

**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 PROGRAM BULLETIN**

**APPLICABILITY:** 2019MY Forester **NUMBER:** WRJ-20R  
**SUBJECT:** Power Rear Gate (PRG) Control Module Replacement **DATE:** 01/06/21

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the power rear gate electronic control unit (ECU) in certain 2019 model year Forester vehicles.

**REASON FOR THIS SERVICE PROGRAM:**

The power rear gate on the vehicles included in this service program may not function properly.

**AFFECTED VEHICLES:**

The number of U.S. vehicles included in this service program is 58,467.

Not all vehicles listed below are included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com). This information is now available.

Model Year:	Carline:	Production Date Range:
2019	Forester	July 4, 2018 – April 11, 2019

**DESCRIPTION OF THE REPAIR:**

Subaru retailers will replace the power rear gate electronic control unit (ECU) in the affected vehicles at no charge to the customers.

**RETAILER RESPONSIBILITY:**

Any vehicles listed in any recall campaign or service program that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Bulletin.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service campaign is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

### OWNER NOTIFICATION:

Owner notification letters will be mailed in January 2021. Retailers will be notified when owner notification begins.

### PART INFORMATION:

The new PRG Control Module part number is **63350SJ0079S**. **NOTE: This part number can ONLY be ordered through PRIME.**

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

### SERVICE PROCEDURE / INFORMATION:

On affected vehicles, the PRG may not operate when commanded by the switch on the rear gate, the switch on the driver's side under-dash panel or the PRG button on the keyless access fob. The repair involves replacement of the PRG control module.

### IMPORTANT REMINDERS:

- Customer satisfaction and retention starts with performing quality repairs.
- PRG control module access involves removal of highly visible interior trim components. ALWAYS take all precautions and use the proper tools when CAREFULLY removing and reinstalling these items to protect them from damage.

The service procedures for PRG control module replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. Service Manual procedures contain information critical to performing effective repairs first time, every time. This includes important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair. Additional service procedure information, precautions and helpful hints are supplied below.

- Before proceeding with repair, refer to "Repair Contents" in the "General Description" section of the applicable Service Manual: [REPAIR CONTENTS > Repair Contents](#).
- Before disconnecting the battery, open the PRG fully.
- Before disconnecting connectors of any sensors or control units, ALWAYS remove the ground cable from the battery sensor as shown in the illustration. When removing the ground cable, always hold the sensor with one hand to prevent it from turning. DO NOT remove the sensor from the battery post.



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- Whenever replacing electrical components containing memory functions which maintain settings specified by the customer (e.g. radio station presets, Navigation favorites), always record those selections so they can be reset ***before*** disconnecting the battery ground cable.
- **CAUTION:** The airbag system’s side impact sensor is located under the rear seat cushion assembly which must be removed for access when performing this repair. Be careful to never apply any strong impact force to the sensor when removing or reinstalling the rear seat cushion assembly.
- After reassembly, close the PRG and reconnect the battery ground cable.

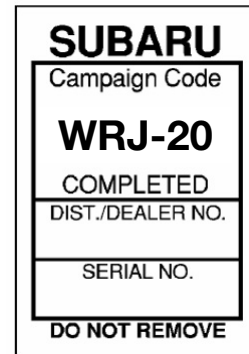
**IMPORTANT:** If the PRG is not closed prior to battery ground cable connection, initialization of the PRG will be required. When reconnecting the ground cable to the sensor, always hold the sensor with one hand to prevent it from turning while torquing the retaining nut to 7.5 Nm (5.5 ft. lbs. / 66 inch-pounds).

- After reconnecting the battery, **WAIT** at least 10 seconds before turning the ignition ON.
- After turning the ignition ON, **WAIT** at least another 10 seconds before starting the engine to allow initial diagnosis of the electric throttle control to complete.
- Always reset any previously recorded customer radio station presets and /or Navigation favorites.

**SERVICE PROGRAM IDENTIFICATION LABEL:**

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is MSA6P1302, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this Service Program will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Labor Description	Labor Operation #	Labor Time	Fail Code
WRJ-20 FORESTER PRG CONTROL MODULE- REPLACE	A185-101	0.5	WRJ-20

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## **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 recall campaigns or service programs anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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**This notice applies to the VIN identified in the address section printed below**



**Subaru Service Program WRJ-20  
January 2021**

**Dear Subaru Owner:**

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru of America, Inc. (Subaru) is initiating a service program to replace the power rear gate electronic control unit (ECU) in certain 2019 model year Forester vehicles. Our records indicate that you currently own one of these vehicles.

**REASON FOR THIS SERVICE PROGRAM:**

The power rear gate on the vehicles included in this service program may not function properly.

**WHAT SUBARU WILL DO:**

In the interest of your continued satisfaction Subaru will replace the power rear gate ECU in your vehicle with an improved part at no cost to you.

**WHAT YOU SHOULD DO:**

Please contact your Subaru retailer (dealer) for an appointment to have this repair performed at no cost to you.

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to perform this repair is approximately 30 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling..

**CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

**IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this coverage, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at

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the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

**Subaru of America, Inc.**  
**Customer Advocacy Department, Attention: WRJ-20 Service Program**  
**P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrj20.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail, go to: [www.subaru.com](http://www.subaru.com) and select "Contact Us"
- By telephone: 1-844-373-6614 Monday through Friday between 8:00 a.m. and 7:00 p.m. ET.
- By U.S. Postal mail: Write us at Subaru of America, Inc.  
Attn: Customer Advocacy Department  
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon possible.

Sincerely,  
Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*

Notice to Lessors:

*Under Federal law, the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)*