

- ATTENTION:**
- GENERAL MANAGER
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 - 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: 2019-23MY Ascent
 2020-23MY Outback
 2019-23MY Forester

NUMBER: 12-251-23R

DATE: 11/09/23

REVISED: 11/21/24

SUBJECT: Power Rear Gate (PRG) Service Procedures

INTRODUCTION:

This bulletin announces the initialization service procedures to be followed when diagnosing and/or repairing Power Rear Gate (PRG) systems. A pending Service Manual correction is included in this publication to allow for greater accuracy when performing diagnosis. It is important to follow the initialization procedures before and after any part replacement of the PRG system. Failure to perform the procedures outlined below may result in unnecessary part replacement, erratic operation, or excessive dark current.

SERVICE PROCEDURE / INFORMATION:

IMPORTANT: Prior to performing any service procedures to the PRG system, it is important to confirm the battery health status. Detailed battery testing and charging information can be found in TSB 07-178-21R.

INITIALIZATION OF THE POWER REAR GATE SYSTEM:

STEP 1: Function test the PRG. If the gate positioning has been customized by the customer, record this position to be set after any service procedures are complete.

STEP 2: Open the PRG and leave it in the open position. If the PRG is unable to be opened, press and hold the rear gate switch and manually open the gate. If inability to open the PRG continues, operate the emergency lever for the rear gate latch from inside the vehicle.

STEP 3: CAREFULLY disconnect the battery ground cable from the battery sensor terminal. Allow at least 60 seconds to elapse and then reconnect 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.

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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STEP 4: Using the Subaru Select Monitor (SSM), confirm the “Rear Gate Pos Init Flag” data monitor reads “**OFF.**”

<input type="checkbox"/> Pulse-count 2	0	Count	0	0	0
<input type="checkbox"/> Rear Gate Pos Init Flag	OFF	←	-	-	-
<input type="checkbox"/> PRG State 2	OPEN		-	-	-

STEP 5: CAREFULLY (slowly) close the gate manually to the full latched position and the “Rear Gate Pos Init Flag” data monitor reads “**ON.**”

<input type="checkbox"/> Pulse-count 2	0	Count	0	0	0
<input type="checkbox"/> Rear Gate Pos Init Flag	ON	←	-	-	-
<input type="checkbox"/> PRG State 2	Full Close		-	-	-

NOTE: When operating the rear gate manually, **DO NOT** exceed the normal operating speed of the automatic gate opener regardless of whether the battery is connected or disconnected. Exceeding the operating speed may result in damage to the PRG drive unit.

STEP 6: Activate the PRG using the driver’s side dashboard interior switch, rear gate switch, or the key fob button. If customized positioning has been set by the customer, relearn the positioning using the height position observed in STEP 1.

SERVICE MANUAL CORRECTION FOR DTC B2507 DIAGNOSIS:

The resistance value of the “CHECK Power rear gate drive unit” procedure has been changed to provide further accuracy during diagnosis. This correction will be added to the applicable Service Manual at a later date. The change below has been outlined in **RED.**

2. CHECK Power rear gate drive unit.

1. Turn the ignition switch to OFF.
2. Disconnect the Power rear gate CM connector in the order of (L85) → (L86).
3. Disconnect the Power rear gate drive unit connector (L136) and measure the internal resistance.

Connector & terminal

(L136) No. 1 — (L136) No. 4:

Is the resistance ~~less than 1 Ω?~~ → **less than 10Ω?**

Yes

[Go to 3.](#)

No

Replace the power rear gate drive unit. [Ref. to POWER REAR GATE SYSTEM>Power Rear Gate Drive Unit.](#)

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.