

Subaru Technical Information System (STIS) User Guide

Introduction

Welcome to the **Subaru Technical Information System (STIS)** web site. STIS is Subaru's Web-based system for delivering electronic service publications. STIS provides Technicians access to the latest Service Manuals, Owner's Manuals, Technical Service Bulletins, TechTIPS and all other pertinent documentation related to Subaru vehicles. Every effort has been made to include the most up-to-date information available for all model years represented on this site, as well as maintaining continual updates to the web site.

The User Guide has been developed as a reference resource and to assist in navigation of this site. This guide contains overview information as well as search functions and features.

We strongly suggest using Internet Explorer as your browser when accessing STIS.

STIS Home Page

The **STIS Home Page** consists of 4 Portlets; **What's New**, **Quick Reference Search**, **Recently Viewed** and **Saved Reference Links**. These Portlets allow for easy access to frequented material available on STIS.




The screenshot displays the STIS Home Page interface. At the top, there is a header with the Subaru logo and 'Technical Information System' text, along with language and user options. Below this is a dark blue navigation bar with three main sections: 'Information', 'Online Reference', and 'Service Diagnostics'. The main content area is divided into four portlets, each highlighted with a red box and a yellow circle containing a number:

- 1. What's New:** A table listing recent documents with columns for Document Code, Publication Type, Title, Created Date, and Actions. It includes a 'Show More' link at the bottom.
- 2. Quick Reference Search:** A search interface with an 'Advanced Search' section (requiring at least one search criteria) and a 'Quick Search' section (for a specific document). It includes dropdown menus for Publication Type and VIN, and text input fields for keywords and document codes. Search and Clear buttons are provided for both sections.
- 3. Recently Viewed:** A table showing documents that have been viewed recently, with the same column structure as the 'What's New' portlet.
- 4. Saved Reference Links:** A table displaying links to documents saved by the user, also with the same column structure.

STIS Home Page (logged in)

1	What's New - Shows the 5 most recent posted documents to STIS. Navigate to the What's New page by clicking Show More to see an extended list (last 90 days). The What's New page can also be accessed by clicking Information in the navigation bar then What's New .
2	Quick Reference Search - Search content via the Advanced Search or Quick Search . Advanced Search allows users to do a broad search using at least one criteria, either Publication Type , VIN (8 or 17 digit) or Keywords/Tool# . To narrow down a search, enter more than one criteria. Quick Search allows users to do a specific search via a Document Code , Literature # or Bulletin # .
3	Recently Viewed - Shows the user's 5 most recent viewed items on STIS.
4	Saved Reference Links - Shows the user's 5 most recent saved items on STIS. Navigate to the Saved Reference Links page by clicking Show More to see an extended list. The Saved Reference Links page can also be accessed by clicking Information in the navigation bar then Saved Reference Links .

The **What's New**, **Recently Viewed** and **Saved Reference Links** Portlets utilize the following action icons:

	View/Download - Hovering over this icon allows you to view the description of the item. Clicking on this icon launches a new window as a PDF. Here you can download, print or save the document. NOTE: Chrome PDF Viewer plug-in must be enabled to launch in a new window. The preferred browser when using STIS is Internet Explorer.
	Add to Saved References - Clicking this icon allows users to save frequently used documents to the user's Saved Reference Links for easy access.
	Remove from Saved References - Clicking this icon removes any saved items from the user's Saved Reference Links

To quickly navigate to the home screen click either the Subaru logo in the top left of the window or click the **Home** link in the top right corner of STIS.



Online Reference Page

1	<p>Quick Search - Allows users to do a specific search via a Document Code, Literature # or Bulletin #. This will return only that specific document.</p>
2	<p>Advanced Search - Allows users to do a broad search using at least one criteria, either Publication Type, VIN (8 or 17 digit), Model or Keywords/Tool#. If you want to refine your search use more than one criteria, if applicable. NOTE: ONLY the first 500 relevant results will return. It is recommended the user enters more than one criteria.</p>
2a	<p>Publication Type - Allows the user to select one or more document types to narrow down your search. This can be used in conjunction with the other search criteria.</p>
2b	<p>VIN - Entering a VIN will look up the Model Year, Model/Carline and Trim for the user's search. This can be used in conjunction with the other search criteria.</p>
2c	<p>Model - If VIN is unknown manually select Model Year, Model/Carline and Trim for your search. You must select an option for all three fields. This can be used in conjunction with the other search criteria.</p>
2d	<p>Keywords/Tool# - When performing a Keyword search, ONLY the first 500 relevant results will return. It is recommended the user also selects a Publication Type or Model to narrow down the search. Please see pg. 5 for Search Guidelines. A Tool# will return any documents the tool is referenced in.</p>

