

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: 2015-2021MY Outback
 2014-2021MY Forester
 2019-2021MY Ascent

NUMBER: 07-195-21
DATE: 06/07/21

SUBJECT: Power Rear Gate Control Module: Service Procedure Change

INTRODUCTION:

This Service Information Bulletin outlines changes in the service procedure for replacement of the Power Rear Gate (PRG) control module. These changes will be added soon to the Service Manual. The added procedure requires the rear gate height memory to be read and recorded prior to removal then re-registered to the new module after replacement. This will ensure the vehicle status matches the customer’s original setting and prevent possible damage from roof accessories and / or low-level structures.

SERVICE PROCEDURE / INFORMATION:

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

NOTE: The updated procedure steps have been highlighted in **Blue** below.

POWER REAR GATE SYSTEM > Power Rear Gate Control Module

REMOVAL:

CAUTIONS:

- Before handling any airbag system components, refer to “CAUTION” of “General Description” in “AIRBAG SYSTEM”: AIRBAG SYSTEM > General Description > CAUTION
- The side impact sensor for the airbag system is located under the front center of the rear seat cushion. Be careful not to apply any strong impact to the sensor when working with the rear seat cushion removed.

<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>
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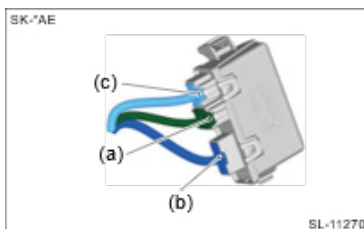
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- After the **BATTERY** is **REPLACED or DISCONNECTED** on the models listed below,
 - **2019-2021MY Forester**
 - **2019-2021MY Ascent**
 - **2020-2021MY Outback**

the PRG system will emit an audible beep and not operate. ALWAYS check the PRG function before releasing to the customer. If this symptom occurs, disconnect the negative battery terminal. Reconnect the battery terminal after 60 seconds. This will allow the PRG system to reset. If the PRG still does not function, diagnose the system by following the applicable Service Manual.

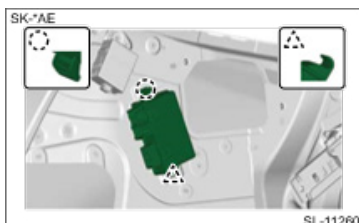
1. If the PRG control module is being replaced, the rear gate height memory (customized by the customer) will be lost. Check and record the customized height while operating the rear gate BEFORE removing the PRG control module. Always remember to re-register the power rear gate to the customized height before releasing the vehicle.
2. Confirm the PRG Memory has been checked and recorded (if needed). Disconnect the ground terminal from the battery sensor, and wait for at least 60 seconds before starting work: REPAIR CONTENTS > NOTE > BATTERY.
3. Remove the rear seat cushion assembly: SEATS > Rear Seat > REMOVAL.
4. **CAREFULLY** remove the trim panel assembly apron LH and the trim panel assembly D pillar LH: EXTERIOR/INTERIOR TRIM > Rear Quarter Trim > REMOVAL. REMINDER: Whenever working with highly visible interior trim components, always take the proper precautions to protect them from damage.
5. Remove the PRG control module.

A. Disconnect the harness connectors in the following (a) - (c) order as shown below.



NOTE: When the connectors are not disconnected in the proper sequence, a DTC may be set.

B. Release the retaining lock and hook and remove the PRG control module.



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POWER REAR GATE SYSTEM > Power Rear Gate Control Module

INSTALLATION:

1. Install the new PRG control module in reverse order of removal.

VERY IMPORTANT: Re-connect the connectors in **reverse order of removal: (c) - (a).**

2. Reconnect the ground cable terminal to battery sensor and torque to 7.5 Nm (5.5ft.-lbs. or 66 inch-lbs.) while supporting the sensor with the other hand: STARTING / CHARGING SYSTEMS > Battery Sensor.
3. Perform the applicable registration procedure for resetting the PRG height.

