

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 INFORMATION BULLETIN

APPLICABILITY: 2018-20MY Legacy and Outback
 2018-20MY Forester
 2018-20MY Impreza 4-Door
 2019-20MY WRX
 2019-20MY Ascent

NUMBER: 07-173-20
DATE: 03/20/20

SUBJECT: Rear Hatch / Trunk Release- Unintentional Operation

INTRODUCTION:

This Service Information Bulletin provides insight on how to address a customer concern of the rear hatch, Power Rear Gate (PRG) or trunk release operating (or finding the PRG / trunk open unexpectedly after parking) without a specific input (button press) from the operator. The diagnostics provided below should be reviewed for their applicability BEFORE an improper diagnosis and possible unnecessary component replacement occurs when the root cause was an unintentional button press.

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

- 1) Always confirm this information is applicable to the vehicle being diagnosed.
- 2) An unintentional button press can occur while the remote key / fob is in a pocket or purse.

In the case of 2) above, the operation setting of the remote function can be changed with the SSM4 by following the procedure below:

- From the Start screen, select **Diagnosis**.
- On the **Vehicle Selection** screen, select the target vehicle and select **OK**.
- On the **Main Menu** screen, select **Each System**.
- From the **Select System** screen, select **Body Control** then select **Enter**.
- On the **Select Function** screen, select **Customize > Remote Trunk Open / Power Rear Gate Open Function (ON / OFF) > Setting value (on / off)**. **NOTE:** The default is set to **ON**.
 - **ON:** The remote function is operational with a long button press.
 - **OFF:** The remote function is inoperative.
- When the setting is complete, confirm the operation of the remote is as intended.

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.

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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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NOTE: In the case where a customer states their remote PRG / trunk release is inoperative, always confirm the function is activated (ON) by checking the setting value with the SSM4 using the above procedure.

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.