

ATTENTION:
GENERAL MANAGER
PARTS MANAGER
CLAIMS PERSONNEL
SERVICE MANAGER

IMPORTANT - All
Service Personnel
Should Read and
Initial in the boxes
provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019-20MY Forester
2019MY Ascent

NUMBER: 07-155-19R
DATE: 06/12/19

SUBJECT: Power Rear Gate (PRG) Control Module-
Design Change

REVISED: 03/16/20

INTRODUCTION:

This bulletin announces a design change made to the PRG control module. This change is in response to a limited number of customer concerns regarding the rear gate not opening when operating the gate switch or dashboard switch on the vehicle or the button on the key fob. In addition to ensuring proper PRG system operation, the new logic also optimizes the PRG communication function. The change will prevent excessive dark draw which may over time, cause a low battery condition.

PRODUCTION CHANGE INFORMATION:

The new PRG control modules were incorporated into production as follows:

- Forester:** Starting with VIN **LH477261**
- Ascent:** Start of 2020MY production.

PART INFORMATION:

| Description | Part Number | Application |
|----------------------|-------------|--------------------|
| ECU- POWER REAR GATE | 63350SJ006 | 2019-20MY Forester |
| | 63350XC10B | 2019MY Ascent |

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD
RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

Subaru Service Bulletins are intended for use by professional technicians ONLY. They 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 this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

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.

Continued...

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs. The service procedures for replacing the PRG control module remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

| Labor Description | Labor Operation # | Labor Time | Fail Code |
|--------------------------------|-------------------|------------|-----------|
| PRG CONTROL MODULE R&R | B850-965 | 0.5 | UPW-48 |
| PRG SYSTEM TESTING & DIAGNOSIS | C850-950 | 0.4 | |

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.