

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 06/16/2017	Last Updated 06/16/2017	Reg- Zn-Dst [REDACTED]	Dealer 400106
Section Electrical	Sub Section Air Bag				
VIN JF2SJAEC4HH [REDACTED]	Engine # --	Trans # --	Mileage 11442		
Failure Code [REDACTED]	Failure Date 06/14/2017	Failed Part # 64139SG060LL	Technician Duplicated Condition? N		
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 --			

Customer's Description of Complaint

Customer states air bar "OFF": displays for passenger seat with a passenger in the seat at times

Technician's Findings and Repair

Investigated per ODS investigation-FSE was onsite and the vehicle was scheduled in-Interviewed the tech regarding troubleshooting, tech could not give any specifics, it was unclear if the diagnostics were followed per the TSB-Tech pulled codes on this visit using SSMIV air bag system had history code of B1650 and nothing was displayed for ODS system-Using SSMIII the ODS system showed a past code of B1760-The B1650 was over 300 ignition counts prior-No prior repair history other than one SAS maintenance-SM interviewed customer, stated nothing spilled on seat, cell phone not stored on seat, and the light comes on/came on with the customer sitting in the passenger seat-Customer also added that Telematics has contacted them after the initial diagnosis in April, SM has at least 3 leads from the Telematics lead generator-FSE inspected the seat, under and around the seat, it appears there may be a small stain on the seat, there were at least 7 water bottles, a bottle of spirits and quite a bit of trash and etc. under the seat, no signs of dog hair-FSE pulled seat cover back to inspect for signs of rust near the area of the possible stain, no signs of rust and seat cushion dry, has been 2 months since the first visit-FSE did notice several beach towels in the cargo area that appeared to have been used at one time-ODS seat cushion was replaced for customer satisfaction-Advised retailer of the proper diagnosis for these codes and that they should explain clearly to the customer the steps necessary for diagnosis which includes drying of the seat naturally-Parts will be collected and sent to the PCC.

Attachments

[REDACTED]

VIN Remainder	Warranty Start Date	Production Date	Car Line
JF2SJAEC4H [REDACTED]	11/22/2016	10/08/2016	Forester
Original Engine #	Trans. Type Desc	Model Year	Model Code
[REDACTED]	Continuously Variable Transmission	2017	HFF
Color	Options	Emission Spec	Turbo
IS1	13	C	N
Engine Size	Original Trans #		
2.5	[REDACTED]		
