

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

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PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2006-2014 model year Tribeca vehicles

NUMBERS: WQY-60R

DATE: 08/16/16

SUBJECT: Tribeca Hood May Open While Driving

REVISED: 07/11/17

NHTSA ID: 16V-060

As previously described in the WQX-59 Product Campaign Bulletin issued earlier this year, 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.

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.

DESCRIPTION OF THE SAFETY DEFECT

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 the vehicle experiences **BOTH** of the conditions listed above, the hood lock mechanism will not operate properly.

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<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>ISO 14001 is 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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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

Retailers will install the countermeasure hood latch parts at no cost to the customer.

AFFECTED VEHICLES

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on 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.

OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail. This is expected to occur in early September. Retailers will be advised when owner notification begins. A copy of the owner notification letter will be added to the end of this bulletin when it is available.

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:

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- 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.

PARTS INFORMATION

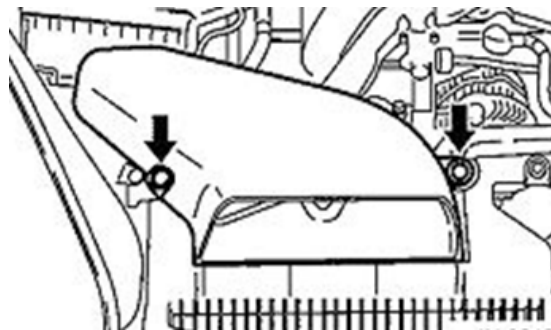
This repair requires the following parts, which are available through normal parts ordering channels.

Description	Part Number	Applicability	Order Quantity
Hood Lock Assembly	57310XA02A	All Tribeca	1
Hood Striker Assembly	57311XA04A	2006-2007 model year Tribeca	1
	57311XA05A	2008-2014 model year Tribeca	1
Clip	909140009	2006-2007 model year Tribeca ONLY	2

SERVICE PROCEDURE:

This Service Procedure involves replacement of the front hood latch and release handle assemblies.

- Open the hood and begin by removing the 2 clips securing the intake air duct.

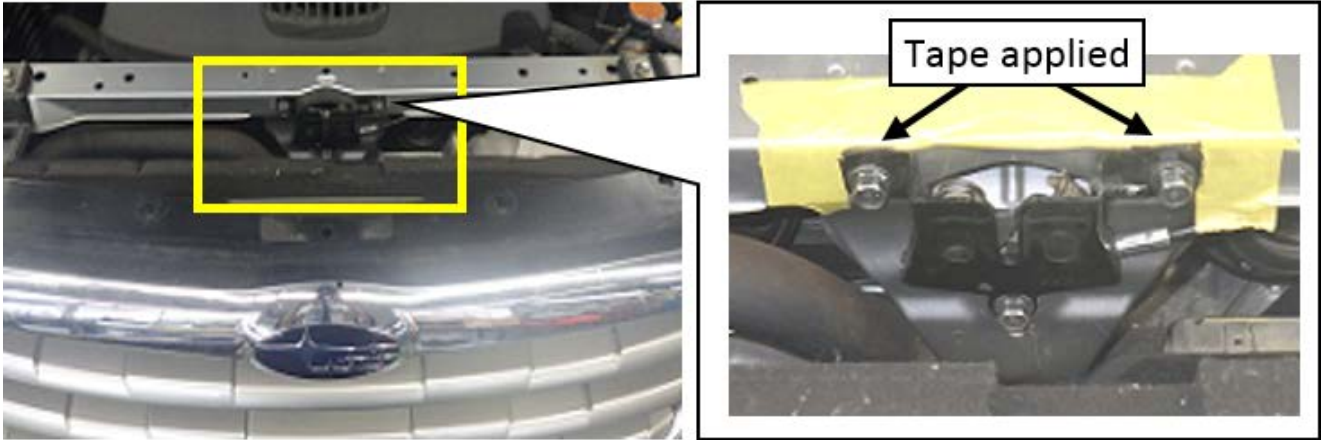


- Remove the plastic clips securing the front engine cover to access the hood latch assembly. There are 9 clips on 2006-2007MY models and 11 on 2008MY and later models.

