

10V-108

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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


QUALITY DRIVEN® SERVICE



**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2010 Tribeca  
**SUBJECT:** Front Door Latch Cable

**NUMBER:** WVO-25  
**DATE:** March 2010

**INTRODUCTION**

Subaru of America, Inc. has determined that certain 2010 Tribeca models may have been produced with door latch cables (located inside the vehicle's driver and front passenger doors) that were improperly positioned. As a result, a cable can catch in the door glass regulator when a window is opened or closed. Should that occur, it may unlatch the door, causing it to come open unexpectedly when the window is raised or lowered.

There are potential safety risks associated with this condition. If a door were to unlatch, it could open suddenly and without warning. That poses a risk of occupant ejection as well as a risk that the driver may become distracted, leading to an accident. This condition may also result in the failure of a door latch to operate, in which case an occupant will be unable to open the door to exit the vehicle.

The Owner Notification letter, found at the end of this bulletin, advises against operating the front door windows until the repair is performed. This will eliminate the risk associated with this condition. Vehicle owners are also reminded to always wear seatbelts. Please note that locking the doors does not eliminate the risk.

This recall will involve repositioning and securing the door latch cables on **both** front doors.

**AFFECTED VEHICLES**

- 2010MY Subaru Tribeca.

Potentially affected vehicles are identified in the VIN range chart below. Prior to performing repairs, confirm coverage for potentially affected vehicles by using the Vehicle Coverage Inquiry in the Dealer Communication System (DCS).

Production date: September 4, 2009 through March 8, 2010

MODEL	FROM	TO
2010 Tribeca	A4400199	A4402124

**OWNER NOTIFICATION**

SOA will prepare and mail Owner Notification Letters to owners of affected vehicles on or around March 19, 2010.

A copy of the Owner Notification Letter is included at the end of this bulletin.

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**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"**  
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.



## DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a recall/campaign that are in dealer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Repaired in accordance with the repair procedures outlined in this Product Campaign Bulletin.

**Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Dealer failing to perform the applicable service procedures as defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo) prior to the vehicle being placed in service may be subject to civil penalties of up to \$5,000 per violation (i.e., for each vehicle), as provided in 49 USC §30165(a) of the Safety Act, and will also be in breach of the Subaru Dealer Agreement.**

## REPAIR PARTS

Each dealer has automatically been sent a supply of tie wraps (4 per vehicle) sufficient to perform this repair on all vehicles on the dealer affected VIN list. Parts were shipped at no charge on or around March 18, 2010.

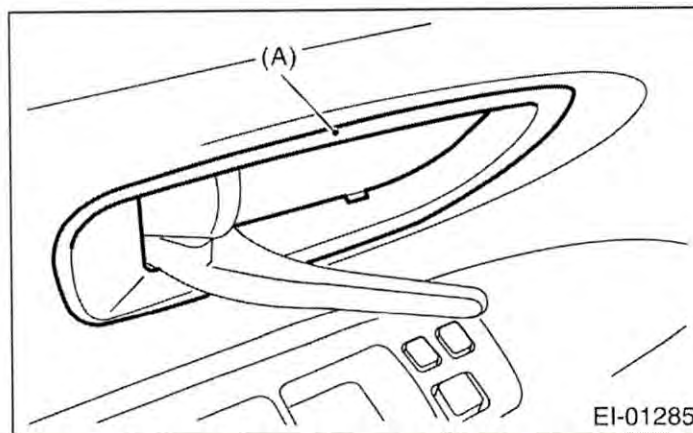
Additional quantities may be ordered using part number SOA635081 or, standard 4" x 1/8" tie wraps may be used as a substitute.

## SERVICE PROCEDURE

This recall will involve repositioning and securing the front door latch cables on **both** front doors.

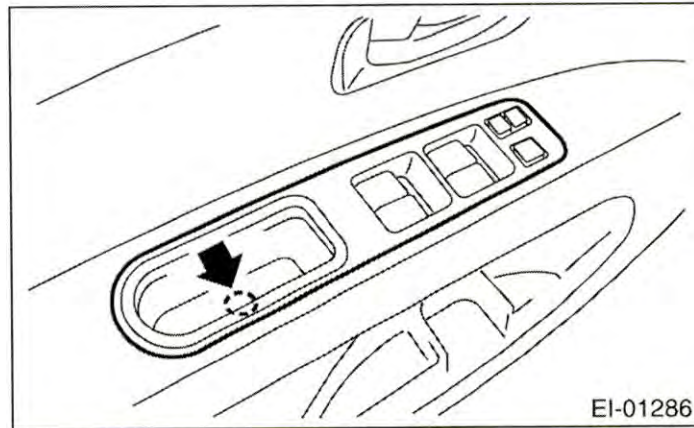
Please proceed as follows:

- 1) Record the pre-set radio stations.
- 2) Disconnect the negative battery cable.
- 3) Carefully remove the door remote cover (A).

