

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 Outback Models

NUMBER: 12-208-16

SUBJECT: Improvement to Power Rear Gate (PRG) Operation

DATE: 10/06/16

INTRODUCTION:

This bulletin announces availability of new rear gate (PRG) stays designed to address customer concerns of other than expected PRG operation. The enhancement involves a change to the viscosity of the lubricant used for maintaining smooth operation of the 2 pressurized rear gate stays. If the PRG is left open for an extended period of time (longer than approximately 5 minutes), the stays may develop increased operating resistance. This increased resistance is transferred to the PRG mechanism during closing causing an increase to the motor's electrical current draw. As a result, the "anti-pinch" feature of the PRG activates, a beep sound occurs and the gate re-opens without input from the customer. These symptoms may continue to occur on subsequent attempts to close the PRG. The anti-pinch feature is designed to operate if the gate comes in contact with an obstruction while closing. When activated, the gate reverses direction and re-opens automatically.

PRODUCTION CHANGE INFORMATION:

The new gate stays were incorporated into production starting with **VIN G*359489**.

PART INFORMATION:

Description	Part Number
STAY ASSY-REAR GATE, RIGHT	63260AL02B
STAY ASSY-REAR GATE, LEFT	63260AL03B

SERVICE PROCEDURE / INFORMATION:

CAUTION: Whenever removing / replacing the rear gate stays, always work in teams of 2 or more people due to the weight of the rear gate assembly. Whenever a stay is removed, always use a securely positioned prop as shown in the illustration below to keep the rear gate open and supported. Vehicle damage and/or personal injury may occur should the prop become disengaged unexpectedly.

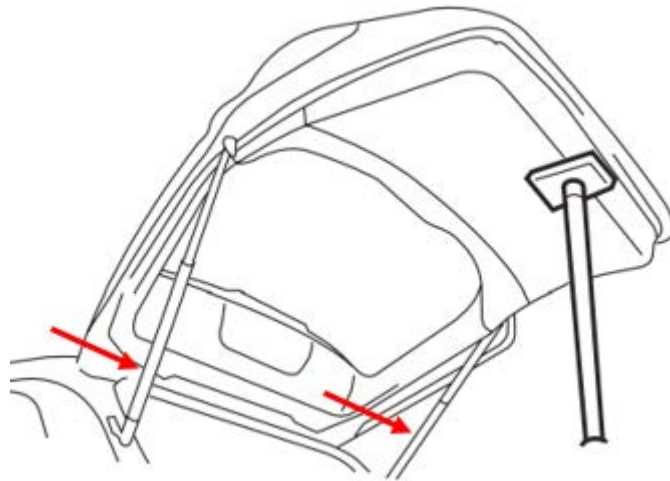
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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

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.



IMPORTANT NOTE: Always replace **both** rear gate stays as a set.

- Follow the service procedure outlined in the applicable Service Manual when replacing the rear gate stays.
- **DO NOT** disengage the power rear gate rod while performing this procedure. If the rod is disengaged for any reason, the stop ring(s) **MUST** be replaced.
- The top rear gate stay bolts are torqued to 16 Nm (11.8 ft. lbs.) and the lower ball stud to 20Nm (14.8 ft. lbs.).
- Always confirm proper PRG operation before releasing the vehicle.

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
REPLACE BOTH REAR GATE STAYS	A915-384	0.3	XAQ-21

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.