

ATTENTION:
GENERAL MANAGER
PARTS MANAGER
CLAIMS PERSONNEL
SERVICE MANAGER

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

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2006-2014 model year Tribeca vehicles

SUBJECT: Tribeca Hood May Open While Driving

NUMBER: WQX-59

DATE: March 2, 2016

NHTSA ID: 16V-060

Subaru of America, Inc. (Subaru) is recalling all 2006-2014 model year Subaru Tribeca vehicles due to a possible malfunction of the hood safety system and hood lock system.

CONDITION

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

- **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 may become seized, in which case it cannot move into its proper position when the hood is popped up, and cannot hook onto the lock pin.
- **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 may become 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 a vehicle experiences **BOTH** of the conditions listed above, the hood lock mechanism will not operate properly.

DESCRIPTION OF THE SAFETY HAZARD

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 REMEDY

Final countermeasure parts are not yet available, therefore the remedy plan will be conducted in two phases. This bulletin addresses the phase one interim repair only (WQX-59). Once the final countermeasure parts are available, a new recall bulletin for the phase two (final) repair (WQY-60) will be issued.

- Phase one of the remedy plan is an interim repair (WQX-59). 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.
- Phase two of the remedy plan is the final repair (WQY-60). We expect the final countermeasure parts to be available later this year. Once the final countermeasure parts are available, a new recall bulletin for the final repair will be issued and any open WQX-59 coverage will be expired.

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AFFECTED VEHICLES

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data will be available in the system before owner notification begins.

- Because this recall will be conducted in two phases, both WQX-59 (phase one) and WQY-60 (phase two) will appear as open recalls on the Vehicle Coverage Inquiry for all affected vehicles.
- Until countermeasure parts are available for WQY-60 (phase two), the status for WQY-60 will display as “Open - Remedy Not Yet Available.”
- Once countermeasure parts are available for the WQY-60 (phase two) repair, any open WQX-59 coverage will be expired, and the status for WQY-60 will be changed to “Open”.

MODEL YEARS	MODEL	PRODUCTION START DATE	PRODUCTION END DATE
2006-2014	Tribeca	November 16, 2004	January 27, 2014

OWNER NOTIFICATION

Subaru will notify potentially affected vehicle owners by first class mail. This is expected to occur by March 4, 2016. Retailers will be advised when owner notification begins. A copy of the owner notification letter appears at the end of this bulletin.

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 urged to limit the use of these lists for the purpose of completion of this safety recall.

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SUPPLIES REQUIRED

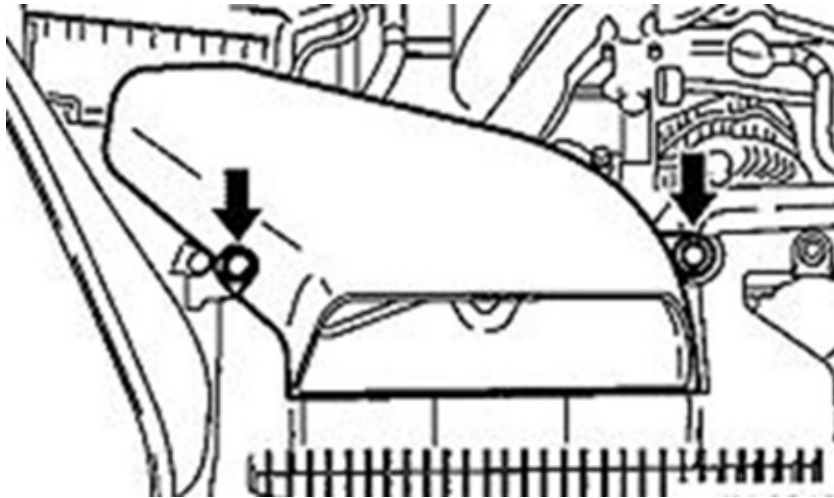
- Aerosol Brake Parts Cleaner
- Aerosol (NON-SILICONE) Spray Penetrating Grease (e.g. Castle Products “Endura” or equivalent)
- Small, Stiff Plastic Bristle Brush (e.g. Toothbrush, NO wire brushes)
- Sharp-Tipped Permanent Marker (e.g. Sharpie®)

Part number SOA635309 has been created to reimburse for the supplies listed above. See pg. 7 for additional claim submission information.