Searching Guidelines

Operator	Format	When to use
<p>NOTE: When performing a Keyword Search ONLY the first 500 relevant results will return.</p>		
AND (&)	Engine AND Transmission Engine & Transmission	Use the AND operator to search for documents that contain at least one occurrence of each of the query terms. The AND operator returns documents that contain all of the query terms.
OR ()	Engine OR Transmission Engine Transmission	Returns documents that contain either term. If an AND and an OR are both used, AND will take precedence.
Wildcard (%)	Tran%	Returns documents with zero or more characters in the wildcard (here “transmission” and “transit” would both be in the wildcard).
Not (~)	Manual Not Service Manual ~ Service	Use the NOT operator to search for documents that contain one query term and not another.
MINUS (-)	Transmission – Fluid	<p>Use the MINUS operator to lower the score of documents that contain unwanted noise terms. MINUS is useful when you want to search for documents that contain one query term but want the presence of a second term to cause a document to be ranked lower.</p> <p>NOTE – if you wish to search a string that includes a minus sign (example 01-169-09). Include braces {} around your search (example {01-169-09}).</p>

Search Results

The screenshot shows the Subaru Technical Information System search interface. At the top, there are navigation tabs: Information, Online Reference, Service Diagnostics, and Administration. The main content area is divided into 'Search Criteria' and 'Search Results' sections.

Search Criteria: This section includes an 'Advanced Search' area with a 'Publication Type' dropdown menu (with 'Owner Manual' selected), a 'VIN or Model Type' field (with 'VIN - Last 8 or Full 17' entered), a 'Model Year' dropdown (with '2015' selected), and a 'Keywords/Tool #' field (with 'CVT' entered). There is also a 'Quick Search' section for document codes, literature numbers, or bulletin numbers. A callout '1' points to the search criteria section header.

Search Results: This section displays a table of search results. A callout '2' points to the 'Show 10 entries' dropdown. A callout '3' points to the 'Filter' input field. A callout '4' points to the 'Created Date' column header. A callout '5' points to the 'Actions' column, which contains icons for viewing, downloading, and adding to saved references. A callout '6' points to the page navigation options: 'Previous', '1', '2', and 'Next'.

Document Code	Publication Type	Title	Created Date	Actions
MSA5M1504A	Owner Manual	2015MY Legacy and Outback Owner's Manual	Feb 19, 2015	[View] [Download] [Add]
03-67-12R	Technical Service Bulletin	Remanufactured CVT Program	Sep 28, 2015	[View] [Download] [Add]
16-104-17	Technical Service Bulletin	"Bump" Feeling from CVT at Idle in Drive	Feb 19, 2017	[View] [Download] [Add]
18-188-16	Technical Service Bulletin	Service Manual Corrections	Aug 2, 2016	[View] [Download] [Add]
16-97-15	Technical Service Bulletin	Delayed or Harsh Engagement of CVT	Nov 4, 2015	[View] [Download] [Add]
14-22-16R	Technical Service Bulletin	Special Service Tool Cross Reference List	Jan 6, 2017	[View] [Download] [Add]
12-212-17	Technical Service Bulletin	Rattling Sound from Engine Compartment Area	Jan 3, 2017	[View] [Download] [Add]
16-102-16	Technical Service Bulletin	DTC P0841 Diagnostic	Jul 11, 2016	[View] [Download] [Add]
01-167-08R	Technical Service Bulletin	Recommended Materials (All Vehicles)	Jan 16, 2017	[View] [Download] [Add]
11-162-16R	Technical Service Bulletin	Reprogramming File Availability for Extended Engine Cranking...	Apr 21, 2016	[View] [Download] [Add]

