



### Articles Contained in this Issue

*Click on a title below to jump to the article.  
Click the date located in the footer to return to page 1.*

CODE	ARTICLE.....	PAGE
(00)	STIS New Releases .....	8
(01)	QMR of the Month .....	1-2
(01)	QMR of the Month Award Presentations .....	2
<b>Tech Tips Greatest Tips</b>		
(01)	Lost Keys? Contact the Subaru Techline Updated Immobilizer Chart.....	3
(01)	SXM Traffic and Weather Now Discontinued.....	4
(01)	Opening an Infotainment Case & Attaching Files To Open Techline Cases .....	5-7
(07)	DTC's, Crank No Start, Key "chip" falls out, BIU.....	7-8
(11)	A/F or O2 sensor contamination.....	8-9
(15)	Fuel consumption widget "missing" on Denso CP 1.0/1.5 equipped vehicles ....	10-11
(16)	DTC P1867 and P0867.....	11-12

## 01 QMR of the Month

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

**Kristopher Orrok** from **Evergreen Subaru** in Auburn, ME

Kristopher created a high quality QMR using TechShare reporting on customer's concern of being unable to register a user to vehicle profile.

Kristopher's report included detailed diagnostic steps, high-quality photos, and a video.

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

[TS-230727](#)

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

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

Continued on the next page

### SUBARU TECHLINE HOLIDAYS & HOURS OF OPERATION

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

#### 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, Solterra and "Quality Driven" are Registered Trademarks.

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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 2023 were:

- **Benjamin Gotcher** from **Subaru of Clear Lake**
- **Brian Lowe** from **Tindol Subaru**
- **Charlie Pham** from **Diablo Subaru of Walnut Creek**
- **Gregory Beach** from **Ramsey 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 March 2023 was Kris Orrok, Senior Master Technician at Evergreen Subaru, Auburn, ME.



*Kris is shown above (left/center) after being presented with his \$500.00 Snap-On Gift Card. To his right is Evergreen Subaru’s General Manager Chris Dunn. To his left are Subaru of America’s District Service and Quality Manager David Dennis and Evergreen Subaru’s Service Manager Kevin Crowell.*

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

**Continued on the next page**

# TECH TIPS GREATEST TIPS

This series features TechTIPS articles frequently referred to by Techline. This month's feature is from March 2022.

## 01 Lost Keys? Contact the Subaru Techline. Updated Immobilizer Chart

If you receive a vehicle from the customer where all their originally registered keys have been lost, contact the Subaru Techline for the necessary steps to program new keys. Depending on the immobilizer type, you will be unable to just program one key without an original key. All immobilizer types (except for A type) require an original key to make any changes to the immobilizer system. Without an original key, a new one cannot be added. Unsure of which immobilizer type you have? Refer to the reference chart below. Once you have confirmed the vehicles immobilizer type perform the following:

- **Verify the vehicle is onsite.**
- **Open a Repair Order with all necessary information.**
  - ◆ **VIN, RO number, RO date, Mileage (if it can be obtained), etc.**
- **Verify key type (push button, turn-key)**
- **Contact the Subaru Techline.**

When calling the Subaru Techline, please ensure all necessary information is available at the time of the call.

**SOA will no longer clear immobilizer modules for POLK branded title vehicles (except for lemon law buy-back.) All other POLK branding will require immobilizer component replacement. Refer to the Title Alert when checking the Vehicle Inquiry on SubaruNet. Please refer to the Service Manual/Registration Manual for Immobilizer for repair of these vehicles.**

Anytime a retailer has a vehicle with lost keys a **NEW** Techline case must be opened for **EACH** vehicle. The retailer will not be allowed to reuse the document sent for other vehicles.

When Techline has components to clear, it is vital a completed form is sent. Without this information the entire process will be delayed. Specific components have different procedures for clearing and without this information the components may not be cleared at all or additional down time may occur to determine their origin.

