Part 573 Safety Recall Report

16V-060

Manufacturer Name : Subaru of America, Inc.
Submission Date : MAR 02, 2016
NHTSA Recall No. : 16V-060
Manufacturer Recall No. : WQX-59 and WQY-60

Manufacturer Information :

Manufacturer Name : Subaru of America, Inc.
Address : P.O. Box 6000
Cherry Hill NJ 08034-6000
Company phone : 856-488-8500

Population :

Number of potentially involved : 77,000
Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2006-2014 Subaru Tribeca
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS
Descriptive Information : Descriptive Information:
Information Regarding Manufacturer of Defective Component:
•Identification of Component: Front Hood Safety Assembly, Front Hood Lock Assembly
• Component's country of origin (i.e. final place of manufacture or assembly) for both the Front Hood Safety Assembly and Front Hood Lock Assembly: United States
• Component Manufacturer:
JOHNAN AMERICA, INC.
600 Wilson Parkway Bardstown, Kentucky 40004
TEL 1-502-350-0977
Production Dates : NOV 16, 2004 - JAN 27, 2014

VIN (Vehicle Identification Number) Range

Begin : NR End : NR ☐ Not sequential VINs

Description of Defect :

Description of the Defect : Subaru of America, Inc. (Subaru) is recalling all 2006 – 2014 model year Tribeca vehicles due to a possible malfunction of the hood safety system and hood lock system, the hood may unexpectedly open while driving.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : If the hood safety system and the hood lock system fail at the same time, the

hood may unexpectedly open when the vehicle is moving. This may interfere with the driver's visibility, increasing the risk of a vehicle crash.

Description of the Cause : The rusted parts and/or the solidified grease gradually cause the springs inside of the hood safety system and/or the hood lock system to not return to their proper positions:

a. Hood safety system: When closing the hood in a normal condition, the hook of the hood safety system is pushed back as it contacts the lock pin. As a safety precaution, when the hood is popped up, the hook moves back so that it can catch onto the lock pin. However, over time the hook becomes seized, cannot move into its proper position when the hood is popped up, and cannot hook onto the lock pin.

b. Hood lock system: In a normal condition, when operating the hood release lever from inside of the vehicle the cable pulls the detent lever into the open position. However, due to rust or insufficient lubrication the detent lever becomes seized in the open position. As a result, the claw mechanism inside of the hood lock can rotate freely so it does not lock the hood.

If the vehicle is used under both of the conditions listed above, the hood safety system does not operate properly.

Identification of Any Warning that can Occur : This may occur without warning.

Supplier Identification :

Component Manufacturer

Name : JOHNAN AMERICA, INC.

Address : 600 Wilson Parkway Bardstown
Bardstown KENTUCKY 40004

Country : United States

Chronology :

September 30, 2015: Subaru of America, Inc. received notification of a lawsuit concerning a 2006 model year Tribeca, claiming that the hood opened while driving.

October 19-22, 2015: FHI conducted an investigation in the U.S. on a vehicle with the same complaint.

November 19, 2015 – January 26, 2016: FHI purchased the vehicle inspected in the U.S. (see line item above), and shipped it to Japan for further investigation.

January 27, 2016: FHI concluded that Subaru will perform a safety recall in the U.S. market.

Description of Remedy :

Description of Remedy Program : Due to insufficient countermeasure parts availability, the remedy plan will be conducted in two phases:

1. Phase one of the remedy plan is an interim repair. Retailers will inspect, clean and lubricate the hood safety system and hood lock system. After this is performed, they will check for proper operation. If it does not work properly, the hood safety system will be replaced with the current style part.

2. Phase two of the remedy plan is the final repair. Retailers will install a new countermeasure hood safety system and hood lock system.

How Remedy Component Differs from Recalled Component : Description of final repair:

1. The shape of the hook has been changed so that the hook is not pushed back by the lock pin when closing the hood.
2. A new component (metal guide) has been added to the lock system to ensure that the hook returns to the proper position even if the hook is seized.
3. The tension of the springs has been increased.

Identify How/When Recall Condition was Corrected in Production : None.

Recall Schedule :

Description of Recall Schedule : Owner notification will begin March 4, 2016 for the phase one interim repair. Owner notification for the phase two final repair is unknown at this time.

Planned Dealer Notification Date : FEB 02, 2016 - NR

Planned Owner Notification Date : MAR 04, 2016 - NR

* NR - Not Reported