



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 8, 2016

Mr. John Frooshani  
Safety Activities Manager, Government Relations  
Subaru of America, Inc.  
Subaru Plaza  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000

NVS-215SM  
16V-060

**Subject:** Hood May Open Unexpectedly

Dear Mr. Frooshani:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
SUBARU/TRIBECA/2006-2014

**Mfr's Report Date:** January 29, 2016

**NHTSA Campaign Number:** 16V-060

**Components:**  
LATCHES/LOCKS/LINKAGES:HOOD:LATCH  
STRUCTURE:BODY:HOOD

**Potential Number of Units Affected:** 77,000

**Problem Description:**

Subaru of America, Inc. (Subaru) is recalling certain model year 2006-2014 Tribeca vehicles manufactured November 16, 2004, to January 27, 2014. Due to a possible malfunction of the hood safety system and hood lock system, the hood may open unexpectedly while driving.

**Consequence:**

If the hood unexpectedly opens while driving, it may interfere with the driver's visibility, increasing the risk of a crash.

**Remedy:**

Subaru will notify owners, and dealers will complete this recall in two phases. Phase one will involve inspection, cleaning, and lubricating the hood safety and hood lock systems. If after this is performed the hood latch does not operate properly, it will be replaced with a new current style part. Phase two will involve installing an improved hood safety system and hood lock system. The manufacturer has not yet provided a notification schedule. Owners may contact Subaru customer service at 1-800-782-2783. Subaru's number for this recall is WQX-59 (phase one) and WQY-60 (phase two).

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement