



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

September 23, 2013

[REDACTED]
Huntingdon Valley, PA [REDACTED]

NVS-216 nam
Ref. No. 10514219

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2006 Subaru Tribeca. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you are experiencing difficulty completing NHTSA Safety Recall Campaign No. 12V-602 on your MY 2006 Subaru Tribeca. Your dealer told you the recall parts are not available at this time. You are disappointed with Subaru's lack of customer service and request assistance in having the recall remedy completed.

We are aware of the recall (NHTSA Safety Recall Campaign No. 12V-602) that addresses electrical short circuits in puddle lights of certain MY 2006 through MY 2012 Tribeca vehicles sold before January 2012. Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, manufacturing, testing and logistics. If to date the recall has not been completed we recommend that you continue to contact Subaru and your dealer for updates on the recall and parts availability. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement