



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 2, 2016

Subject: New Subaru Safety Recall Campaign: WQX-59 Tribeca Hood Latch

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.

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 prior to owner notification.

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

Condition

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:

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 safety system 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. The WQX-59 recall repair addresses the phase one interim repair only. Once the final countermeasure parts are available, a new recall bulletin and recall code (WQY-60) will be issued. At that time, any open WQX-59 coverage will be expired.

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.

Phase two of the remedy plan is the final countermeasure repair: Retailers will install a new countermeasure hood safety system and hood lock system. We expect the final countermeasure parts to be available later this year.

Owner Notification

Subaru is in the process of obtaining current registration data, and will notify all potentially affected vehicle owners by first class mail within the next 60 days. Retailers will be advised when owner notification begins.

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 the Product Campaign Bulletin which will be available on STIS prior to owner notification

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.