



SUBARU[®]

Field Issue Notification and Summary Report

Issue:

2017 Forester / Airbag light / B1650

MY + Carline + Brief description (example: 2000 Impreza Engine noise)

Section:

Electrical

Accessory, Body and Paint, Brake, Electrical
Heating and Ventilation, Steering and Suspension
Engine, Fuel and Emission, Transmission
General Information

Reporter:

[REDACTED]

Report Date:

6/26/2017

MM/DD/YYYY

Rtlr #:

020162

Rtlr State:

NY

Rtlr Name:

Smith-Cairns Subaru

Vehicle Information

Full VIN:

JF2SJAECOHH [REDACTED]

MY:

2017

Car Line:

Forester

Engine:

2.5

Displacement

NA

Type (NA/Turbo/HEV)

T/M:

CVT

4AT/5AT/6AT, 5MT/6MT, CVT

Prod Date:

05/12/16

MM/DD/YYYY

Sales Date:

08/01/16

MM/DD/YYYY

Failure Date:

06/13/17

MM/DD/YYYY

Mileage:

15852

miles

Failure Code:

UCR

Trouble Code:

38

Accessory

N

Y/N

Description

Modification

N

Y/N

Description

Accident

N

Y/N

Description

Related repair

N

Y/N

Description

RO #:

[REDACTED]

Claim ID:

[REDACTED]

QMR #:

[REDACTED]

TL #:

[REDACTED]

CRS #:

[REDACTED]

TR#:

[REDACTED]

5W2H (Customer Experience)

What did the customer experience?

Customer states air bag light is on.

When did this first occur?

4/16/2017

Is the issue related to specific condition, area, etc.?

N

Y:Yes, N:No, D: I don't know

Description

How often has the customer experienced it?

Twice

5W2H (Diagnostics, Findings)

(What was done to diagnose the vehicle)

Tech notes;

perform pin point test dtc b1650

1. checked for poor connection - found ok

2. connect test harness 1AG

checked resistance at terminal

connector - 6AG -NO9 - 2AP.NO2

pin HH - NO11 - 11 -NO2

Resistance was 4.1 change less than 1.0 ohms (?)

3. checked resistance at connector (6AG) - ground

(pin) #9 - 11 chassis ground

9 to 11

the resistance is less than 1 m ohms

4. checked voltage A to test harness 2AP together

2AP-NO3-TO GROUND

12.3 volts

Tech also stated there was a book wedged between the seat and center console the first time the vehicle came in. At this time the DTC's were cleared and advised customer to remove book.

There was no staining or evidence of the seat being wet or damp.

5W2H (Diagnostics, Findings)

(What was done to diagnose the vehicle)

We need:

- DTCs
- FFD
- STEP By STEP troubleshooting results
- Customer interview- When / how did they first see the airbag light? Anyone in passenger seat? Any chimes heard? What did ODS indicator show? -- **light comes on with or without passenger in the seat. light was on during time of write-up**
- Service History including any prior repairs -- **6/17/2016 ro 750545 -- light was not on but code B1650 was saved. tech found book wedged in-between seats.**
- Photos of the part and it's condition- Especially any staining, corrosion, or pet hair on or under the seat --**no stains/no water damage**
- Is there lots of junk under the seat? Water bottles, books, or other?
- Information on any aftermarket device usage including cellphone. Where do they place the phone? Is the charger left in the car still plugged in but not hooked to the phone? --**charger is plugged into USB port . phone is either in hand or within console**



JF2SJAEC0H [REDACTED] AIRBAGLIGHT.SEPF

Vehicle History Report

06/27/2017 12:05 PM

VIN: JF2SJAEC0H[REDACTED]

2017 SUBARU FORESTER

Repair Order: [REDACTED]	Mileage: 13874	Total: \$0.00
Open Date: 05/16/2017	Closed Date: 05/16/2017	Advisor : Ed Inzinna
Owner: [REDACTED]		

Service: MISC LIGHT WAS NOT ON WHEN CAR DRIVEN INTOO SHOP. PERFORMED DIAGNOSIS,RETRIEVED FAIKLURE CODE B1650. REMPVED BOOK FROM LEFT SIDE OF R/F SEAT

Type: ISPMF	Technician: Gary Yhap	Comeback: N
Labor: \$0.00	Parts: \$0.00	Misc: \$0.00

Complaint: CUSTOMER STATES THE AIR BAG LIGHT COMES ON INTERMITTENTLY Check for SARS system needing to be checked. I indicator. Report Customer was invited to set an appointment for airbag light diagnosis. [REDACTED] California

Cause:

Correction:

Service: 99S Subaru Multi Point Inspection

Type: ISPMF	Technician: Gary Yhap	Comeback: N
Labor: \$0.00	Parts: \$0.00	Misc: \$0.00

