

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Quality Monitoring Report



QMR Id QMR [REDACTED]	Created By jsci	Report Date 12/06/2013	Last Updated 12/06/2013	Reg-Zn-Dst [REDACTED]	Dealer 400106
Section Electrical	Sub Section Air Bag				
VIN JF2SJAJC4EH [REDACTED]	Engine # --	Trans # --	Mileage 6581		
Failure Code [REDACTED]	Failure Date 12/06/2013	Failed Part # --	Technician Duplicated Condition? Y		
R/O Number [REDACTED]	Rollover N	Fire N	Accident N	Injury N	Death N
Property Damage N					
DTC Code(s) --					

Reporter Name [REDACTED]	Reporter Email [REDACTED]	Reporter Phone Number --
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Customer's Description of Complaint

Cust states pass side air bag light does not always come on with his wife in the seat, repeat concern.

Technician's Findings and Repair

Inspection request from CDS by FSE. We checked all the vehicle systems for codes and found none. We then observed the pass air bag indicator on the dash and with the scan tool. Placing your hands on the bare seat bottom activates the passenger air bag on within 3 seconds. Placing your hands on the seat bottom covered, the pass air bag never turns on thus indicating the insulating effect of the seat covers. The system is operating as per design and intent and the recommendation is to remove the seat covers from both seats as they can possibly interfere with side air bag deployment if needed.

Attachments

[REDACTED]

VIN Remainder JF2SJAJC4EH [REDACTED]	Warranty Start Date 07/18/2013	Production Date 04/23/2013	Car Line Forester
Original Engine # [REDACTED]	Trans. Type Desc Continuously Variable Transmission	Model Year 2014	Model Code EFI
Color	Options	Emission Spec	Turbo

MBP

10

C

N

Engine Size

Original Trans #

2.5

