

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: 2015-16MY and Early 2017MY Legacy and Outback

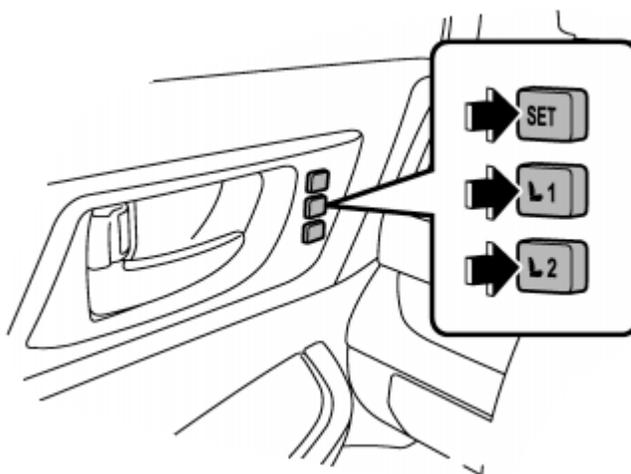
NUMBER: 07-114-16

DATE: 10/13/16

SUBJECT: Power Seat Memory Feature Operating Concerns

INTRODUCTION:

This bulletin announces availability of a new power seat memory control module designed to address customer concerns of the seat memory feature not operating properly. When pressing the buttons to recall one of the last seat positions memorized, the seat (height, backrest position, etc.) may not always return to the correct or exact positions previously selected (or stored in the control unit memory).



PRODUCTION CHANGE INFORMATION:

The new power seat memory control module was incorporated into production starting with the following VINs:

- **Legacy:** H*002508
- **Outback:** H*200084

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.

SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

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.

PART INFORMATION:

| Description | Part Number |
|---------------------------|-------------|
| UNIT ASSEMBLY SEAT MEMORY | 64122AL00A |

SERVICE PROCEDURE / INFORMATION:

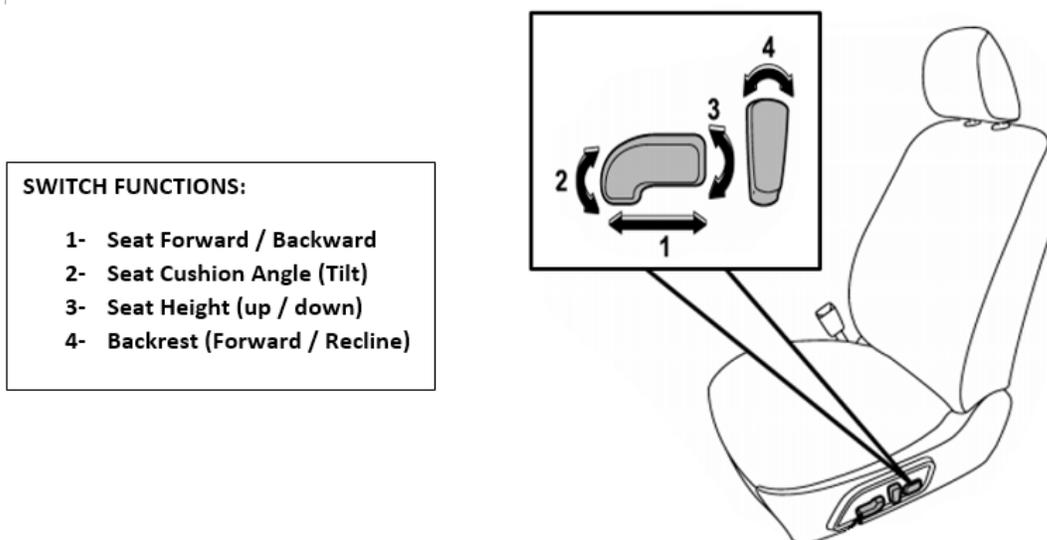
IMPORTANT: ALWAYS review the vehicle Service history before proceeding to determine if there may have been a prior repair which would have required re-initialization of the power seat control module:

- Driver's seat removal
- Prior power seat control module replacement
- Slide rail or backrest frame removal / replacement.

If any of the above repairs were performed and the seat initialization process was not completed properly, follow the initialization (calibration) procedure provided below or in the **Power Seat (SE)** section of the applicable Service Manual. When successfully completed, re-check for proper power seat memory operation **BEFORE** ordering / installing a new control module which may not be necessary.

POWER SEAT CONTROL MODULE INITIALIZATION PROCEDURE

IMPORTANT: For best results, it is **strongly** recommended to perform this procedure in as quiet an area as possible with the ignition "ON", all doors and windows closed and the engine off (KOEO). The "beep" sound heard at the completion of each step is relatively faint and may be difficult to hear. In addition, the battery should always be fully charged.



SWITCH FUNCTIONS:

- 1- Seat Forward / Backward
- 2- Seat Cushion Angle (Tilt)
- 3- Seat Height (up / down)
- 4- Backrest (Forward / Recline)

- **STEP 1-** Using slide switch (1), move the seat all the way rearward and hold in that position for approximately 3 seconds after it stops moving. An audible "beep" will be heard.
- **STEP 2-** **WITHIN 10 seconds of the "beep"** and using slide switch (2), tilt the seat all the way downward and hold it in that position for approximately 3 seconds after it bottoms out. An audible "beep" will be heard.

