

- 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:** 2019-24MY Ascent  
2019-24MY Forester

**NUMBER:** 12-265-25

**DATE:** 03/27/25

**SUBJECT:** Power Rear Gate Drive Unit Design Change

### INTRODUCTION:

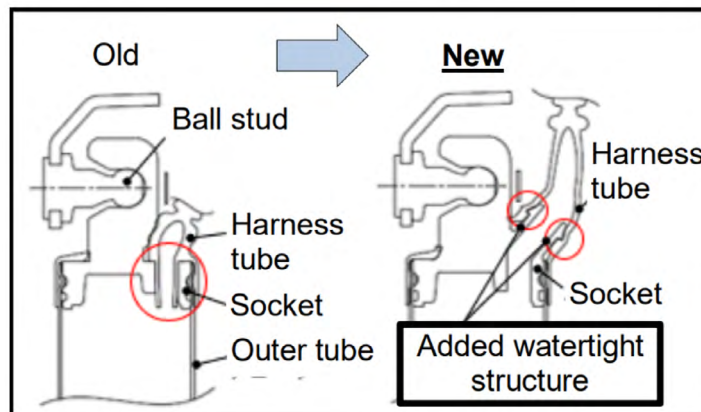
This bulletin announces design changes made to the Power Rear Gate Drive (PRG) Unit to address concerns of the power rear gate being inoperative. Customers may report various concerns with the PRG operation such as beeping without operation, erratic gate functionality, and incorrect stopping points. The shape of the harness tube and socket joint has been changed to enhance the water sealing performance eliminating corrosion buildup inside the unit.

### PRODUCTION CHANGE INFORMATION:

The new Power Rear Gate Drive Unit has been incorporated into vehicle production as per the table below.

Model	Starting VIN
Ascent	R3422844
Forester	RH527384

### DESCRIPTION OF DESIGN CHANGE:



**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.

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## PART INFORMATION:

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

Model	Part Description	Part Number
Ascent	UNIT ASSEMBLY-POWER REAR GATE RIGHT	63329XC00C
Forester	UNIT ASSEMBLY-POWER REAR GATE LEFT	63329SJ012

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for Power Rear Gate Drive Unit replacement 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/WIRING SYSTEM > Power Rear Gate System > Power Rear Gate Drive Unit

## 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 Motor Assembly, PRG R&R	B850-963	0.7H	U0Z-42
Power Rear Gate Testing & Diagnosis	C850-950	0.4H	

## 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.