2020-2021MY Outback:

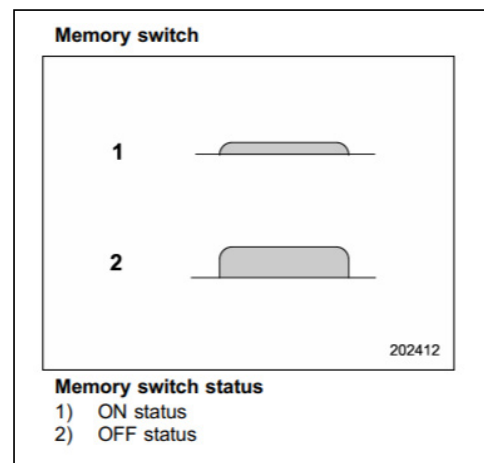
1. Open the PRG and stop it at the desired height.
2. Press and hold the PRG switch to register the height. An electronic chirp sounds and the hazard warning lights flash for confirmation. The PRG will now stop at the registered position when the memory function is utilized.

NOTE: Registering the PRG height turns on the “PRG Memory” automatically.

NOTE: Refer to the Memory switch image shown here for position of the memory switch when performing the next steps:

- **2015-2019MY Outback:**

To register the rear gate height, perform the following procedures while the ignition switch is in the “LOCK”/“OFF” position.



1. While standing at the rear of the vehicle, open the PRG by pressing the PRG button.
2. With the rear gate at the desired height, stop it using the PRG switch.
3. Press the memory switch to select the “ON” status.
4. With the PRG at the desired height, press and hold the PRG button on the inside edge of the gate until an electronic chirp is heard and the hazard warning flashers flash three times. The electronic chirp and the flashing hazard warning flashers confirm the selected PRG height has been registered successfully.

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- **2014-2018MY Forester**

Registration of the PRG height:

To register the PRG height, perform the following procedures while the ignition switch is in the “LOCK”/“OFF” position.

1. Press the memory switch to select the “ON” status.
2. Press and hold the PRG opener button located above the license plate. After the latch releases, let go of the button and raise the rear gate to the desired height manually.
3. With the PRG at the desired height, press and hold the PRG button on the inside edge of the rear gate until an electronic chirp is heard and the hazard warning flashers flash three times. The electronic chirp and the flashing hazard warning flashers confirm the selected PRG height has been registered successfully.
4. Close the rear gate manually (without using the PRG).

- **2019-2021MY Forester:**

To register the PRG height, perform the following while the ignition switch is in the “LOCK”/“OFF” position.

1. While standing at the rear of the vehicle, open the PRG using the PRG button.
2. With the PRG at the desired height, stop it by pressing the PRG button.
3. Press the memory switch to select the “ON” status and “memorize” the desired height.

- **2019-2021MY Ascent**

To register the rear gate height; perform the following procedures while the ignition switch is in the “LOCK”/“OFF” position.

1. While standing at the rear of the vehicle, open the PRG using the power rear gate button.
2. With the PRG at the desired height, stop it by pressing the PRG button.
3. Press the memory switch to select the “ON” status and “memorize” the desired height.
4. With the rear gate at the desired height, press and hold the PRG button on the inside edge of the rear gate until an electronic chirp is heard and the hazard warning flashers flash three times. The electronic chirp and the flashing hazard warning flashers confirm the selected PRG height has been registered successfully.

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IMPORTANT: The chart below contains other adjustment operations which **MUST** be completed before returning the vehicle to customer.

No.	Item:	Check Operation:	Adjustment Operation:	Additional Adjustment Operations when Replacing Parts:
1	<p>Positions of devices:</p> <ul style="list-style-type: none"> • Steering wheel • Mirror assembly rearview inner • Outer mirror • Seat • Air conditioner vent grille • Power Rear Gate memory height 	<p>Is the device set to the same position when the vehicle was received from the customer?</p>	<p>Adjust the device to the similar position when the vehicle was received from the customer.</p>	<p>When removing/installing each device:</p> <ul style="list-style-type: none"> • Combination meter, instrument panel, steering column, etc. • Mirror assembly rearview inner, roof trim, sunroof assembly, etc. • Outer mirror, door panel, etc. • Seat, floor carpet, etc. • Vent grille, instrument panel, console box, etc. • Power Rear Gate control module.
2	<p>Position of switches:</p> <ul style="list-style-type: none"> • Wiper, light (AUTO or OFF) • Headlight beam leveler • Illumination color • Room light • Seat heater, etc. • Power Rear Gate memory switch ON-OFF status 	<p>Is the switch set to the same position when the vehicle was received from the customer?</p>	<p>Set the switch to the same position when the vehicle was received from the customer.</p>	<p>When removing/installing each switch</p>

NOTE: No changes have been made to the Warranty Labor Time Guide for this 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.