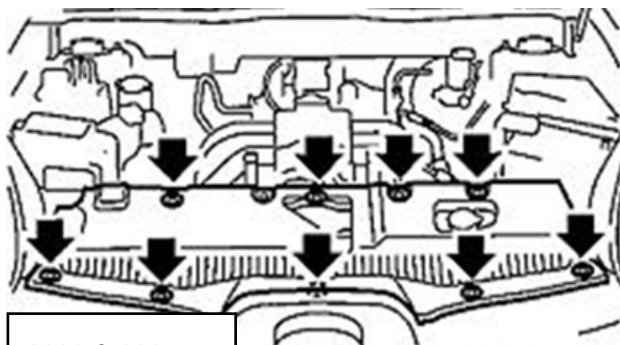
SERVICE PROCEDURE

This Service Procedure involves the removal, cleaning, inspection and lubrication of the front hood lock (a.k.a. hood latch) and release handle assemblies.

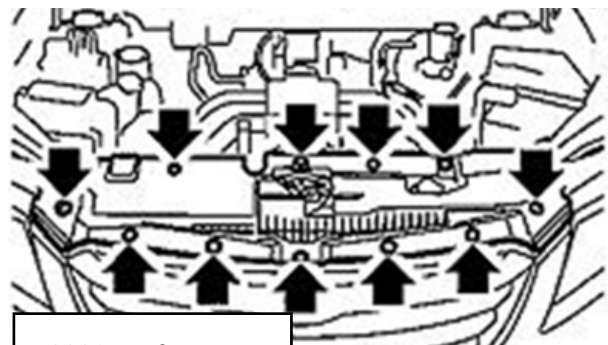
- Open the hood and begin by removing the 2 clips securing the intake air duct.
- Remove the plastic clips securing the front engine cover to access the hood lock



assembly. There are 9 clips on 2006-2007MY models and 11 on 2008MY and later models.



2006 & 2007MY



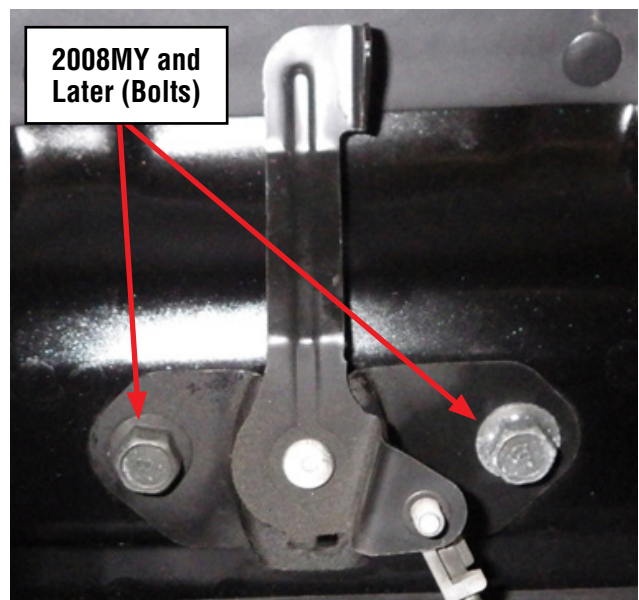
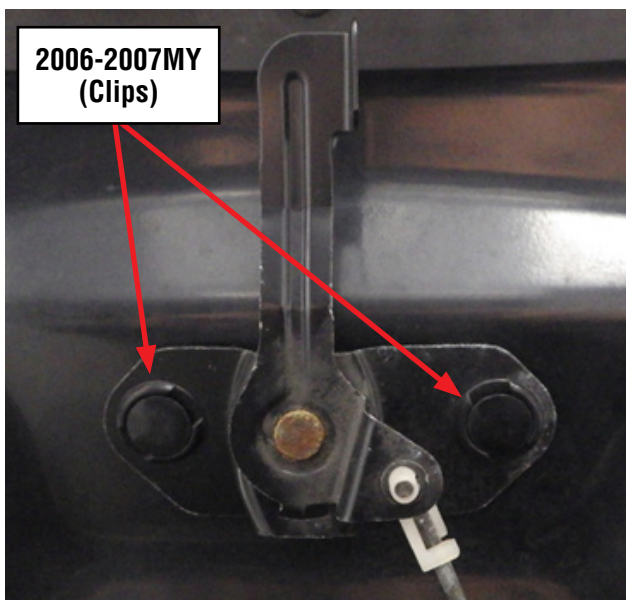
2008MY & LATER