Continued...

- **STEP 3- WITHIN 10 seconds of the “beep”** and using slide switch **(3)**, lower the seat all the way downward and hold it in that position for approximately 3 seconds after it bottoms out. An audible “beep” will be heard.
- **STEP 4- WITHIN 10 seconds of the “beep”** and using the slide switch **(4)**, move the backrest all the way forward and hold it in that position for approximately 3 seconds after it stops moving. An audible “beep” will be heard.
- **STEP 5- WITHIN 10 seconds of the “beep”**, operate any one of the switches briefly ”on” then “off”. A rapid series of 3 “beeps” will signify the procedure has completed successfully.

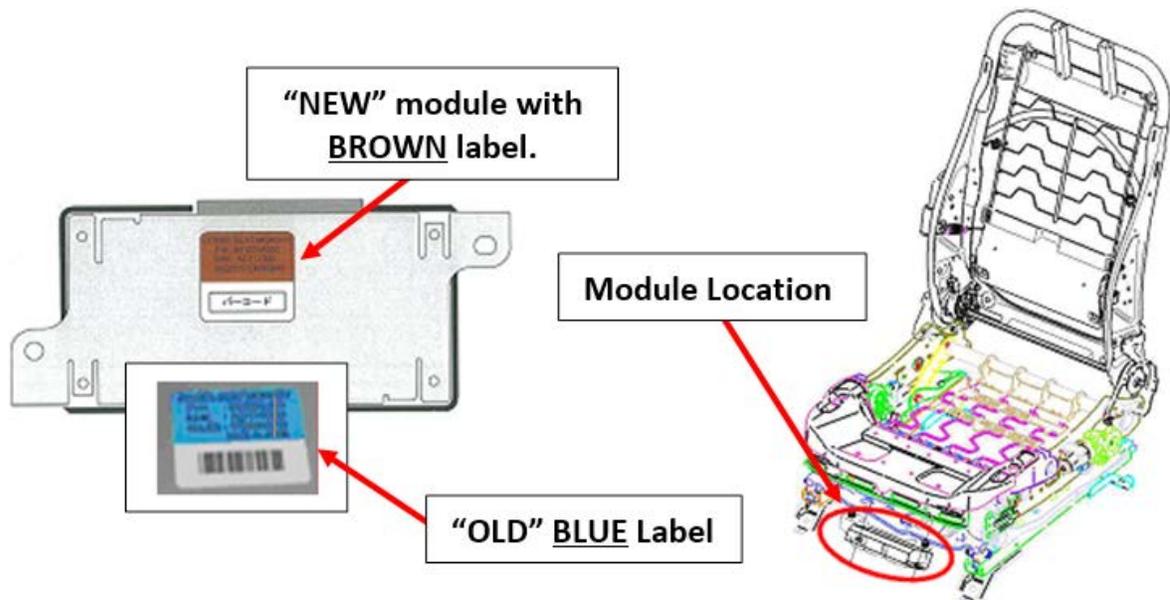
If the 3 “beeps” are not heard when performing STEP 5 indicating successful completion, either:

- One or more of the previous steps was not completed
- More than 10 seconds elapsed between steps
- Battery voltage has dropped below minimum requirements to complete the procedure.

If the condition persists, continue with the remainder of this procedure.

- Disconnect the ground terminal from the battery sensor and wait for at least **60 seconds** before proceeding further.
- Remove the driver’s seat assembly following the procedure in the applicable Service Manual to access / replace the control module.

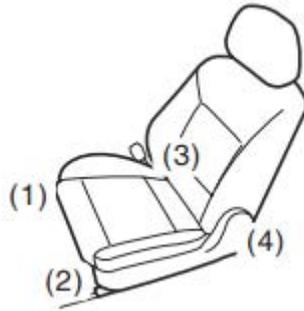
IMPORTANT: The part number and location of the new seat memory control module are unchanged. For this reason, the color of the part number label affixed to the module must be confirmed to differentiate between the old and new parts as shown in the illustration below. The old module label is Blue (inset) while the new version is Brown.



NOTES:

- When replacing the module, torque the 2 retaining nuts to 5.9 Nm (4.4 ft. lbs.).
- When reinstalling the seat assembly, the 4 retaining bolts must be hand-tightened first then final torqued to 53 Nm (39.1 ft. lbs.) using the sequence shown in the illustration below.

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- Reconnect the battery ground terminal.
- Follow the initialization (calibration) procedure as provided above or in the **Power Seat (SE)** section of the applicable Service Manual.
- When complete, confirm proper power seat memory function.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

| Labor Description | Labor Operation # | Labor Time | Fail Code |
|--|-------------------|------------|-----------|
| DRIVER'S SEAT MEMORY CONTROL MODULE R&R (Includes Initialization) | B850-781 | 0.4 | UOC43 |
| INITIALIZATION PROCEDURE ONLY | A850-788 | 0.3 | |

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.