

- 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:** 12-239-21

**SUBJECT:** Non-Power Rear Gate Stay / Design Change

**DATE:** 06/14/22

**INTRODUCTION:**

This bulletin announces a design change made to the rear gate stay assemblies. The new assemblies contain an increased amount of gas to provide a decreased effort in operation of the rear gate. In low ambient temperatures, a customer may experience the rear gate unable to open to its full upright position. When this situation is experienced, verify the production date of the assemblies and replace the left and right sides as a pair.

**NOTE:** This bulletin **ONLY** applies to models **WITHOUT** Power Rear Gate (PRG).

**PRODUCTION CHANGE INFORMATION:**

The new rear gate stay assemblies have been incorporated into the production of Forester starting VIN **MH570945**.

**PART INFORMATION:**

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

Part Description	Part Number
STAY ASSEMBLY-REAR GATE,RIGHT	63269SJ002
STAY ASSEMBLY-REAR GATE,LEFT	63269SJ012

**NOTE:** The rear gate stay assemblies **MUST** be replaced in pairs due to the difference in opening force between the new and old parts.

**SERVICE PROCEDURE / INFORMATION:**

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

<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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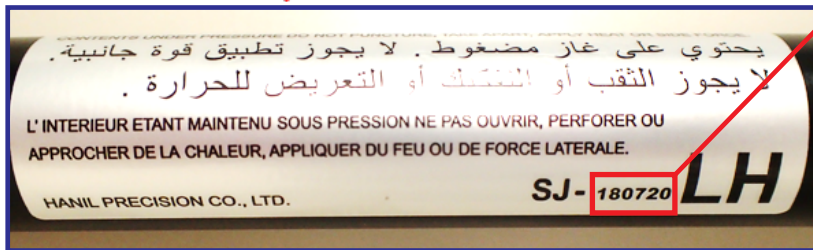
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## Identification:

It is important to identify the production date code of the rear gate stay assemblies to verify if new parts have or have not been installed on to the vehicle. If the new parts are already installed, confirm fault sources such as mechanical resistance, gate alignment, physical damage etc. are not the cause before proceeding with rear gate stay replacements.



Replace BOTH rear gate stay assemblies if a production date code number lower than **210517** is found.



The service procedures for the rear gate stay assemblies remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The 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.

Refer to the applicable Service Manual: Body & Electrical/WIRING SYSTEM > EXTERIOR BODY PANELS > Rear Gate

## 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 #	Fail Code #	Labor Time
BOTH TRUNK/GATE STAYS R&R	A915-384	XAQ-49	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.