US model	2005MY	2006MY	2007MY	2008MY	2009MY	2010MY	2011MY	2012MY	2013MY	2014MY	2015MY	2016MY	2017MY	2018MY	2019MY	2020MY	2021MY	2022MY	2023MY	2024MY	
Legacy OBK	Key Access type	A type									B type				G Type						
	Keyless Access with push-button start system							D type				H Type									
Tribeca	Key Access type	A type																			
IMPREZA	Key Access type	A type						B type												G	
	Keyless Access with push-button start system							D type												H	
Crosstrek	Key Access type										B type										G
	Keyless Access with push-button start system										D type										H
Crosstrek Hybrid	Keyless Access with push-button start system										D type								F type		
	Key Access type	A type						B type				G Type									
WRX/STI	Keyless Access with push-button start system							D type				H Type									
	Key Access type	A type						B type													
Forester	Keyless Access with push-button start system							D type												H Type	
	Key Access type							X type				G Type									
BRZ	Keyless Access with push-button start system							Y type				H Type									
	Key Access type													B type		G Type					
ASCENT	Keyless Access with push-button start system													D type		H Type					

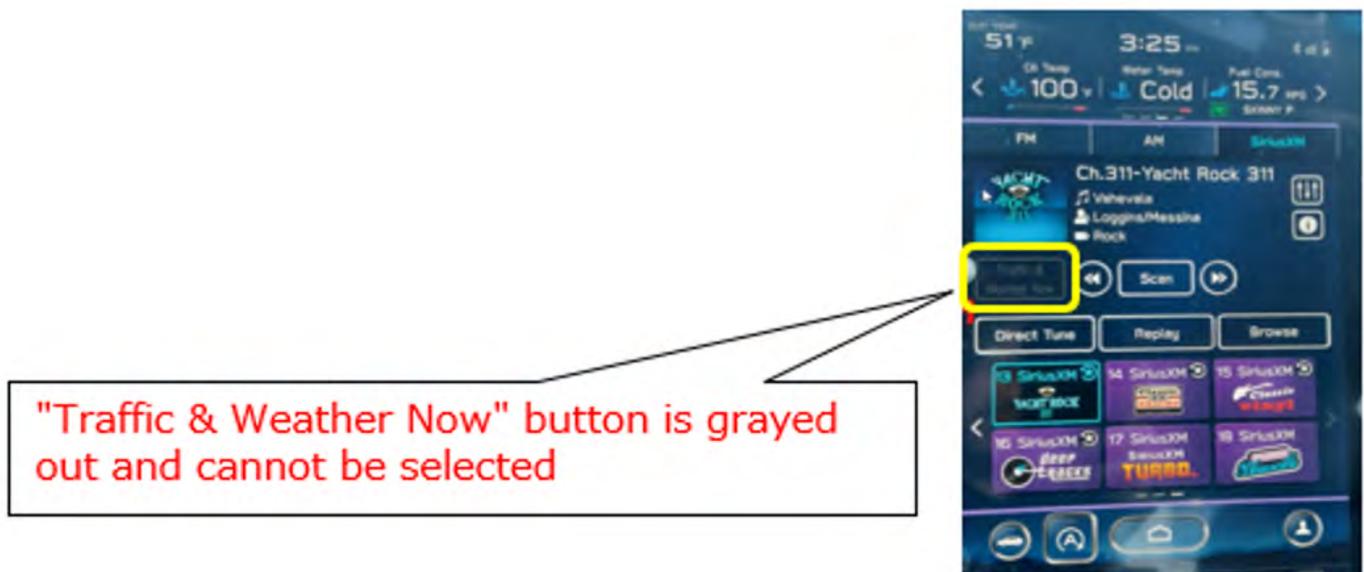
Continued on the next page

## 01 SXM Traffic and Weather Now Discontinued

SXM Traffic and Weather Now services have been discontinued by SXM. Due to low usage, this is no longer an available feature. Depending upon the head unit installed, and if the customer has ever previously accessed these services, this change will appear in slightly different ways which may result in questions to retailers. Please review the following examples carefully to better understand the different scenarios for how this change will appear to be able to recognize and address each should any customer questions arise.

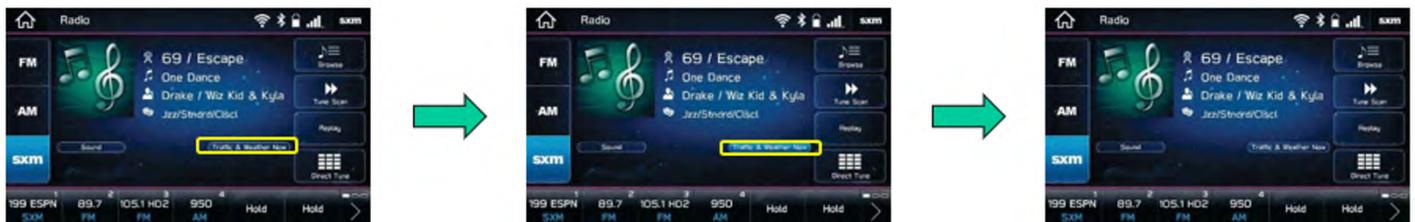
On CP1.0 and CP1.5, the Traffic and Weather Now button will be grayed out. If the customer had not previously selected an area, they will then be able to do so. Once selected, the button will gray out.