Complaint: Subaru Multi Point Inspection

Cause:

Correction:

Repair Order: [REDACTED]	Mileage: 11698	Total: \$98.00
Open Date: 04/06/2017	Closed Date: 04/06/2017	Advisor : Brian Galaz
Owner: [REDACTED]		

Service: 1P CHANGE ENGINE OIL AND FILTER 1P

Type: CPF	Technician: Danny Rodriguez	Comeback: N
Labor: \$23.33	Parts: \$46.90	Misc: \$0.00

Complaint: CHANGE ENGINE OIL AND FILTER 1P

Cause:

Correction: 11698 PERFORMED LOF

Service: 230P ROTATE TIRES

Type: CPF	Technician: Danny Rodriguez	Comeback: N
Labor: \$19.95	Parts: \$0.00	Misc: \$0.00

Complaint: ROTATE TIRES

Cause:

Correction: 11698 ROTATED TIRES

Service: 99S Subaru Multi Point Inspection

Type: CPF	Technician: Danny Rodriguez	Comeback: N
Labor: \$0.00	Parts: \$0.00	Misc: \$0.00

Complaint: Subaru Multi Point Inspection

Cause:

Correction:

Service: CUST ROAD TEST FOR 8 MILES OPERTES AS DESIGNED

Type: CPS	Technician: Danny Rodriguez	Comeback: N
Labor: \$0.00	Parts: \$0.00	Misc: \$0.00

Complaint: CUSTOMER STATES SAYS PULLING AND JERKING WHIKE DRIVING From transmission intermittent second time with concern

Cause:

Correction: 11698 ROAD TESTED VEHICLE, COULD NOT DUPLICATE CONCERN, CHECKED FOR CODES. OK NO LEAKS PRESENT N.P.F

Repair Orde [REDACTED]	Mileage: 8853	Total: \$21.00
Open Date: 01/31/2017	Closed Date: 01/31/2017	Advisor : Robert T Volpi

Owner: [REDACTED]

Service: TIRG TIRE IN GREEN CONDITION

Type: CPF Technician: Ricardo Medina Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: TIRE IN GREEN CONDITION

Cause:

Correction:

Service: BATTG BATTERY IN GREEN CONDITION

Type: CPF Technician: Ricardo Medina Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: BATTERY IN GREEN CONDITION

Cause:

Correction:

Service: 99S Subaru Multi Point Inspection

Type: CPF Technician: Ricardo Medina Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Subaru Multi Point Inspection

Cause:

Correction:

Service: BRKG BRAKES IN GREEN CONDITION

Type: CPF Technician: Ricardo Medina Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: BRAKES IN GREEN CONDITION

Cause:

Correction:

Service: FLAT R/F TIRE REPAIR

Type: CPF Technician: Ricardo Medina Comeback: N
Labor: \$20.00 Parts: \$0.00 Misc: \$0.00

Complaint: CUSTOMER STATES. TIRE LIGHT IS ON...RIGHT FRONT SEEMS TO BE LOSING AIR MORE...CHECK

Cause:

Correction: 8853 FOUND A SCREW IN R/F TIRE REPAIR R/F TIRE ADJUST ALL TIRES AIR PRESS RESET TPMS

Repair Order [REDACTED] Mileage: 6447 Total: \$97.00

Open Date: 12/13/2016 Closed Date: 12/13/2016 Advisor : Arben Gegaj

Owner: [REDACTED]

Service: 99S Subaru Multi Point Inspection

Type: CPF Technician: Danny Rodriguez Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: Subaru Multi Point Inspection

Cause:

Correction:

Service: 230P ROTATE TIRES

Type: CPF Technician: Danny Rodriguez Comeback: N
Labor: \$19.95 Parts: \$0.00 Misc: \$0.00

Complaint: ROTATE TIRES

Cause:

Correction: 6447 ROTATED TIRES

Service: 1P CHANGE ENGINE OIL AND FILTER 1P

Type: CPF Technician: Danny Rodriguez Comeback: N
Labor: \$23.33 Parts: \$46.40 Misc: \$0.00

Complaint: CHANGE ENGINE OIL AND FILTER 1P

Cause:
Correction: 6447 PERFORMED LOF

Repair Order: [REDACTED]	Mileage: 3512	Total: \$0.00
Open Date: 10/26/2016	Closed Date: 10/29/2016	Advisor : Arben Gegaj
Owner: [REDACTED]		

Service: CUST NO PROB FOUND

Type: ISPMF Technician: Danny Rodriguez Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CUSTOMER STATES CHECK INTERMITTENT JERK WHEN ACCELERATEING

Cause:

Correction: 3514 ROAD TESTED VEHICLE, N.P.F

Service: CUST INSPECTED, OPERATES AS DESIGNED, N.P.F

Type: ISPMF Technician: Danny Rodriguez Comeback: N
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CUSTOMER STATES Heated seat seem like goes on and of check advise

Cause:

Correction: 3514 INSPECTED, OPERATES AS DESIGNED, N.P.F

Service: 130370 WTJ70 17 FORESTER CVTF TOP OFF & STALL TESTING

Type: WSUB Technician: Danny Rodriguez Comeback: N
Labor: \$56.77 Parts: \$16.64 Misc: \$0.00

Complaint: PERFORM RECALL FOR CVTF top of WTJ70

Cause:

Correction: 3512 PERFORMED RECALL

5W2H (Diagnostics, Findings)

Could you/tech duplicate the concern?

