

**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  
2019-20MY Ascent

**NUMBER:** 07-155-19R

**DATE:** 06/12/19

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

**REVISED:** 02/03/21

### INTRODUCTION:

This bulletin replaces **TSB 07-143-18R** and announces additional changes made to the PRG control module. These changes are in response to a limited number of customer concerns regarding the rear gate not opening when operating the gate mounted switch, dashboard switch or the rear gate 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.

**Additional enhancements applicable to FORESTER ONLY at this time:**

- When the PRG operates with an increased load (e.g. weight of snow added or frozen / binding rear gate stays), the PRG does not resume normal operation after being closed electrically or manually.
- When the PRG is closed electrically after being left open for a certain period of time, an unusual “beep” sound is heard before the normal closing “beep” sound occurs.

### 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	63350SJ007	2019-20MY Forester
	63350XC10B	2019-20MY Ascent

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

**NOTE:** These new PRG ECUs also contain the the logic previously addressed in TSB **07-143-18R**.

**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
		Forester	Ascent	
PRG CONTROL MODULE R&R	B850-965	0.4	0.7	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.