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- **IMPORTANT:** Using a marker, trace the outline of the hood lock onto the radiator support (shown in red below) to use as a reference for proper positioning during reassembly.



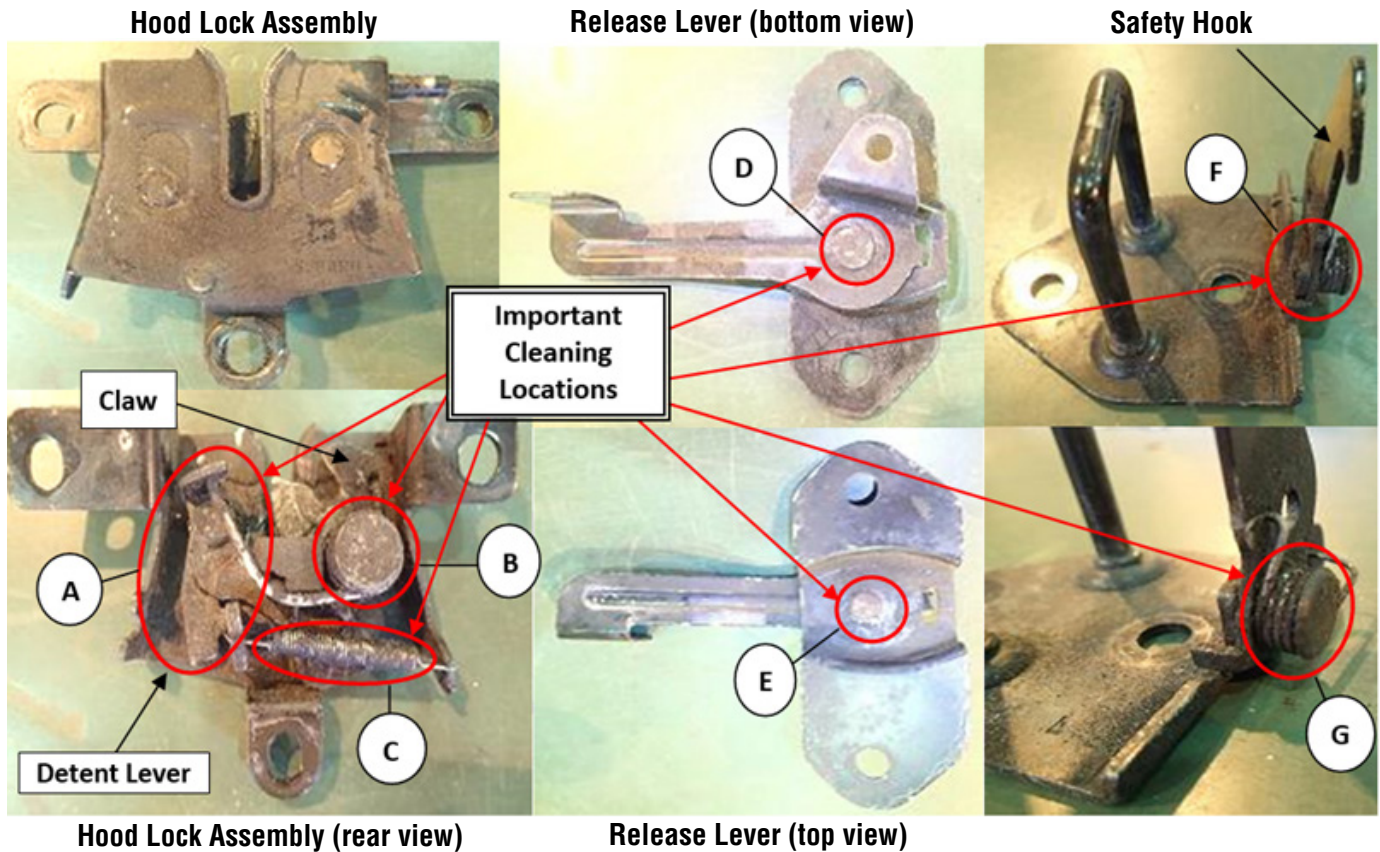
- Remove the 3 bolts securing the hood lock assembly to the radiator support and detach the release cable.
- **CAREFULLY** release the plastic clips to disconnect the link rod tying the release lever to the safety hook assembly..
- Remove the release lever and safety hook assemblies.
- **IMPORTANT:** On 2006 and 2007MY vehicles, the release lever assembly is secured to the hood with two plastic clips instead of the bolts used on 2008MY and later vehicles as shown below. These clips are **One-Time-Use** and must be replaced at reassembly. The bolts can be reused.



