

**Subarunet Announcement**



**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: August 16, 2016**

**Subject: Update: WQY-60 Tribeca Hood Latch Recall**

As previously described in the WQX-59 Product Campaign Bulletin issued earlier this year, Subaru of America, Inc. is recalling all 2006-2014 model year Subaru Tribeca vehicles due to a possible malfunction of the hood safety system and hood lock system.

As explained in the WQX-59 Product Campaign Bulletin, final countermeasure hood latch parts were not yet available when this safety recall was initiated; therefore, the remedy plan was conducted in two phases which included an interim repair until final countermeasure parts were available.

***Final countermeasure parts are now available.***

***Owner Notification***

Owner notification for the phase two final repair (WQY-60) will occur during the week of September 6, 2016.

***Description of the Remedy***

Please refer to the WQY-60 Product Campaign Bulletin which is now posted on STIS, which includes a copy of the owner notification letter.

***Affected Vehicles***

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com). This data is now available.

Model Years	Model	Production Start Date	Production End Date
2006-2014	Tribeca	November 16, 2004	January 27, 2014

Now that countermeasure parts are available for the WQY-60 (phase two final) repair, any incomplete WQX-59 (phase one interim repair) recall coverage will show as "Expired."

- If a customer did not have the phase one interim repair (WQX-59) performed, that interim repair is no longer necessary since countermeasure parts are now available. In such cases, only the final repair (WQY-60) should be performed to install the countermeasure hood latch parts.
- If a customer did have the phase one interim repair (WQX-59) performed, it will be necessary to perform the phase two final repair (WQY-60) to install the countermeasure hood latch parts.

***Retailer Program Responsibility***

Any vehicles listed in a recall/campaign that are in retailer 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.

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

***Retailer Affected VIN Lists***

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

Important: Retailer affected VIN lists include owner name and address information for vehicles affected by this recall. This information will enable retailers to follow up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this recall.