

**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:** 2019MY Ascent  
 2019MY Forester

**NUMBER:** 07-143-18R

**DATE:** 11/16/18

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

**REVISED:** 05/22/19

**INTRODUCTION:**

This bulletin announces a change made to the PRG control module. This change is in response to a limited number of customer concerns regarding the PRG reversing direction before reaching the fully open position. The control module senses that an object is caught in the PRG and engages the system’s reverse (safety) function. The new PRG control modules contain improved operating logic to correct this condition.

**PRODUCTION CHANGE INFORMATION:**

The new PRG control modules were incorporated into production starting with the following VINs:

- **Ascent: Start of 2020MY production**
- Forester: **KH461629**

**PART INFORMATION:**

Description	Part Number	Application
ECU-POWER REAR GATE	63350XC00C	2019 MY Ascent
	63350SJ002	2019MY Forester

*Continued...*

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p>	<p><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p>
<p>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.</p>	<p>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.</p>

## SERVICE PROCEDURE / INFORMATION:

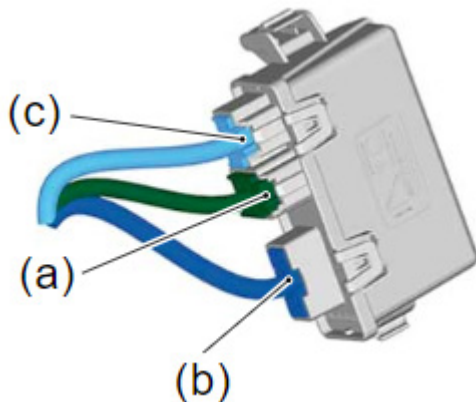
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. The service procedure for replacing the PRG control module remains unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures 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.

### IMPORTANT NOTES:

When disconnecting the harness connectors from the module, it **MUST** be done in proper (a) - (b) - (c) sequence / order using the illustrations below as a reference. Otherwise, a DTC may result after the battery is reconnected.

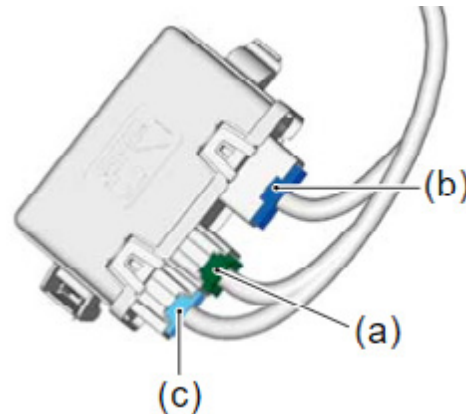
#### FORESTER:

The module is located behind the **L/Rear** quarter trim panel.



#### ASCENT:

The module is located behind the **R/Rear** quarter trim panel.



## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security 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-43
PRG 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.