 Y Y/N

If Yes,

Under what condition?

Engine run condition, Driving pattern,
Vehicle speed, Engine RPM,
Road surface, Terrain, Weather,
Vehicle equipments settings/operations,
Specific place/address, etc.

No specific driving pattern.

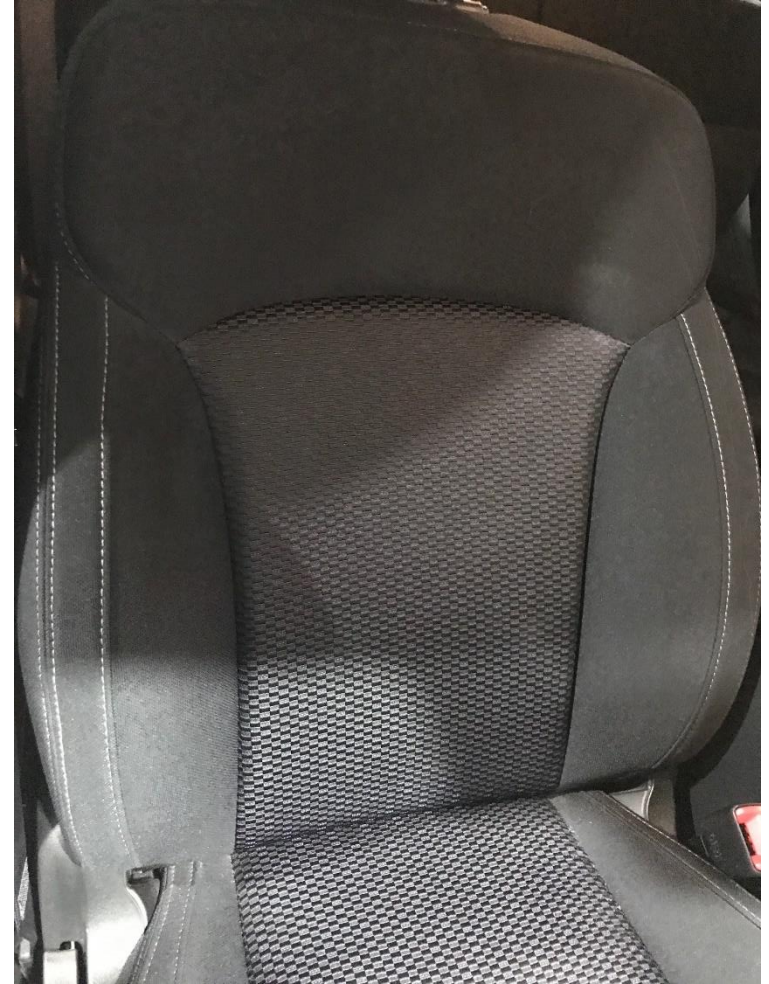
Any DTC?

 Y Y/N

B1650	DTC	DTC	DTC	DTC	DTC	DTC	DTC
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Supplemental Information

(Pictures, Videos, CarFax, etc.)