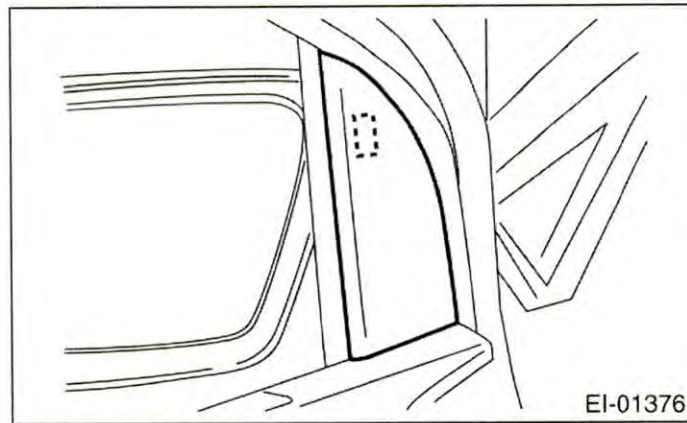


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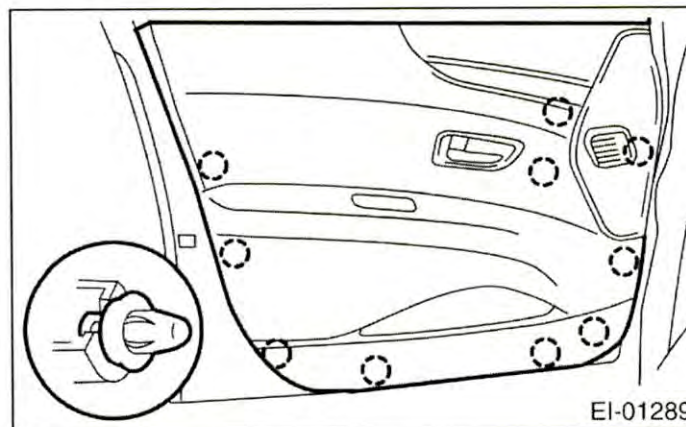
- 4) Remove the screw which secures the power window switch assembly. Disconnect the wiring connector and remove the power window switch assembly.



- 5) Remove the gusset cover.



- 6) Carefully pry the door trim panel towards you to disengage the clips. Disconnect the wiring connectors to remove the door trim panel.

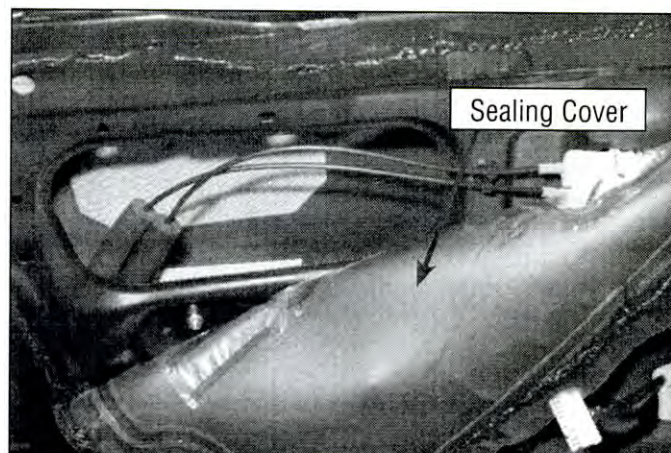


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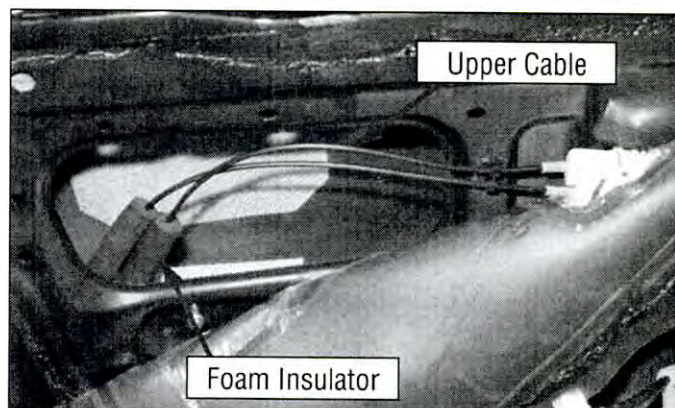




- 7) Carefully use a single edge razor blade and cut the adhesive that secures the sealing cover to the door. Pull back the sealing cover just enough to gain access to the cables and remote assembly.