1	Search Criteria - Your Search Criteria will remain on the same page as your Search Results. Click on the (-) to minimize the Search Criteria box and click the (+) to expand the Search Criteria box. NOTE: If you click on 'Online Reference' for a new search, this will clear your Search Criteria.
2	Show Entries - Choose how many results display on the page (10, 25, 50 or 100).
3	Filter - Quickly filter your search results by using the Document Code , Publication Type or words that may appear in the Title .
4	Sort By Column - Sort your columns by either Document Code , Publication Type , Title or Created Date . The default order will be the items with the most occurrences of the search term.
5	Actions - Users have the option to View/Download (hover for a brief description, click to view PDF) or Add to Saved References for any of their search results.
6	Page Options - Navigate through the search results using the page options. Click on Next , Previous or a specific Page Number .


Acrobat Reader PDF Viewer (IE Only)


If you use the Acrobat Reader plugin as your default PDF viewer, the search terms will be highlighted. If not already set, the Acrobat Reader plugin can be set as the default PDF viewer by going to Tools -> Manage Add-ons → Toolbars and Extensions and looking for Adobe PDF.

When viewing a PDF from your search results, in Internet Explorer (the recommended browser), a Search menu is displayed on the left-hand side of the screen. In the example below, the **Keyword** used in the search was “Transmission”. The Search box on the left displays any reference to the word “Transmission”. Select any one of the references and it will be highlighted within the document.

The screenshot shows a web browser window with a search results panel on the left and a PDF document viewer on the right. The search results panel lists 33 instances of the word "transmission" in a document. The PDF document is a Subaru Service Bulletin titled "SERVICE BULLETIN" with the subject "Remanufactured 4EAT, 4DAT and 5AT Transmission Program". The word "transmission" is highlighted in yellow in the document text. A red box highlights the word "transmission" in the document text, and a red arrow points from the search results panel to this box.

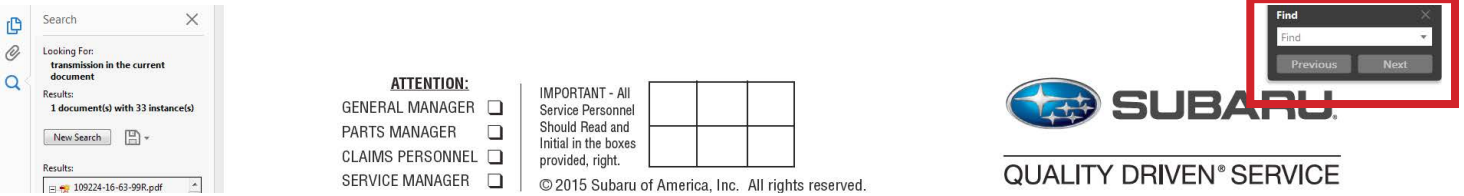
NOTE: In larger files such as Service Manuals you may see 2 icons different icons next to the keyword instances:

 and **Transmission Cord** Clicking on results with the bookmark icon will direct you to the bookmark.