### Gen 4 Denso CP1.0 & CP1.5:



On a Harman Kardon 3.1 and 3.1a unit, for customers who previously used the feature, the button will then highlight and beep with no action. For users who have not selected a city, when pressing the button, they will be prompted to select a city and then the button will become inoperative.

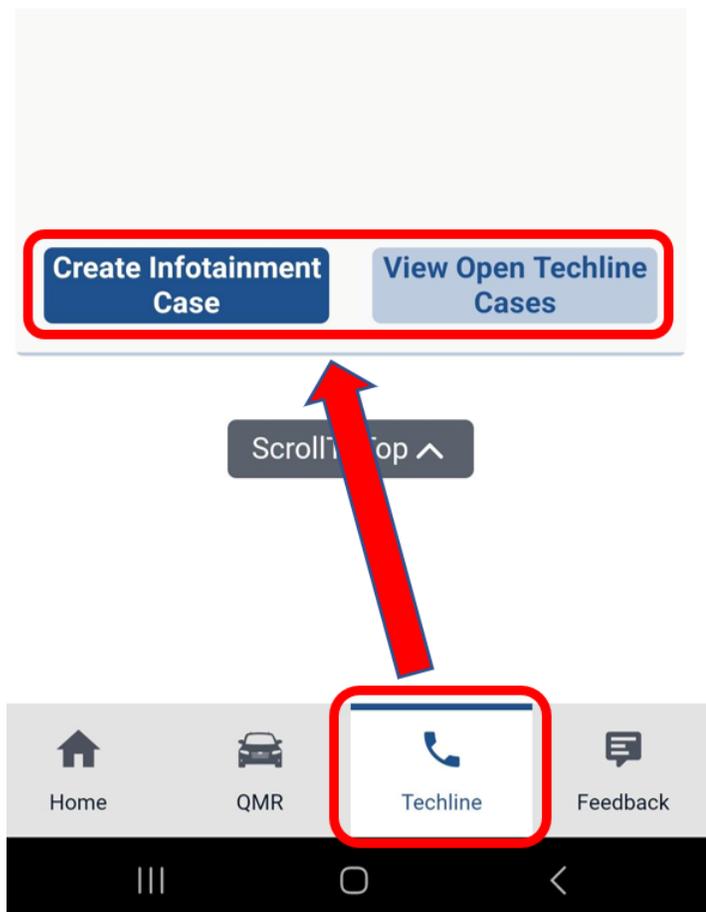
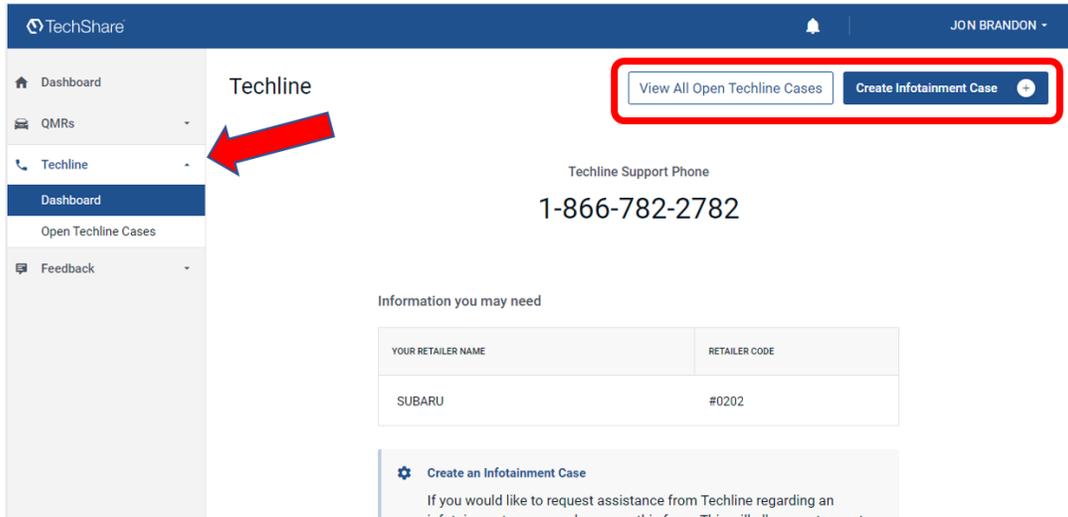
### Gen 3 Harman 3.1 & 3.1a:



When "Traffic & Weather Now" is touched, the button is highlighted and beeps.

