

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 dhec	Report Date 04/26/2016	Last Updated 04/26/2016	Reg-Zn-Dst [REDACTED]	Dealer 090651
Section Electrical	Sub Section Air Bag				
VIN JF2SJABC2GH [REDACTED]	Engine # --	Trans # --	Mileage 1888		
Failure Code [REDACTED]	Failure Date 04/26/2016	Failed Part # --	Technician Duplicated Condition? Y		
R/O Number --	Rollover N	Fire N	Accident N	Injury N	Death N
					Property Damage N

DTC Code(s)

[REDACTED]

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

Customer states Air Bag/SRS light is on

Technician's Findings and Repair

FSE followed up on a request for help from the Service Manager- CRS Case SR 1-[REDACTED]-TL Case TL1-[REDACTED] FSE contacted technician and reviewed TT results-No communication with the ODS control module-Technician never made it to step 5 which checks for voltage to the ODS control unit using the AP test harness-Checked for voltage at the AP test harness pin 3 to ground, zero volts-Checked fuse F/B No.25, fuse had 12.14 volts on both legs-Advised to back track to find the loss of the voltage in that circuit-Sent tech directions via email-Tech found zero volts at R81 Pin No. 3, next step was to check for voltage at F/B fuse box at connector AB35 Pin No. 2, technician found the pin had backed out of the connector-Tech reinserted the pin and rechecked the system-Communication was restored and fault code was cleared

Attachments

[REDACTED]

VIN Remainder JF2SJABC2GH [REDACTED]	Warranty Start Date 12/12/2015	Production Date 10/10/2015	Car Line Forester
Original Engine #	Trans. Type Desc	Model Year 2016	Model Code



Continuously Variable Transmission

GFB

Color

Options

Emission Spec

Turbo

IS1

02

C

N

Engine Size

Original Trans #

2.5

