

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: 2019-21MY Forester

NUMBER: 07-185-20R

SUBJECT: Seat Memory Control Module Diagnostics and New Part Availability

DATE: 11/06/20

REVISED: 03/10/21

INTRODUCTION:

This bulletin provides additional diagnostics and new part availability information for the Seat Memory Control Module. In some cases, the seat memory function may either not operate when the customer attempts to have the seat automatically return to their selected preset positions or, not allow any seat position presets to be stored for future use. **In addition, the customer may experience difficulty with registering a profile into the Driver Monitor System.** The control logic of the control module has been revised to prevent these conditions.

PRODUCTION CHANGE INFORMATION:

The new seat memory module was incorporated into production starting with VIN **MH417117**.

PART INFORMATION:

The part number for the new seat memory module is **64122SJ001**.

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

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

The service procedures for seat memory control module replacement remain unchanged although diagnostic will be corrected in the applicable Service Manual soon. Always review the full requirements of the repair being performed before proceeding. Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.


The illustration below shows a portion of the current Service Manual diagnostic procedure related to this repair. The highlighted text box contents in red will be added to the Service Manual diagnostics.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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10. THE SEAT POSITION CANNOT BE REGISTERED WITH THE SEAT POSITION MEMORY SWITCH. (DRIVER'S SEAT, TYPE WITH SEAT POSITION MEMORY)

1. CHECK DTC.

Check the DTC relating to the power seat & remote control mirror CM using the Subaru Select Monitor.  [POWER SEAT MEMORY\(DIAGNOSTICS\)>Diagnostic Trouble Code \(DTC\)](#)

Is DTC detected?

Perform a check according to the DTC.


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2. CHECK SEAT POSITION.

1.

Turn the ignition to ON.

2.

Using the Subaru Select Monitor, display [Slide position], [Reclining position], [Lifter position], [Tilt position] in [Data Monitor] of the power seat & remote control mirror CM.  [POWER SEAT MEMORY\(DIAGNOSTICS\)>Data Monitor](#)

Perform the inspection after an item is selected in the data select display.

Judgment value

Slide position: -1000 — 2000

Reclining position: -3000 — 6000

Lifter position: -800 — 1600

Tilt position: -300 — 600



IMPORTANT: If any of the values (seat pulse values) exceed (are outside of) the judgement values (ranges) shown here, replace the UNIT ASSEMBLY-SEAT MEMORY with the new part.

IMPORTANT: Whenever the seat memory control module is replaced, the initialization / calibration procedure supplied below **MUST** be completed successfully.

NOTE: System calibration is necessary for driver's side seat with memory function only.

1. CONDITIONS FOR INITIALIZATION:

The power seat control module must be initialized when any of the following conditions are met:

- When the seat is replaced
- When the power seat & remote control mirror CM is replaced
- Slide rail assembly or backrest frame assembly is removed or replaced
- When the connector under the driver's seat is disconnected
- When the ground terminal is removed from the battery sensor
- When the battery is replaced
- When the accessories are installed.

2. INITIALIZATION PROCEDURES:

- Initialize the records inside the unit by performing all the following steps regardless of the item order.
- With each seat locked*, operating switches for 3 seconds makes the buzzer sound once.
- If initialization is done after completing all items, the buzzer sounds three times when the last operation is completed and the switch is turned ON then OFF.

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1. Move the seat rearward using the slide switch and keep the seat lock* status for three seconds or more.
2. Move the seat downward using tilt switch and keep the seat lock* status for three seconds or more.
3. Move the seat downward using lifter switch and keep the seat lock* status for three seconds or more.
4. Move the seat forward using reclining switch and keep the seat lock* status for three seconds or more.

* Seat lock is the status when there is no pulse output from the encoder within the specified period of time with the switch operated though the seat reaches the movable position end.

When the following conditions are met, the initializing operation is canceled even though the procedure is incomplete:

- Interval between each initialization procedure of 1) to 4) exceeds 10 seconds
- If any of initialization procedures 1) to 4) are not performed
- The battery runs out or the voltage to the power seat control module falls out of the operation range during initialization.

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
POWER SEAT MEMORY MODULE R&R	B850-781	0.4	UOC-43
POWER SEAT SYSTEM TESTING & DIAGNOSIS	C850-701	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.

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