

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: 2014MY Forester Models

NUMBER: 07-76-13R

SUBJECT: Initialization Procedure for Power Rear Gate (PRG)

DATE: 07/01/13

System when PRG is inoperative with or without DTCs
 DTCs B2500, B2501, B2507, B2508, B2509, B2513,
 B2523, B250B **present.**

REVISED: 07/08/13

INTRODUCTION

This Bulletin provides a more detailed review of the procedures for re-initializing the PRG system which is already outlined as part of the Service Manual diagnostics. If you receive a customer concern of an inoperative power rear gate, after confirmation of the concern, perform the following initialization procedures first to see if normal operation can be restored. It is important to do this before further troubleshooting is done or replacing any suspected components as this condition may not be the result of a component failure.

SERVICE PROCEDURE / INFORMATION

1. With the ignition “OFF”, open the PRG manually **using a fluid motion (no light flash or beep should occur).**
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 the verify the automatic opening and closing operation.**
4. If the PRG 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. Reconnect the **cables to the battery, reset all radio presets (and navigation favorites, if applicable)** then confirm normal PRG operation.

Continued...

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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If the PRG operates normally following either of the initialization procedures, the condition was likely the result of conflicting user inputs, power loss, or similar outside influences. 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:

NOTE: Only ONE of the Labor Operation numbers below is to be used.

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 - 6)	A850-972	UPZ-43	0.4