

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 05/26/2017	Last Updated 06/03/2017	Reg- Zn-Dst 080-04- 02	Dealer 090667
Section Electrical	Sub Section Air Bag				
VIN JF2SJALC2HH [REDACTED]	Engine # --	Trans # --	Mileage 2673		
Failure Code [REDACTED]	Failure Date 04/17/2017	Failed Part # 64139SG160LL	Technician Duplicated Condition? Y		
R/O Number [REDACTED]	Rollover N	Fire N	Accident N	Injury N	Death N
Property Damage N					
DTC Code(s) B1650, B1760					

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

Customer states Air Bag light comes on intermittently

Technician's Findings and Repair

Onsite FSE inspection to determine root cause-Tech was able to replicate the B1760 code one time while driving, B1650 was in Air Bag System, when it was replicated both codes were current, at time of inspection only B1650 code was present but in history-FSE checked for any signs of moisture, stains, or rust, nothing found-Customer had an aftermarket phone charger plugged in but did not make a difference affecting the ODS, drove with it plugged in and not plugged in-Followed trouble tree and inspected for loose terminal connections, none found, all connectors were properly connected, no terminals backing out, and when disconnected for inspection no signs of moisture or bent terminals observed-FSE test drove multiple times (22 miles) to try to replicate concern with the oscilloscope measuring AC voltage of the sensor mat, unable to replicate-Advised Tech to test drive multiple times with and without the seat heater on while waiting for the seat cushion to be delivered-Tech will update-Seat cushion was delivered 05/26-Advised to make the repairs until several more test drives and after discussion with QA

Attachments

[REDACTED]

VIN Remainder	Warranty Start Date 11/18/2016	Production Date 09/27/2016	Car Line Forester
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JF2SJALC2HH [REDACTED]

Original Engine #	Trans. Type Desc	Model Year	Model Code
[REDACTED]	Continuously Variable Transmission	2017	HFI
Color	Options	Emission Spec	Turbo
JGM	22	C	N
Engine Size	Original Trans #		
2.5	[REDACTED]		

Additional Comments

(06/03/2017 09:11:38) (dhec) Technician per FSE test drove vehicle multiple times to try and replicate the concern-Test drove with and without the cell phone charger plugged in, test drove with and without the seat heater on, and test drove with and without the sunshade laying on top of the seat Tech was unable to replicate concern-Seat bottom was replaced and codes were cleared from Air Bag and ODS systems