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- Using brake parts cleaner and a stiff, plastic-bristle brush, thoroughly clean the hood lock, release lever and safety hook assemblies paying close attention to the areas as indicated (“A” through “G”) in the photo illustration below.

REMINDER: NEVER use a wire-bristle brush.



- After the hood lock, release lever and safety hook assemblies have been thoroughly cleaned and inspected, apply penetrating spray grease as shown in the photos below. Apply to the all pivot points, sliding parts and springs on both the hood lock, release lever and safety hook assemblies. Wherever possible, operate the moving parts of each component while applying the penetrating grease to help work it into the mechanism to ensure complete lubrication and eliminate any binding.

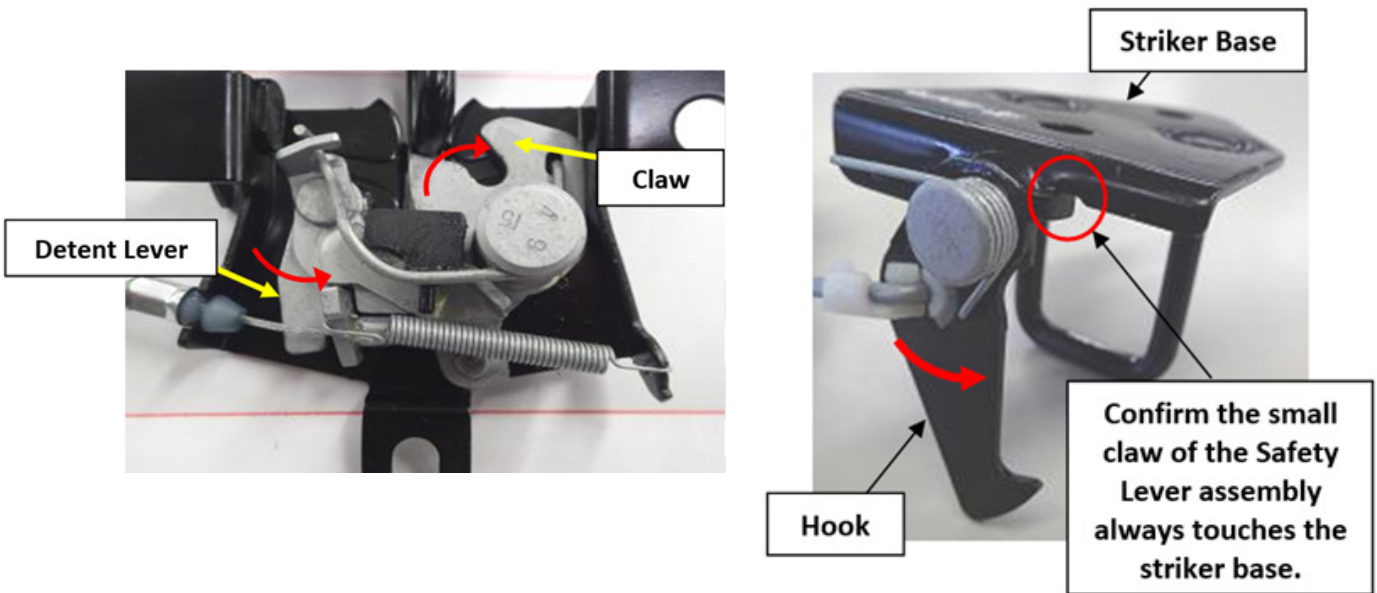


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- Once all three components have been thoroughly lubricated with the penetrating spray grease, verify all moving parts operate smoothly with full range of motion and no binding. Pay close attention to the detent lever and claw portions of both the hood lock and safety lever.

NOTE: A replacement hood lock assembly should only be necessary in very rare cases. Even the most severe cases of this condition have been alleviated and the components made fully functional by cleaning and lubrication.



- Reassemble the components in reverse order of removal (using NEW clips to secure the Release Lever on 2006 & 2007MY vehicles). Align the hood lock assembly with the reference markings applied before disassembly and snug the three bolts.
- Torque the hood lock, striker base and the release lever (on 2008MY and later vehicles) bolts to 24.3 ft. lbs.
- Remove the reference marks from the radiator support with mild solvent on a clean shop cloth.
- Verify smooth operation of all components again to complete the Service Procedure.

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If the hood lock and / or striker assembly does not operate smoothly as designed after completing this procedure, it must be replaced with the parts listed in the table below.

DESCRIPTION	PART NUMBER	APPLICABILITY	ORDER QUANTITY
STRK ASSY F HOOD	57311XA01B	All 2006 and 2007MY	1
	57311XA03A	All 2008 and Later MY Vehicles	
CLIP R BUMPER	909140009	2006-2007MY ONLY	2

NOTE: The primary hood lock, 57310XA00B, is not listed above as it should only be needed in very rare cases after thorough cleaning and lubrication. It should only be ordered if it is absolutely necessary.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service campaign will be based on the submission of properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on subarunet.com.

