

- 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

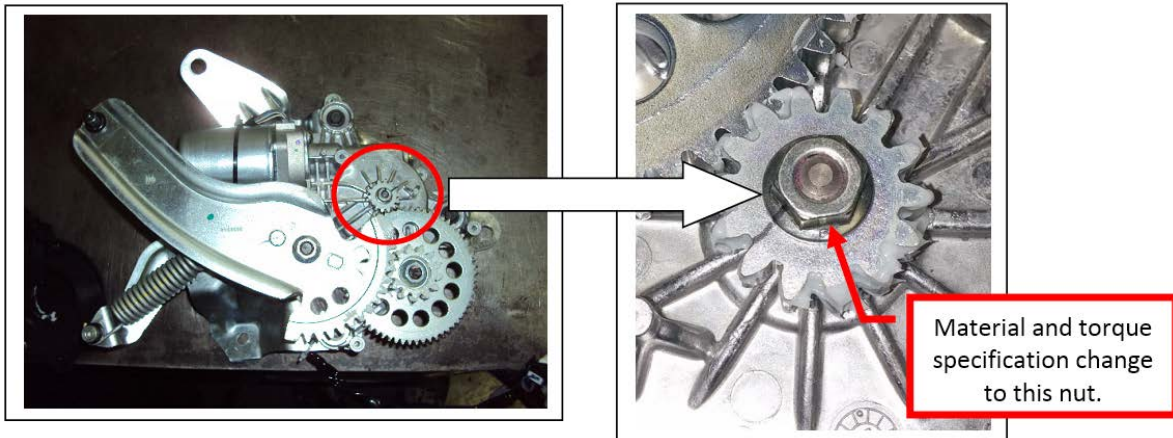
NUMBER: 07-113-16

SUBJECT: Gear-Clashing / Grind Sound from Power Rear Gate (PRG) Assembly

DATE: 09/15/16

INTRODUCTION:

This bulletin announces a design change to the PRG mechanism in response to a small number of customer concerns regarding a gear-clash or grinding -type sound heard when opening or closing the rear gate. A material change and revised torque specification have been made to the drive gear retaining nut shown in the photos below.



PRODUCTION CHANGE INFORMATION:

The new PRG assembly was incorporated into production starting with VIN G*311904.

Description	Part Number	Quantity
UNIT ASSEMBLY-POWER REAR GATE	63320AL00B	1
ROD STOP RING*	63369SG000	2

*Denotes *one-time use item*

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

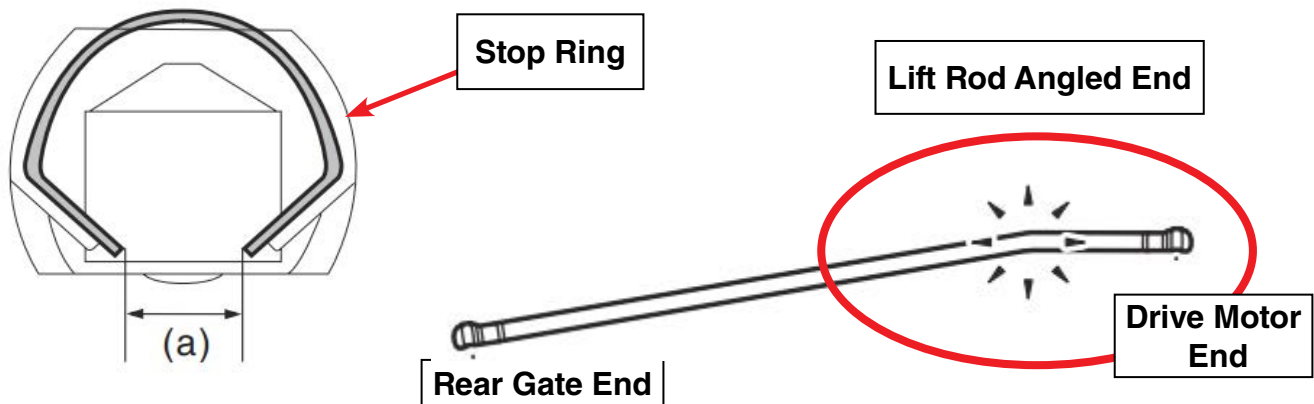
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

SERVICE PROCEDURE / INFORMATION:

When replacing the PRG assembly, follow the procedure in the applicable Service Manual.

IMPORTANT NOTES:

- The PRG assembly pictured above is NOT field serviceable and must be replaced as a unit. Do not attempt to repair it.
- Whenever removing the lift rod, the stop rings (retaining clips) must be replaced as they are **one-time use items**.
- When installing the new stop rings onto the lift rod, be careful to not use any excessive force which may deform them. Dimension (a) in the illustration below must be between 6.4 - 7.2mm (.250 - .280").



- ALWAYS reinstall the lift rod (angled end downward toward the PRG assembly) **BEFORE** reconnecting the battery. If the PRG assembly were to operate without the lift rod attached, reinstallation of the lift rod may no longer be possible.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
PRG DRIVE MOTOR ASSY R&R	B850-963	0.6	UOZ-25
PRG TESTING & DIAGNOSIS	C850-950	0.4	

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.