# 01 Opening an Infotainment Case & Attaching Files To Open Techline Cases

TechShare is continuing to grow and incorporate new features and capabilities. Techline is now on TechShare. Understanding how to navigate these new tools will help save time and make working with Techline easier. Included below are images of the Techline portion for TechShare on **both** desktop and smartphone applications.

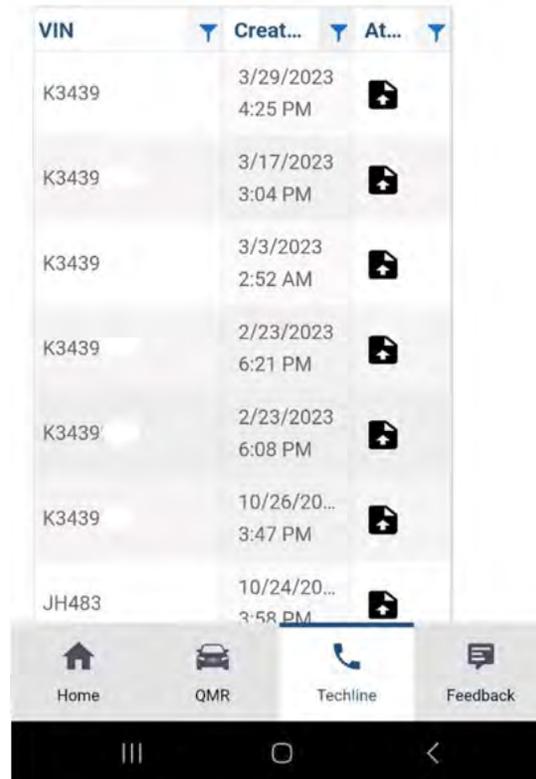


On the home screen of the desktop application (see above), select **“Techline”** on the left side of the screen. There will be two selections at the top right. **“View All Open Techline Cases”** and **“Create Infotainment Case.”** With these features you will be able to add attachments and update cases as well as create cases for Infotainment concerns. To find these options on the smartphone application, select **“Techline”** at the bottom and scroll to the bottom of the page (see image). Techline will be adding other options for Technician case creation in the future. If using the smartphone application, select **“Techline”** and scroll to the bottom to find the same 2 options (see image to the left). When using the phone app, all the same functions exist.

