

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 phay	Report Date 06/09/2017	Last Updated 06/09/2017	Reg-Zn-Dst [REDACTED]	Dealer 040835
Section Electrical	Sub Section Air Bag				
VIN JF2SJAWC2HH [REDACTED]	Engine # --	Trans # --	Mileage 7654		
Failure Code [REDACTED]	Failure Date 06/07/2017	Failed Part # --	Technician Duplicated Condition? N		
R/O Number [REDACTED]	Rollover N	Fire N	Accident N	Injury N	Death N
Property Damage N					
DTC Code(s) B1760					

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

Customer's Description of Complaint

Customer states passenger side air bag light is on

Technician's Findings and Repair

Tech found B1760. Technician did not follow TSB during diagnostics and service advisor failed to properly interview the customer. FSE reviewed vehicle on 6/7/2017. The ODS system functioned according to specification. FSE advised S/M to redeliver vehicle to customer without installing new ODS since condition could not be duplicated. Advised P/M to cancel ordered part. Advised S/M to speak with customer and if the condition returns to contact the retailer immediately.

Attachments

No Attachments Found

VIN Remainder JF2SJAWC2HH [REDACTED]	Warranty Start Date 10/06/2016	Production Date 06/16/2016	Car Line Forester
Original Engine # [REDACTED]	Trans. Type Desc Continuously Variable Transmission	Model Year 2017	Model Code HFJ
Color QBP	Options 33	Emission Spec C	Turbo N

Engine Size

Original Trans #

2.5

