

Quality Monitoring Report



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| QMR Id QMR1 [REDACTED] | Created By Icon | Report Date 07/16/2018 | Last Updated 07/18/2018 | Reg-Zn-Dst [REDACTED] | Dealer 030214 |
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| Section Electrical | Sub Section SRS Airbag & Pretentioners |
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| VIN JF2SJAEC2H [REDACTED] | Engine # [REDACTED] | Trans # [REDACTED] | Mileage 19913 |
|-------------------------------------|-------------------------------|------------------------------|-------------------------|

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|-----------------------------------|-----------------------------------|----------------------------|--|
| Failure Code [REDACTED] | Failure Date 07/16/2018 | Failed Part # -- | Technician Duplicated Condition? Y |
|-----------------------------------|-----------------------------------|----------------------------|--|

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|---------------------------------|----------------------|------------------|----------------------|--------------------|-------------------|-----------------------------|
| R/O Number [REDACTED] | Rollover N | Fire N | Accident N | Injury N | Death N | Property Damage N |
|---------------------------------|----------------------|------------------|----------------------|--------------------|-------------------|-----------------------------|

DTC Code(s)
B1650

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|------------------------------------|-------------------------------------|--|
| Reporter Name [REDACTED] | Reporter Email [REDACTED] | Reporter Phone Number [REDACTED] |
|------------------------------------|-------------------------------------|--|

Customer's Description of Complaint

Airbag light came on while driving

Technician's Findings and Repair

The tech had a B1650 and found a faulty harness. The tech replaced the harness and now has a B1628. disconnected and reconnected the battery and the code changed to a B1648. Tech followed the Trouble Tree for B1628. The tech got to step ten in the Trouble Tree and did not find any issues. Reconnected everything and the code changed. After reviewing, FSE recommended replacing the airbag control module as he felt it would be more likely to display different codes than a sensor would. Tech to advise after part is installed.

Attachments

No Attachments Found

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|---|---|--------------------------------------|-----------------------------|
| VIN Remainder JF2SJAEC2H [REDACTED] | Warranty Start Date 11/23/2016 | Production Date 08/30/2016 | Car Line Forester |
| Original Engine # [REDACTED] | Trans. Type Desc Continuously Variable Transmission | Model Year 2017 | Model Code HFF |
| Color JGM | Options 13 | Emission Spec C | Turbo N |

Engine Size

Original Trans #

2.5



Additional Comments

(07/18/2018 16:14:02 - Icon) FSE was at the retailer again today and followed up on the recommended repairs. It was confirmed that the recommended control module did repair the vehicle.