

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2025 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2020-25MY Outback
 2019-25MY Forester
 2019-25MY Ascent

NUMBER: 12-262-25
DATE: 03/06/25

SUBJECT: Power Rear Gate Malfunction / Diagnostic Procedures

INTRODUCTION:

This Service Information Bulletin announces diagnostic procedures to be followed when working with a Power Rear Gate (PRG). In some cases, a customer may experience the PRG continuing motion after a fully open position and closing unintentionally with an audible warning. The rear gate can become misaligned due to continued manual closing with excessive force and the control unit can incorrectly recognize PRG experiencing collision with the gate. If this symptom is reported by a customer, follow the diagnostic procedures outlined in this bulletin.

DESCRIPTION OF SYMPTOM:

1. The PRG fully opens
2. An audible beep is heard.
3. The PRG automatically closes.



NOTE: This symptom does **NOT** occur on vehicles with the Power Rear Gate Memory setting is customized by the customer.»

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.

Subaru of America, Inc. is ISO 14001 Compliant

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.

Continued...

SERVICE PROCEDURE / INFORMATION:

1 CHECK REAR GATE CONDITION.	
Work	Visually inspect the rear gate.
Check	Are there any non-genuine parts equipped to the gate? Or does it have foreign objects such as snow?
“YES”	Remove non-genuine parts / foreign objects. Proceed to 2.
“NO”	Proceed to 2.

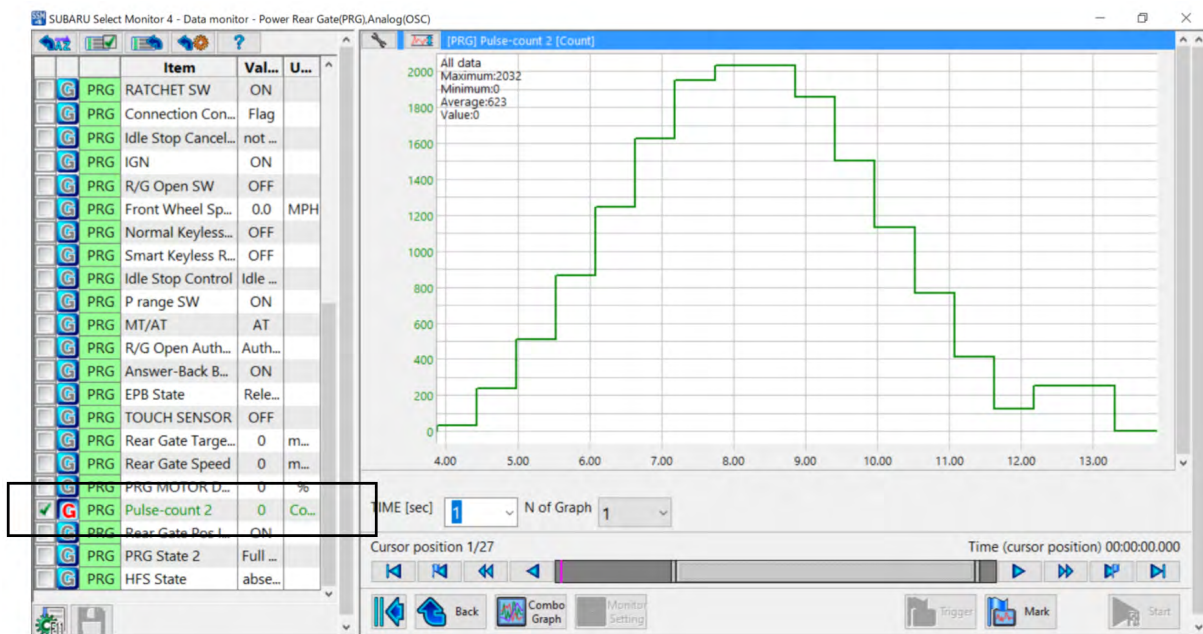
2 CHECK REAR GATE OPERATION.	
Work	<ol style="list-style-type: none"> 1. Close rear gate 2. Turn memory height switch off. 3. Open the rear gate. <p>CAUTION: Be careful of the unintentional operation of the rear gate as it may reverse suddenly.</p>
Check	Does it hold at the fully open position?
“YES”	The rear gate is operating normally.
“NO”	Proceed to 3.