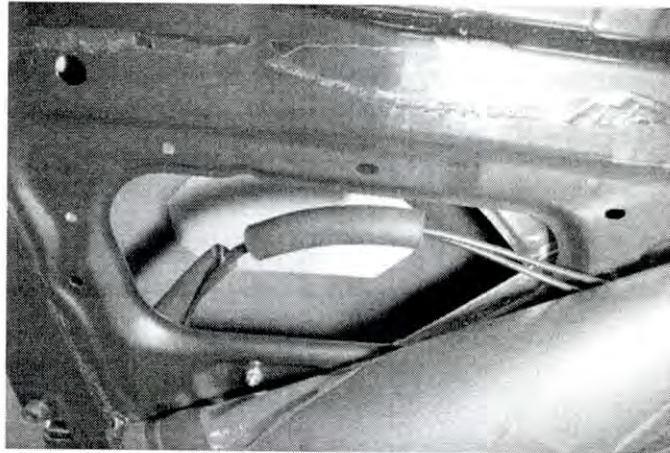
- 8) The foam insulator will need to be removed from the upper cable.



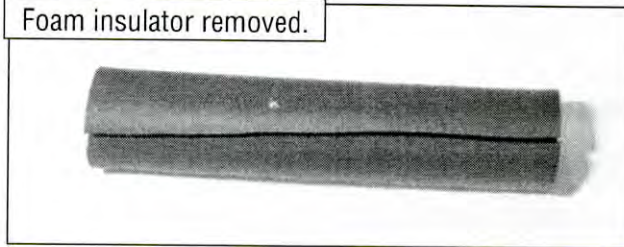
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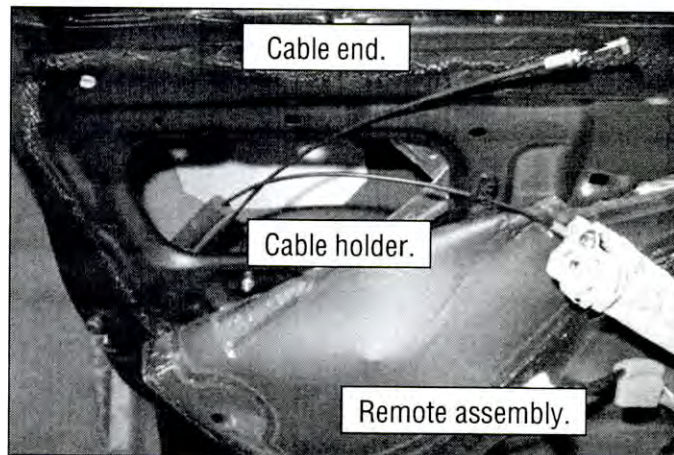
- 9) Slide the foam insulator up to position for removal. Carefully use a single edge razor blade and cut the foam insulator lengthwise to remove it from the upper cable. Be careful not to cut into the cable.



Foam insulator removed.

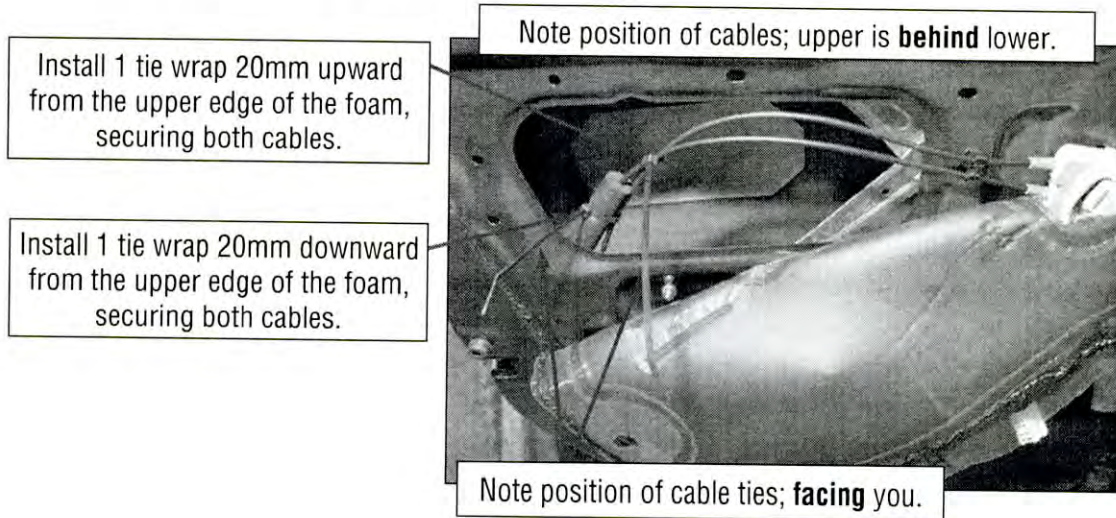


- 10) Remove the screw that secures the remote assembly and slide the assembly back to detach it from the door. Remove the upper cable from the cable holder and cable end from the remote assembly. Re-route the upper cable and position it behind the lower cable. Reinstall the cable end to the remote assembly, snap the cable back into the holder and reattach the remote assembly.