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME	CLAIM TYPE
Tribeca Hood Lock / Striker Repair	A191-511	WQX-59	0.7	RC

For claim reimbursement purposes, retailers should use the following part number which represents the supplies needed to perform one WQX-59 repair.

PART NUMBER	DESCRIPTION	CLAIM QUANTITY
SOA635309	WQX-59 HOOD LOCK SUPPLIES	1

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p>SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"</p> <p>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.</p>
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OWNER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL

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



SUBARU

Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

Subaru Recall Campaign WQX-59
NHTSA Recall No. 16V-060
March 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. However, the final countermeasure parts are not yet available; therefore the remedy plan will be conducted in two phases:

- Phase one of the remedy plan is an interim repair, which will be performed at no cost to you. 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 latch will be replaced with the current style part.
- Phase two of the remedy plan is the final countermeasure repair, which will be performed at no cost to you. Retailers will install a new countermeasure hood latch. We expect the final countermeasure parts to be available later this year.

Once the final countermeasure parts are available, you will be notified to schedule an appointment for the final (phase two) repair.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the phase one repair performed. **It is important to have both phase repairs performed on your vehicle.**

HOW LONG WILL THE REPAIR TAKE?

The time to perform this repair is approximately 40 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 Subaru retailer flexibility in scheduling. Please present this letter to your Subaru retailer at the time this repair procedure is performed.

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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, 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: WQX-59 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 and select 'Find a Retailer.'

For additional information, please go to: <http://www.wqx59.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com 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.

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.)

A subsidiary of Fuji Heavy Industries Ltd.

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