3 Check DTC	
Work	<ol style="list-style-type: none"> 1. Turn the ignition switch to ON. 2. Read the DTC of [Power Rear Gate] using the Subaru Select Monitor. Ref. to POWER REAR GATE(DIAGNOSTICS) > Diagnostic Trouble Code (DTC)
Check	Are there any DTCs displayed?
“YES”	Perform the diagnosis for the displayed DTCs. If the symptom occurs even after performing the diagnosis, go to 4.
“NO”	Proceed to 4.

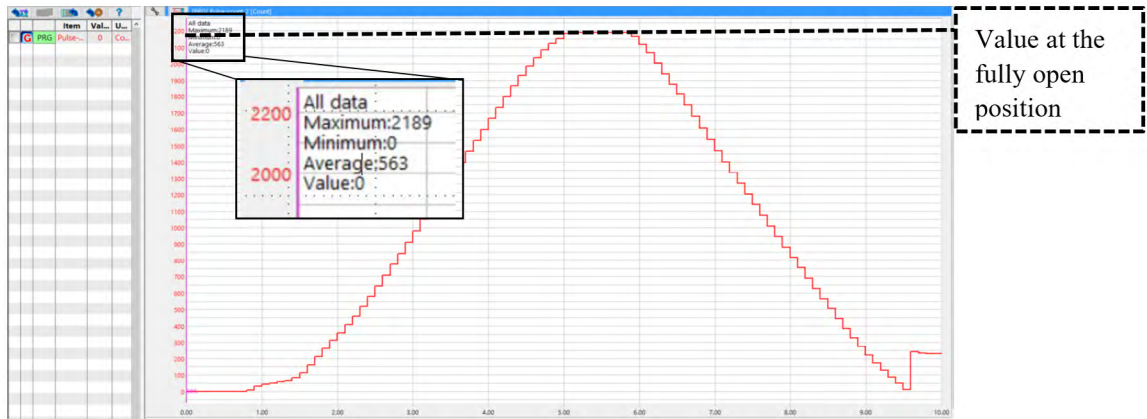
Continued...

4 CHECK DATA MONITOR.

Work	<ol style="list-style-type: none"> 1. Turn the ignition switch to ON. 2. Fully close the rear gate. 3. Turn memory height switch off. 4. Using the Subaru Select Monitor, check the following items in the [Data Monitor] of [Power Rear Gate]. See the sample images below. <ul style="list-style-type: none"> • pulse-count 2 <p>Caution: Display “pulse-count 2” only.</p> <ol style="list-style-type: none"> 5. Open the rear gate by motor (not by hand.)
Check	<p>Is the Maximum value in “pulse-count 2”:</p> <p>Outback: 2042 or more? Ascent: 2070 or more? Forester 19-24MY: 2200 or more?</p> <p>Forester Wilderness 22MY-: 2200 or more?</p> <p>Forester 25MY- : 1363 or more?</p>
“YES”	The rear gate is operating normally.
“NO”	<p>Adjust rear gate install position by reference to Service Manual. EXTERIOR BODY PANELS > Rear Gate > ADJUSTMENT</p> <p>If the value is above the standard, finish the diagnosis. If the value is under the standard, proceed to 5.</p>



Continued...



Model	Normal condition of "Pulse-count 2" value
OUTBACK	2042 or more
ASCENT	2070 or more
FORESTER 19-24MY FORESTER Wilderness 22MY	2200 or more
FORESTER 25MY	1363 or more

5 CHECK MOUNTING	
Work	Check the condition of power rear gate drive unit and power rear gate stay visually.
Check	Are there any abnormalities (e.g., cracks, dent, bends) found on power rear gate drive unit and power rear gate stay?
"YES"	Replace power rear gate drive unit and power rear gate stay. Ref. to POWER REAR GATE SYSTEM>Power Rear Gate Drive Unit Go back to 4.
"NO"	The body panel is damaged to cause abnormalities (e.g., cracks, dent, bends) in the power rear gate drive unit and power rear gate stay. Perform body repair according to the BODY REPAIR MANUAL. Then go back to 4.

WARRANTY / CLAIM INFORMATION:

There have been no changes made to the Labor Time Guide for these procedures.

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.