

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 snermil	Report Date 09/06/2016	Last Updated 09/06/2016	Reg- Zn-Dst Dealer [REDACTED] 010243
Section Electrical	Sub Section Air Bag			
VIN JF2SJADC8GG [REDACTED]	Engine # [REDACTED]	Trans # [REDACTED]	Mileage 3449	
Failure Code [REDACTED]	Failure Date 06/23/2016	Failed Part # --	Technician Duplicated Condition? Y	
R/O Number [REDACTED]	Rollover N	Fire N	Accident Injury Death N N N	Property Damage N
DTC Code(s) B1650				

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

Customer states airbag light is on, another dealer said passenger side seat sensor if faulty. SOP IS HERE.

Technician's Findings and Repair

Went to retailer 010243. Customer states airbag light on, tech has pulled code B1650 from system. Tech has replaced rear wiring harness, airbag control unit and seat bottom. Upon inspection of vehicle, we found aftermarket leather seat covers. When tech replaced seat bottom, he swapped aftermarket leather, ODS mat and foam from original seat bottom into new one. So the bad ODS mat was never replaced. The ODS mat was damaged during leather install. I had the tech swap leather cover into new seat bottom in the parts dept, clear codes and road test. The aftermarket covers have smaller AIRBAG labels on seat backs and zippers on seat back sides.

Attachments

[REDACTED]

VIN Remainder JF2SJADC8GG [REDACTED]	Warranty Start Date 05/19/2016	Production Date 01/16/2016	Car Line Forester
Original Engine # [REDACTED]	Trans. Type Desc 6-Speed Manual	Model Year 2016	Model Code GFE

Color

VRP

Options

11

Emission Spec

C

Turbo

N

Engine Size

2.5

Original Trans #