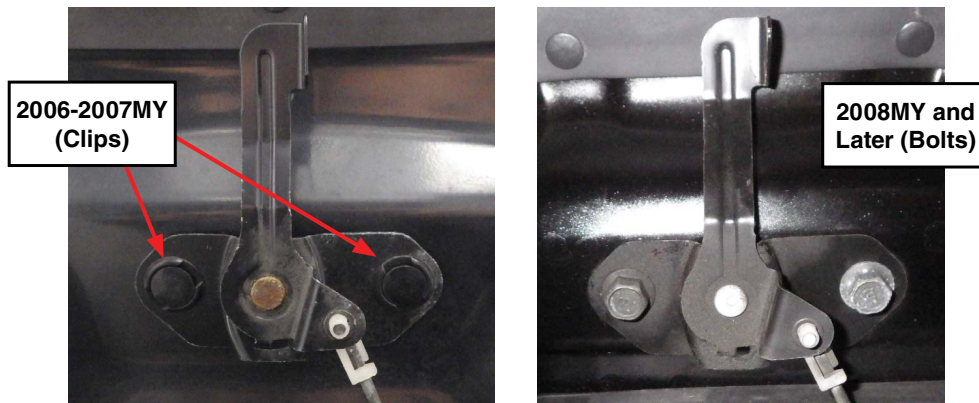


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- **IMPORTANT:** Using masking tape, outline the outside edges of the hood latch on the radiator core support to use as a reference for proper positioning during reassembly.



- Remove the 3 bolts securing the Hood Latch assembly to the radiator support and detach the release cable.
- Remove the Release Lever Safety Hook assembly.
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 two clips are **One-Time-Use** and must be replaced at reassembly. The bolts can be reused.



- Confirm the new Hood Latch, Release Lever and Safety Hook assemblies are properly lubricated before installation. If necessary, operate the moving parts of each component while applying grease to help work it into the mechanism ensuring complete lubrication.
- Once all three components have been thoroughly lubricated with the spray grease, verify all moving parts operate smoothly with full range of motion no binding. Pay close attention to the detent lever and claw portions of both the Hood Latch and Safety Lever.

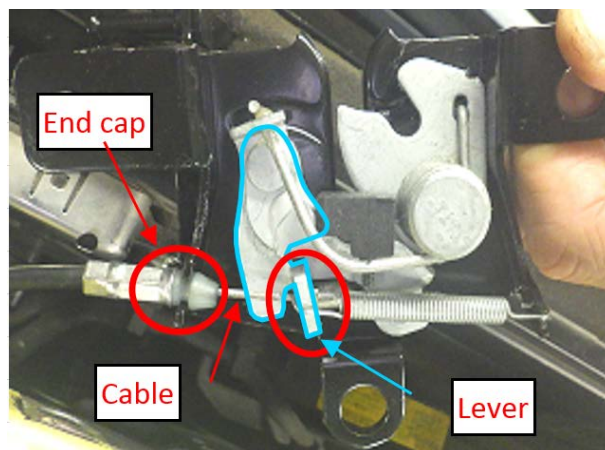
NOTE: For 2006-07MY vehicles only, in the event the release lever retaining clip holes have been damaged and the release lever cannot be properly secured, an Authorization Request must be completed and submitted for the necessary repairs. Photographs of the VIN, license plate, reported condition and a repair cost estimate will be required.

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- Before installation, use brake cleaner applied to a clean shop cloth to wipe clean all the mounting surfaces of both the new parts and their corresponding surfaces on the vehicle.



- Reassemble the components in reverse order of removal (**REMINDER** use **NEW** clips to secure the Release Lever on 2006 & 2007MY vehicles).
- When re-attaching the release cable to the new latch assembly:
 - 1) Confirm the cable and ball portion are properly installed onto the lever
 - 2) There should be an audible “click” heard when the End cap portion of the cable’s housing is pressed into place and fully seated.



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- Align the Hood Latch assembly with the reference tape applied before disassembly and snug the three bolts.
- Confirm the striker is properly aligned with the “slot” portion of the latch assembly as shown below. Adjust the latch and / or striker as needed to achieve proper alignment.



- Torque the Hood Latch, Striker Base and the Release Lever (on 2008MY and later vehicles) bolts to 24.3 ft. lbs.
- Remove the reference tape from the radiator core support. Clean any residual adhesive with mild solvent on a clean shop cloth.
- Verify smooth operation of all components (including the interior hood release lever) again to complete the Service Procedure.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

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

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
2006-07MY TRIBECA HOOD LATCH MECHANISM REPLACE	A191-512	0.4	WQY60	RC
2008-14MY TRIBECA HOOD LATCH MECHANISM REPLACE	A191-510	0.4		

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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 WQY-60
NHTSA Recall No. 16V-060
August 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.

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.

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, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

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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 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, 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.

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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