

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 lgil4245	Report Date 06/17/2017	Last Updated 08/01/2017	Reg-Zn-Dst [REDACTED]	Dealer 020165
Section Electrical	Sub Section Air Bag				
VIN JF2SJADC5FH [REDACTED]	Engine # --	Trans # --	Mileage 23148		
Failure Code [REDACTED]	Failure Date --	Failed Part # --	Technician Duplicated Condition? N		
R/O Number --	Rollover N	Fire N	Accident N	Injury N	Death 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

Airbag warning lamp on in cluster

Technician's Findings and Repair

Airbag warning lamp off at time of service. Scanned Airbag module, past code B1650 Occupant Detection System Malfunction. No freeze frame data available. Scanned Occupant Detection module, which contained no DTC's. Occupant detection system is currently working as designed. This is one of three 2015 vehicles that I have encountered with these symptoms in the past two days, and we have just had extremely hot and extremely humid weather. This customer is also using front seat covers despite recommendations against doing so.

Attachments

[REDACTED]

VIN Remainder JF2SJADC5FH [REDACTED]	Warranty Start Date 03/30/2015	Production Date 01/26/2015	Car Line Forester
Original Engine # [REDACTED]	Trans. Type Desc Continuously Variable Transmission	Model Year 2015	Model Code FFF
Color	Options	Emission Spec	Turbo

WHI

13

C

N

Engine Size

Original Trans #

2.5



Additional Comments

(08/01/2017 08:55:32) ([REDACTED]) Customer removed front passenger's seat cover when codes were cleared, B1650 returned, system again working as designed at time of service. Ordered replacement occupant detection system (cushion and frame) for safety concern and customer satisfaction. Attached are three images of the diagnostic flow chart with results.