

**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:** 2020-22MY Outback  
2019-21MY Forester

**NUMBER:** 07-203-23

**DATE:** 09/11/23

**SUBJECT:** Power Rear Gate Drive Units – Design Change

### INTRODUCTION:

This bulletin announced a design change made to the power rear gate drive unit assemblies. A customer may experience a “clicking-type” sound when the power rear gate (P.R.G.) is in motion. These new parts contain fortified springs to help reduce any operating noise. When this situation is experienced, replace power rear gate drive unit with its associated stay.

### PRODUCTION CHANGE INFORMATION:

The new power rear drive gate unit assemblies have been incorporated into the production of the following vehicles as of the following VIN information listed below.

Model	Starting VIN
Outback	N3109342
Forester	MH584695

### PART INFORMATION:

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

Model	Part Description	Specification	Part Number
Outback	UNIT ASSEMBLY-POWER REAR GATE RIGHT	Stay	63329AN00B
	UNIT ASSEMBLY-POWER REAR GATE LEFT	Drive	63329AN01B
Forester	UNIT ASSEMBLY-POWER REAR GATE RIGHT	Stay	63329SJ001
	UNIT ASSEMBLY-POWER REAR GATE LEFT	Drive	63329SJ011

### SERVICE PROCEDURE / INFORMATION:

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

**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.

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The service procedures for the power rear gate drive unit 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 STIS: Body & Electrical/WIRINGSYSTEM > POWER REAR GATE SYTEM > Power Rear Gate Drive Unit & Body & Electrical/WIRINGSYSTEM > EXTERIOR BODY PANELS > Rear Gate

**IMPORTANT NOTES:**

- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

**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
DRIVE UNIT & STAY R&R	A850-967	0.4	UXG25

**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.