

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

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

© 2019 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019MY Forester
 2019MY Ascent

NUMBER: 07-155-19R

DATE: 06/12/19

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

REVISED: 07/09/19

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. This condition is also accompanied by three short beeps. Logic changes have been incorporated into the new module to ensure proper operation of the PRG system.

PRODUCTION CHANGE INFORMATION:

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

- **Forester:** Starting with VIN KH536059
- **Ascent:** Start of 2020MY production.

PART INFORMATION:

Description	Part Number	Application
ECU- POWER REAR GATE	63350SJ004	2019MY Forester
	63350XC00D	2019MY Ascent

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

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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 style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</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>
--	--

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.