

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 16-JUN-2015		Repository ☐ Reference No. 10725479	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	YARDLEY	State	PA	Zip Code	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4S4WX83C164			Make SUBARU	Model TRIBECA B9 TRIBECA	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 20-MAY-2015
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, VISIBILITY/WIPER (PWS), 176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH				Failure Mileage 104309	Failure Speed 60
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2006 SUBARU TRIBECA. WHILE DRIVING APPROXIMATELY 60 MPH, THE HOOD UNLATCHED WITHOUT WARNING, AND SHATTERED THE WINDSHIELD. THE DEALER DIAGNOSED THAT THE HOOD LATCH NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 104,309.					
and dislodged The rearview mirror B9 TRIBECA REPAIR SHOP FAILED AND					
SHOULD READ: The contact owns a 2006 B9 Subaru Tribeca. While driving approximately 60 MPH, the hood unlatched without warning, shattered the windshield, and dislodged the					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

rearview mirror. The repair shop diagnosed that the hood latch failed and needed to be replaced. The vehicle was repaired and the manufacturer was notified of the failure. The failure mileage was 104,309.

From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Response to Vehicle Owner's Questionnaire - Hadley - Complaint 10725479
Date: Wednesday, July 22, 2015 1:35:30 PM
Attachments: [Vehicle Owner's Questionnaire_Hadley.pdf](#)

Sent: Wednesday, July 22, 2015 1:17 PM

Subject: FW: Response to Vehicle Owner's Questionnaire - Hadley - Complaint 10725479

From: [REDACTED]
Sent: Wednesday, July 22, 2015 12:04 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Response to Vehicle Owner's Questionnaire - [REDACTED] - Complaint 10725479

Hello,

I am writing in response to the questionnaire I received today via email.

I included edits/additions in red and have re-attached. The biggest change is that the model is actually a **B9 Tribeca** as opposed to just **Tribeca**. This matters because it seems to be the **B9 Tribeca** that has the manufacturer's defect, so I want to be sure that my report is filed with the others. Right now, it is showing up only under the **Tribeca** model online at safercar.gov and I want to be sure it is changed so that all of the reports are together. Subaru changed the model name of the car from **B9 Tribeca** to **Tribeca** in 2007.

Please let me know if you need any additional information - I am happy to provide anything I can as I would very much like to have this investigated since there seems to be at least 30 cars that have had this issue.

Thank you,

[REDACTED]