

## IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below.



**SUBARU**

Subaru of America, Inc.

Subaru Plaza

P.O. Box 6000

Cherry Hill, NJ 08034-6000

800-782-2783

www.subaru.com

**Subaru Recall Campaign WQY-60  
NHTSA Recall No. 16V-060  
September 2016**

**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 all 2006 - 2014 model year Tribeca vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

### DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

Over time, rust and/or solidified grease in the hood latch may cause the springs inside of the hood safety system and/or the hood lock system to not return to their proper positions. 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.

***This could happen without warning.***

### REPAIR

Subaru will replace the hood latch with a modified one, at no cost to you. You previously received a letter advising you to have an interim repair performed until the final countermeasure parts were available.

***These parts are now available.***

### WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this safety recall repair performed.

### HOW LONG WILL THE REPAIR TAKE?

The time to perform this repair is approximately 25 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment. Please present this letter to your Subaru retailer 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. Or if you prefer to update this information online, please go to [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

### IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.**  
**Customer-Retailer Services Department, Attention: WQY-60 Recall**  
**P.O. Box 6000, Cherry Hill, NJ 08034-6000**

**Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.**

**IF YOU NEED FURTHER ASSISTANCE:**

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

For additional information, please go to: <http://www.wqy60.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com), Customer Support and select "Contact Us"
- By telephone: 1-800-SUBARU3 (1-800-782-2783)  
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET  
Friday between 10:30 a.m. and 5:00 p.m. ET  
Saturday between 9:00 a.m. and 3:30 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer 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 Subaru retailer 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.

*A subsidiary of Fuji Heavy Industries Ltd.*

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.)*