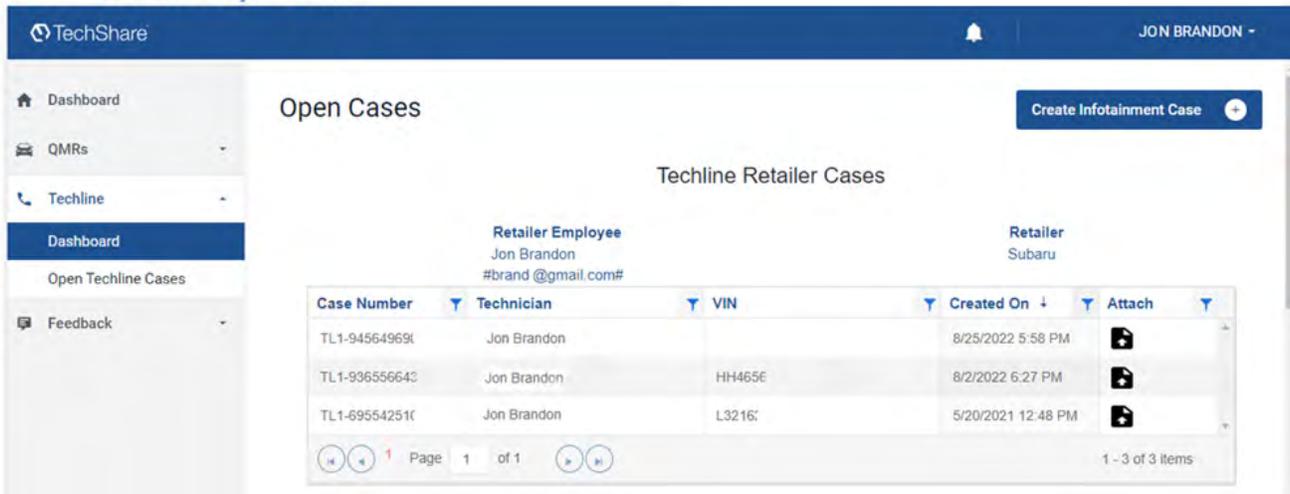
Application View



When selecting **“View All Open Techline Cases,”** these screens will appear. Select the “upload” symbol next to the appropriate case to add an attachment on a case. There is no limit on file size for attachments. Adding an attachment will automatically update the case and alert Techline. There will be times it will be beneficial to use the phone app instead of the desktop version and vice versa. For instance, if a photo or video stored on a phone needs to be attached to a case, the phone app will be easier to use. When attaching a head unit data log/SSM data file, the desktop site may be easier to use.



Desktop View



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When selecting “**Create Infotainment Case,**” the VIN entry screen will appear. [TSB 15-304-22](#) includes information and directions for creating an Infotainment case. Input the VIN for the appropriate vehicle. Once the VIN has been entered, the screen will populate with other fields that will need to be filled out. Please include as much specific information as possible. Providing specific and detailed information in the original submission will lead to a quicker resolution. Please fill out all the fields as this information may be necessary in diagnosing the issue. As soon as the information is submitted, an email will be sent to the Technician with a Techline case number. **If immediate assistance is required, a Technician can call in once the email with a case number has been received.** After submission, Techline will respond in a timely manner once the submission has been reviewed.

**IMPORTANT NOTE:** This is the only way that an Infotainment case should be opened. Calling in to open an Infotainment case should only be done when access to TechShare is not possible.

The screenshot shows the TechShare application interface. The top navigation bar includes the TechShare logo, a notification bell, and the user name 'JON BRANDON'. A left sidebar contains navigation options: Dashboard, QMRs, Techline, Dashboard (selected), Open Techline Cases, and Feedback. The main content area displays a 'Close Infotainment' dialog box with the following text:

- [Forms and Downloads](#) - Customer questionnaires, TSBs, technical support guides, and more
- [General Troubleshooting Flowchart](#)
- [No audio Troubleshooting Flowchart](#)
- [Tech TIPS Article Locator Index](#) - Check for Tech TIPS related to infotainment concerns

**DISCLAIMER:** Additional information may be requested. Any additional information you have is appreciated, please include it when opening a case.

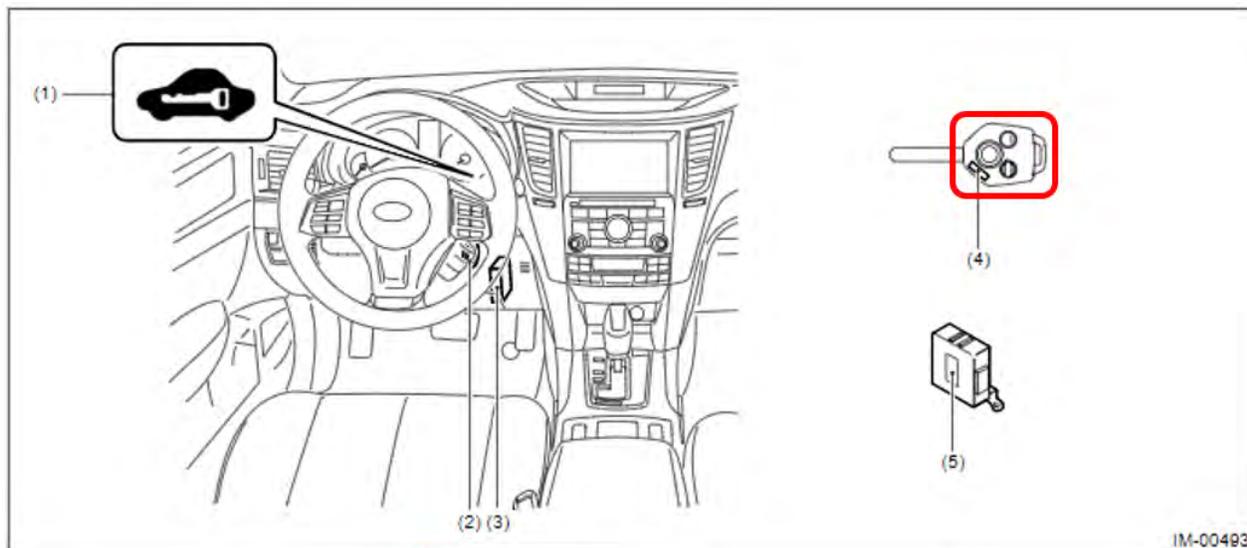
Questions about the Techshare app? [Click this link to go to Star-U](#) and search for “TechShare”.