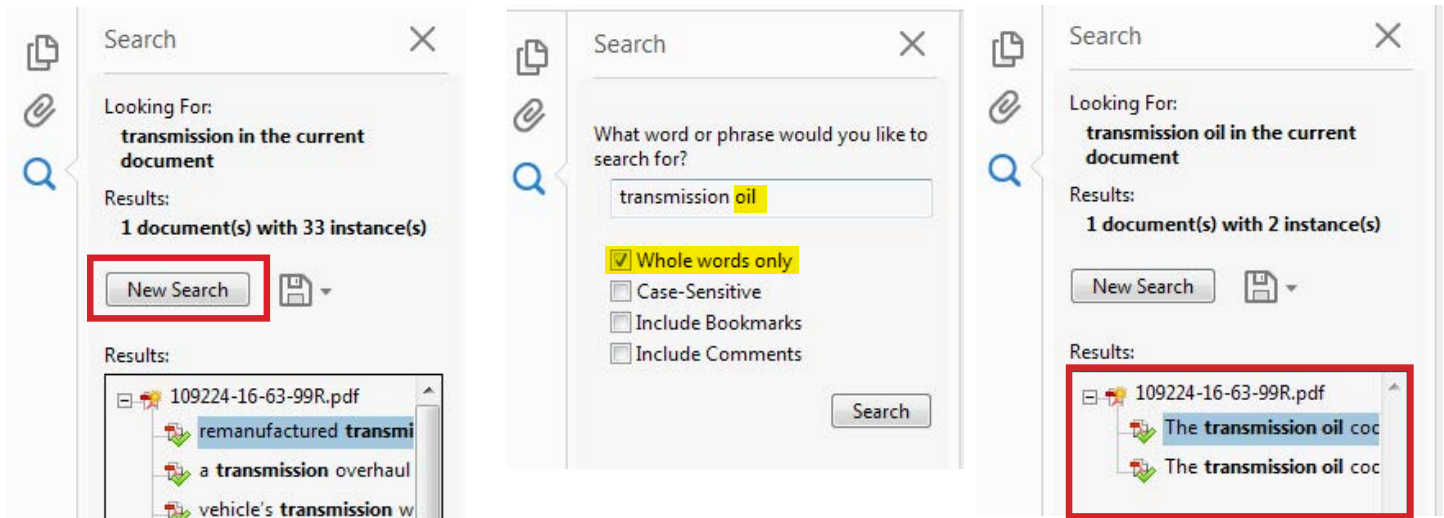
 **manual transmission as:** Clicking on results with the PDF icon will highlight the keyword within the document like the image above.

Searching Within Acrobat Reader PDF Viewer

Users have the option to click **Ctrl + F**, to launch a **Find** box. Using the **Find** box to search the document will give results of words within words (e.g. “the” in “other”). Enter keywords or phrases here. This can be useful if a word ends in the letter “s.” For example, in our previous search it only displays the **Keyword** entered in the STIS search (“Transmission”). There are also instances of “Transmissions” within the document. Typing “Transmission” within the **Find** box will then show results of “Transmission” within the word “Transmissions.”



To refine or change your search within the document and to be a more specific, click on **New Search** (see below). You will have the option to change the search keyword or add an additional word. In the example below, the word “oil” was added. This updated the results to display only instances of “transmission oil” only. Make sure to have **Whole words only** checked off to eliminate any reference to a word within a word.



Service Diagnostics Page

The **Service Diagnostics** section of STIS contains the HTML format of the Service Manuals. Click **Service Diagnostics** on the navigation menu to open the available Service Manuals by Model Year and Car Line. This will show the last 6 model years. Click on **View Full Archives** to display prior model years. Selecting a vehicle will launch the HTML version of the Service Manual.

The screenshot displays the Subaru Technical Information System (STIS) interface. At the top, the Subaru logo and 'SUBARU Technical Information System' are visible, along with navigation links for 'French', 'Home', 'User's Guide', and 'Logout'. Below this is a dark blue navigation bar with three tabs: 'Information -', 'Online Reference', and 'Service Diagnostics -', which is highlighted with a red box. The main content area is divided into six columns representing model years from 2017 to 2012. Each column lists the car models available for that year. For example, the 2017 column lists BRZ, Crosstrek, Forester, Legacy, Outback, WRX, and STI. The 2012 column lists Forester, Impreza, Impreza WRX STI, Legacy, Outback, and Tribeca. On the right side of the page, there is a search bar with a dropdown arrow, a search input field, and 'Search' and 'Clear' buttons. A red box highlights the 'View Full Archives' link located below the search bar.

2017	2016	2015	2014	2013	2012
BRZ	BRZ	BRZ	BRZ	BRZ	Forester
Crosstrek	Crosstrek	Forester	Forester	Forester	Impreza
Forester	Crosstrek	Impreza	Impreza	Impreza	Impreza WRX STI
Legacy	Hybrid	Legacy	Impreza (WRX & STI)	Impreza WRX STI	Legacy
Outback	Forester	Outback	Legacy	Legacy	Outback
WRX	Impreza	WRX	Outback	Outback	Tribeca
WRX STI	Legacy	WRX STI	Tribeca	Tribeca	
	Outback	XV	XV	XV	
	WRX	Crosstrek	Crosstrek	Crosstrek	
	WRX STI		XV		
			Crosstrek		
			Hybrid		