
| SOA843X036 | Accessory Installation Guide | 2024MY+ Crosstrek - Adjustable... | 25-Apr-23 |
| SOA843X036 | Accessory Installation Guide | 2024MY+ Crosstrek - Adjustable... | 25-Apr-23 |
| SOA843X026 | Accessory Installation Guide | 2022-23MY WRX - Fixed Cross Ba... | 25-Apr-23 |
| SOA843X026 | Accessory Installation Guide | 2022-23MY WRX - Fixed Cross Ba... | 25-Apr-23 |
| L101SFN000 | Accessory Installation Guide | 24MY Crosstrek (all Trims) - T... | 25-Apr-23 |
| L101SFN000 | Accessory Installation Guide | 24MY Crosstrek (all Trims) - T... | 25-Apr-23 |
| J131SXC000 | Accessory Installation Guide | 2019-24MY ASCENT DOOR SCUFF PR... | 25-Apr-23 |
|  | Service Diagnostics | 2024 Legacy/Outback Service Ma... | 24-Apr-23 |

**All revised publications are highlighted in yellow.**

| ITEM CODE | ITEM TYPE | TITLE | CREATED DATE |
|---|---|---|---|
| H1010FN210 | Accessory Installation Guide | 2024MY Impreza/Crosstrek Wirel... | 24-Apr-23 |
| H1010FN200 | Accessory Installation Guide | 2024MY Impreza//Crosstrek - Wi... | 24-Apr-23 |
| 15-307-23R | Technical Service Bulletin | Discontinuation of SUBARU STAR... | 24-Apr-23 |
| 15-309-23 | Technical Service Bulletin | Procedure for Infotainment Con... | 24-Apr-23 |
| WRB-23R | Subaru Product/Campaign Bulletin | Telematics Data Communications... | 20-Apr-23 |
| 15-304-22R | Technical Service Bulletin | Procedure for Techline Infotai... | 19-Apr-23 |
| F6010FN000_OM | Owner Manual | 2024MY Crosstrek and Impreza R... | 18-Apr-23 |

**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:** _____

## SUBARU TECHLINE
### Hours of Operation

Monday – Thursday 8:30 am to 7:30 pm
Friday 10:30 am to 5 pm and Saturday 9 am to 3 pm