Training is now available through Star-U for this process. In Star-U click on Resource Library (menu in top left corner). Search for ‘TechShare’. Link to Star-U can be found [here](#).

Below the dialog box is a 'Close Infotainment' button. At the bottom of the screen, there is a form for entering a VIN. The form includes fields for 'Retailer Employee' (Jon Brandon, #brand@gmail.com#) and 'Retailer' (Subaru), and a 'VIN' input field with a 'Search VIN' button.

Techline is receiving calls about B1572 and other DTC's, BIU replacements and a no start condition. This issue only affects “turnkey” vehicles. If a vehicle is towed in as a no start, the customer may describe the condition coming out of nowhere, it was working fine and then stopped. Closely inspect the key itself. The “chip” that communicates with the Immobilizer system may be missing from the key. This may cause B1572 and other DTC's to set. On a vehicle that does not have something else wrong with it, following the Trouble Tree for the DTC may lead to replacing the BIU or other components as all the wiring checks will pass. After the BIU or other component is replaced, the concern is still present. **Before replacing any parts, always make sure to closely inspect the key for the chip.** Another way to verify the concern would be to request all the keys for the vehicle from the customer. Will the vehicle start with a different key?

Continued on the next page



While servicing the front or rear A/F or O2 sensor or any component near it, caution must be taken. There is a breather hole in the front A/F sensor. It is possible for oil or silicone to enter the hole and cause the A/F sensor to fail. This may cause the erratic readings to the ECM or a DTC. Always inspect the A/F and O2 sensors for oil contamination due to an oil leak. When performing service near the front A/F, it should be protected if any chemicals are being sprayed nearby. This could include oil penetrants (WD-40, PB Blaster etc.), brake clean or even silicone-based engine shine/dressing (Armor-All) applied by detailers.



To avoid failure of A/F and O2 sensor and assembly contamination, use the cautions below.

## 1. When removing the A/F or O2 sensors:

Use caution to not let the breather hole of A/F Sensor or Rear O2 Sensor be sprayed with liquid lubricant. In case of using spray lubricant to remove these sensors, the hole should be covered with a rag\* (as shown in the below photo) before applying the spray lubricant only to the threads of the sensor.



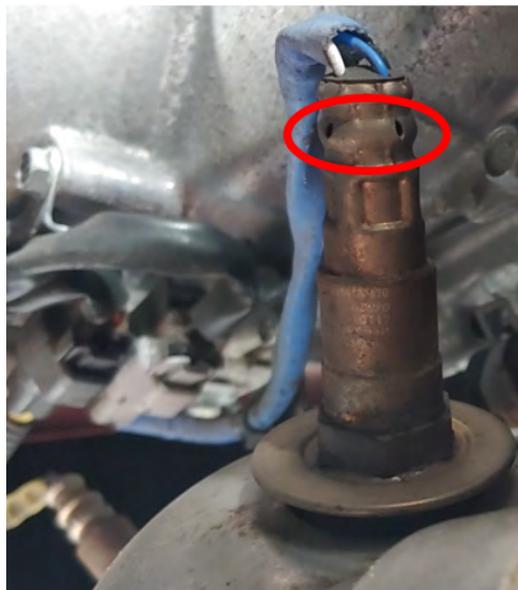
## 2. When changing the engine oil:

Use caution to not spill engine oil onto the A/F and O2 sensors when removing the oil filter.

## 3. When applying any materials containing silicone to engine compartment and/or undercarriage:

When using polishing chemical materials or lubricant materials near the engine compartment or undercarriage of the vehicle, always pay attention to not spray them on or near these sensors without covering the sensors with a rag.