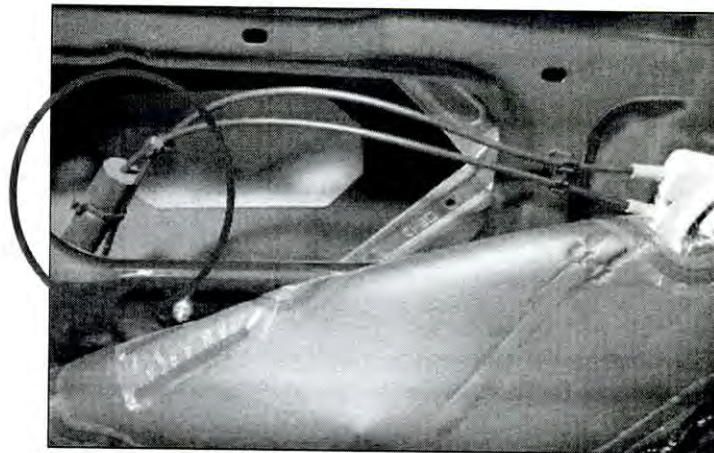


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- 11) Use 2 tie wraps and secure both cable together. Note: When installing the tie wraps, make sure the long end (which is cut off) is facing you.



- 12) Cut off ends of tie wraps as shown.



- 13) Reinstall sealing cover. If additional adhesive is required, use 3M™ Window-Weld™ Round Ribbon Sealer #08610.
- 14) Reinstall door panel in reverse order of removal.
- 15) Reconnect negative battery cable and reset radio presets.

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## SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a recall identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through the Customer Dealer Services Department (CDS) at 1-866- 782-2782

<b>SUBARU</b>
Campaign Code <b>WVO-25</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Dealers may enter the applicable claim information through their Dealer Communications System.

CLAIM TYPE	CAMPAIGN CODE	LABOR OPERATION	LABOR DESCRIPTION
RC	WVO-25	A191-528 0.5 hrs.	Reposition Door Latch Cable.

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## **OWNER NOTIFICATION LETTER**

Important Safety Recall Notice  
Subaru Recall Campaign WVO-25  
NHTSA Recall No. 10V-108  
March 2010

### **Dear Subaru Owner:**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Subaru of America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2010 model year Subaru Tribeca vehicles.

### **DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that the door latch cables located inside your vehicle's driver and front passenger doors were improperly positioned during production. As a result, a cable can catch in the door glass regulator when a window is opened or closed. Should that occur, it may unlatch the door, causing it to come open unexpectedly when you raise or lower the window.

### **DESCRIPTION OF THE SAFETY HAZARD**

If a door were to unlatch, it could open suddenly and without warning. That poses a risk of occupant ejection as well as a risk that the driver may become distracted, leading to a crash. This condition may also result in the failure of a door latch to operate, in which case you will be unable to open the door to exit your vehicle.

### **REPAIRS**

To correct this condition, Subaru will reposition and secure the latch cable in both front doors. This repair will be performed at no cost to you.

### **WHAT YOU SHOULD DO**

You should immediately contact your Subaru Dealer for an appointment to have the door latch cable repositioned.

There are two important precautions you should take until this repair has been performed:

- Do not operate the front door windows. This will eliminate the risk associated with this condition.
- Always wear your seatbelt.

Please note that this condition can occur even if the doors are locked.

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## **HOW LONG WILL THE REPAIR TAKE?**

The actual time to reposition and secure both front door latch cables is approximately 30 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your dealer flexibility in scheduling.

Please present this letter to your Subaru Dealer at the time this repair procedure is performed.

## **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us.

## **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru Dealer you can access our website at [www.subaru.com](http://www.subaru.com) and select "Find a Dealer".

If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783) Monday through Thursday between 8:30 a.m. and 7:00 p.m. EST and Friday between 10:30 a.m. and 5:00 p.m. EST.
- E-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Contact Us".
- U.S. Postal mail: Write us at: Subaru of America, Inc., Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

Please contact us immediately if the dealer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the dealer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,

Subaru of America, Inc.

### **Notice to Lessors**

*Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)*

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