

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2014 Forester Models

NUMBER: 07-80-13R

SUBJECT: Power Rear Gate (PRG) Inoperative,
Incomplete Initialization Procedure

DATE: 10/31/13

REVISED: 02/25/14

INTRODUCTION

This bulletin provides additional information (see TSB 07-76-13R dated 7/8/2013) regarding the PRG system operation and initialization procedure. If you receive a customer concern of a “beep-beep-beep” sound when trying to operate the PRG, a likely cause is an incomplete initialization procedure. Initialization occurs any time the auto closer function operates. It must complete every time the PRG is operated (closed) in order for the PRG to work properly the next time one of the activation switches is operated. If a voltage drop occurs (e.g. cranking the engine) during the exact time this initialization procedure is in process, there is a possibility the procedure will not complete properly and (although securely closed and latched) the PRG system will be rendered inoperative. During this time, the gate will operate manually however the PRG functions will be disabled. If the customer’s normal usage pattern creates this condition regularly, a countermeasure PRG control unit has been developed to remedy it.

COUNTERMEASURE IN PRODUCTION

The countermeasure PRG control module was incorporated into production during **January, 2014** beginning with **E*556875**.

PART INFORMATION

The part number for the countermeasure PRG control unit is **63350SG004**.

SERVICE PROCEDURE / INFORMATION

If the condition has been verified and can be duplicated, explain and demonstrate to the customer the operating characteristics of the PRG system (e.g. wait to start the car until the PRG is fully closed). Starting the car with the rear gate open is NOT recommended. This is to prevent exhaust gases from entering the vehicle’s passenger cabin. If the customer understands how the system operates and is able to adjust their habits accordingly, no further repair is necessary. Complete steps 1-3 of the initialization procedure outlined below. If normal PRG operation cannot be restored or this condition occurs frequently for the customer, perform the complete procedure, steps 1-7 to re-initialize the system. .

1. With the ignition “OFF”, open the PRG manually using a fluid motion (no light flash or beep should occur).

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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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2. Carefully (slowly) close the rear gate until the first audible “click” of the rear gate latch mechanism is heard then immediately let go of the rear gate. The auto closer function will then operate to complete the rear gate closing / latching function. This will also complete the initialization process. If the auto closer function is inoperative, diagnose per the applicable Service Manual.
 3. After the PRG is fully closed, operate either the Gate Opener switch, the Gate Inner (close) switch, remote keyless access switch or the Interior PRG Open/Close switch to verify the automatic opening and closing operation.
 4. If the PRG inoperative condition persists, record the radio station presets (and navigation system favorites, if applicable).
 5. **IMPORTANT:** Record any codes currently in PRG memory as the next step will clear them.
 6. Disconnect the positive and negative cables from the vehicle’s battery, touch the 2 cable ends together creating a capacitive discharge which will clear the memory.
 7. Reconnect the cables to the battery, reset all radio presets (and navigation favorites, if applicable) then confirm normal PRG operation.
- If the customer’s PRG usage pattern precludes the ability of the system to initialize upon closing, and control unit replacement is determined to be necessary to assure customer satisfaction, order and replace the PRG control unit following the service procedure outlined in the applicable Service Manual.
 - If the PRG still does not operate properly, utilize any codes pulled from the system and follow the rest of the diagnostic procedures beginning on page PRG(diag)-2 of the 2014 Forester Service Manual.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
PRG Re-Initialization Procedure (Steps 1-3)	A850-971	UPY-43	0.2
PRG Re-Initialization Procedure (Steps 1-7)	A850-972	UPZ-43	0.4
PRG Control Module R&R	B850-965	UPW-43	0.5
PRG Testing & Diagnosis	C850-950	–	0.4

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