**\*CAUTION - NEVER cover the sensor with a rag while the exhaust system is hot!! If the sensor is covered with a rag (after the exhaust system has cooled down), be sure to remove it before driving the vehicle as it may cause a fire if left on the exhaust.**



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# 15 Fuel consumption widget “missing” on Denso CP 1.0/1.5 equipped vehicles

Techline has been receiving calls with a customer concern of fuel consumption no longer displaying on the head unit. When the Driver Monitoring System (DMS) is turned on, the fuel consumption can be viewed as a widget at the top of the head unit screen.

## 208 Center Information Display (CID)

Navigation screen (models with navigation system):



The directions to the destination are displayed on the screen.

**NOTE**

When a destination is not set in the navigation system, the compass orientation, street name and speed limit remain displayed on the screen.

Favorite screen:



Favorite screen

This screen displays up to three optional pieces of information that can be selected from the following items.

Item	Details
Water Temp Norm	Engine coolant temperature
Oil Temp 158 F	Engine oil temperature
Avg. Speed 0 MPH	Average vehicle speed
Accel 49 %	Accelerator opening ratio
Angle 0°	Vehicle posture

Item	Details
Compass N	Direction of the vehicle*1
Weather 3H	Weather information for the next three hours*2
Weather 6H	Weather information for the next six hours*2
Speed Limit 25	Posted speed limit of the road you are currently driving on*1
Calendar 6 MON	Calendar
Fuel ECO MPG Driver A	Driver Monitoring System*1 information and the average fuel consumption of driver
	Nothing is displayed.

\*1: If equipped  
\*2: Models with SiriusXM Satellite Radio

**NOTE**

Some items may not be shown depending on the model and specifications.

The items shown on the favorite screen can be changed. For details, refer to “Favorite Widgets” P221.

If the DMS is turned off, the fuel consumption widget cannot be viewed, **this is a normal condition.** Once the DMS is turned back on, the fuel consumption widget can be viewed again. The fuel consumption widget shows information for that driver’s DMS profile. This fuel consumption widget is not the same as the fuel mileage displayed in the combination meter. Please refer to the Owner’s Manual for the specific vehicle for more information on this system.



This photo shows the DMS turned off, note the Fuel consumption is blank.

Continued on the next page

# 15

## Fuel consumption widget “missing” on Denso CP 1.0/1.5 equipped vehicles (CONTINUED)



With the DMS turned on, the fuel consumption will now be shown for the driver.

# 16

## DTC P1867 and P0867

When diagnosing a vehicle with DTC P1867 or a P0867 it is important to note if the issue is intermittent or if the fault is occurring all the time. When performing the diagnostics in the trouble tree, be mindful of the testing results of Steps 14-18. There has been an increase in CVT replacements where a valve body may have repaired the fault due to incorrect diagnostics (see below for a list of serviceable parts). When collecting the results of these steps, if the issue is not occurring, the results may indicate no fault. It is important to note on Step 18, to not only record the actual secondary pressure at an engine RPM of 3000, but to also compare that reading to the results collected in Step 17. This can often be overlooked.

### 18. CHECK INPUT SIGNAL FOR TCM.

1. Shift the select lever to "P" range.
2. Keep the engine speed at 3,000 rpm.
3. Using the Subaru Select Monitor, read data of [Actual Secondary Pressure] in the [Data Monitor] of [Transmission]. [Ref. to TRANSMISSION \(DIAGNOSTICS\)>Data Monitor.](#)

#### Data Monitor

Is [Actual Secondary Pressure] 1.5 — 2.5 MPa? Is the difference between the actual oil pressure and the value measured in Step 17 0.2 MPa or more?

Yes

[Go to 19.](#)

No

Replace the control valve body. [Ref. to CONTINUOUSLY VARIABLE TRANSMISSION\(TR580\(WILDERNESS\)\)>Control Valve Body.](#)

Continued on the next page

Here the list of serviceable CVT parts. Take note that the Control Valve Body is serviceable:

#### 8.4.33.1.3 Original CVT Transmission

The following component repairs are required to be performed to the vehicle's original CVT Transmission when it is determined that such repairs will correct a failure:

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- [Control Valve Body replacement as long as an internal failure has not contaminated the fluid](#)
- Control Valve Body Harness
- Front Oil Pump Seal
- Oil Pump Chain Cover Reseal
- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches ( MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal
- Oil Inlet and Outlet Pipes
- Cooler Pipes
- Axles and seals
- All external sensors or switches
- Oil pressure test parts and drain plug
- Parking Pawl and spring

Continued on the next page

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-236-18R	Technical Service Bulletin	Reprogramming File Availabilit...	6-Jun-23
14-28-21R	Technical Service Bulletin	New Software Reprogramming Pro...	6-Jun-23
J101SFN960	Accessory Installation Guide	2024MY Crosstrek Wilderness - ...	5-Jun-23
J101SFN600	Accessory Installation Guide	2024MY Crosstrek Wilderness - ...	5-Jun-23
4/29/2023	Technical Service Bulletin	Electronic Power Steering Repr...	5-Jun-23
07-211-23	Technical Service Bulletin	EyeSight / Wide Angle Mono Cam...	5-Jun-23
16-136-22R	Technical Service Bulletin	Vibration & Possible Judder Co...	5-Jun-23
15-300-22R	Technical Service Bulletin	STARLINK® Telematics Remote En...	5-Jun-23
PT94242232	Accessory Installation Guide	PORT INSTALLATION: 2023MY Solt...	5-Jun-23
15-299-22R	Technical Service Bulletin	Remote Engine Starter (RES) / ...	5-Jun-23
15-310-23R	Technical Service Bulletin	Solterra Connect	5-Jun-23
WRJ-23R	Subaru Product/Campaign Bulletin	Lower Control Arm Castle Nut /...	5-Jun-23
J101SFN300	Accessory Installation Guide	2024MY Crosstrek Wilderness - ...	1-Jun-23
15-309-23R	Technical Service Bulletin	Solterra Audio / Navigation He...	26-May-23
07-219-23R	Technical Service Bulletin	Genuine Alternative Battery Re...	24-May-23
07-218-23R	Technical Service Bulletin	Genuine Alternative Battery Re...	24-May-23
WRD-23R	Subaru Product/Campaign Bulletin	12V Inverter Connector Corrosi...	24-May-23
12-249-23R	Technical Service Bulletin	Cleaning of Painted Surfaces A...	23-May-23
SUTTIPSLOC	Other/Miscellaneous	TechTIPS Article Locator Index...	23-May-23
05-62-18R	Technical Service Bulletin	Surface Rust Accumulation in F...	22-May-23
15-301-22R	Technical Service Bulletin	Reprogramming File Availabilit...	22-May-23
WRI-23R	Subaru Product/Campaign Bulletin	Safety Recall/STOP SALE – Stop...	19-May-23
J201SFN000	Accessory Installation Guide	2024MY Impreza/Crosstrek - Aut...	16-May-23
H501SFN000	Accessory Installation Guide	2024MY Impreza/Crosstrek - Aut...	16-May-23
H461SFN200	Accessory Installation Guide	2024MY Crosstrek - Side Sill P...	16-May-23
H461SFN200	Accessory Installation Guide	2024MY Crosstrek - Side Sill P...	16-May-23
H461SFN000	Accessory Installation Guide	2024MY Impreza/Crosstrek - Foo...	16-May-23
07-213-22R	Technical Service Bulletin	Genuine Battery Replacement	16-May-23
H4510FN010	Accessory Installation Guide	2024MY Crosstrek Fog Light Kit	16-May-23
H4510FN000	Accessory Installation Guide	2024MY Impreza Fog Light Kit	16-May-23
12-248-23	Technical Service Bulletin	Rattle-Type Sound From B-Pilla...	16-May-23
09-80-21R	Technical Service Bulletin	DTC # P2682 & P26Ax** / Thermo...	16-May-23
07-220-23	Technical Service Bulletin	Diagnostic Procedures / DTCs P...	16-May-23
16-141-23	Technical Service Bulletin	DTC P0711 / TCM Reprograming F...	16-May-23
15-255-19R	Technical Service Bulletin	Map Data Update Procedure for ...	15-May-23
12-230-21R	Technical Service Bulletin	Outer Door Weatherstrip Fitmen...	12-May-23

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

**Continued on the next page**

ITEM CODE	ITEM TYPE	TITLE	CREATED DATE
15-302-22R	Technical Service Bulletin	2023 Audio/Navigation & Power ...	11-May-23
03-78-17R	Technical Service Bulletin	Clutch Release Bearing- Design...	11-May-23
06-88-23	Technical Service Bulletin	Clicking Sound Heard When Usin...	11-May-23
09-105-23	Technical Service Bulletin	Reprogramming Files / P0011 & ...	9-May-23
09-104-23	Technical Service Bulletin	Reprogramming Files / P0011 & ...	9-May-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:** \_\_\_\_\_