Supplemental Information

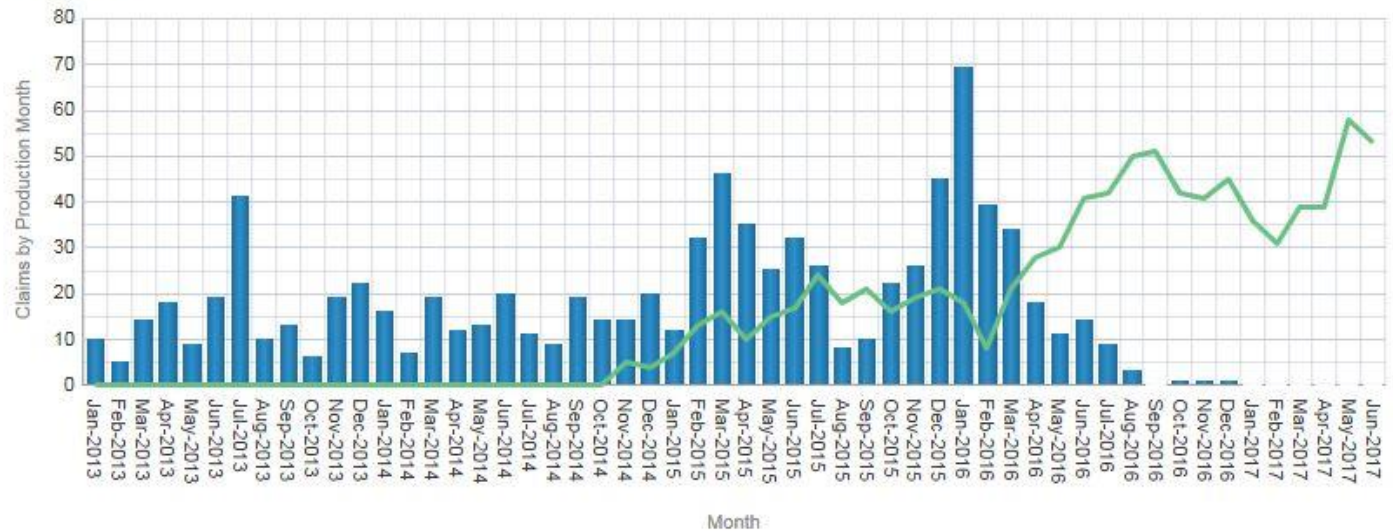
(Pictures, Videos, CarFax, etc.)



Supplemental Information

(Pictures, Videos, CarFax, etc.)

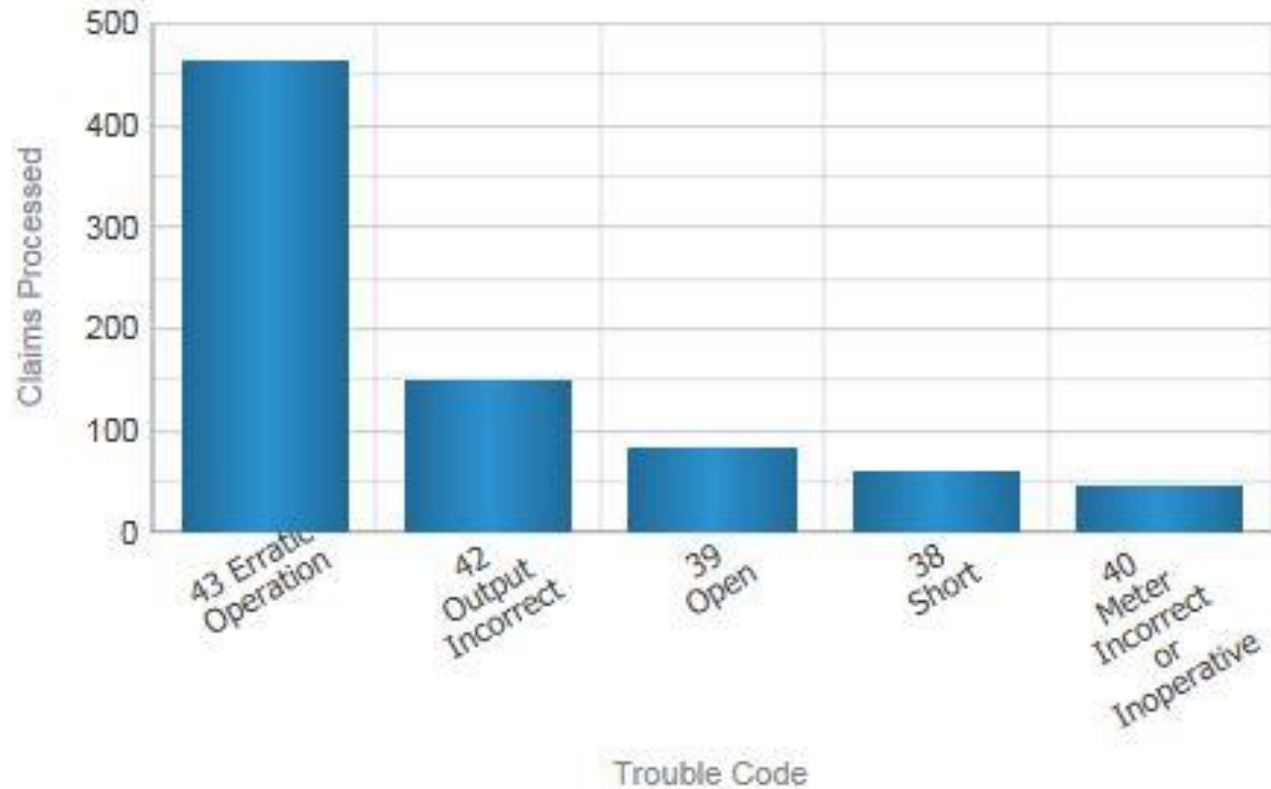
Claims by Repair and Production Month FSE



Supplemental Information

(Pictures, Videos, CarFax, etc.)

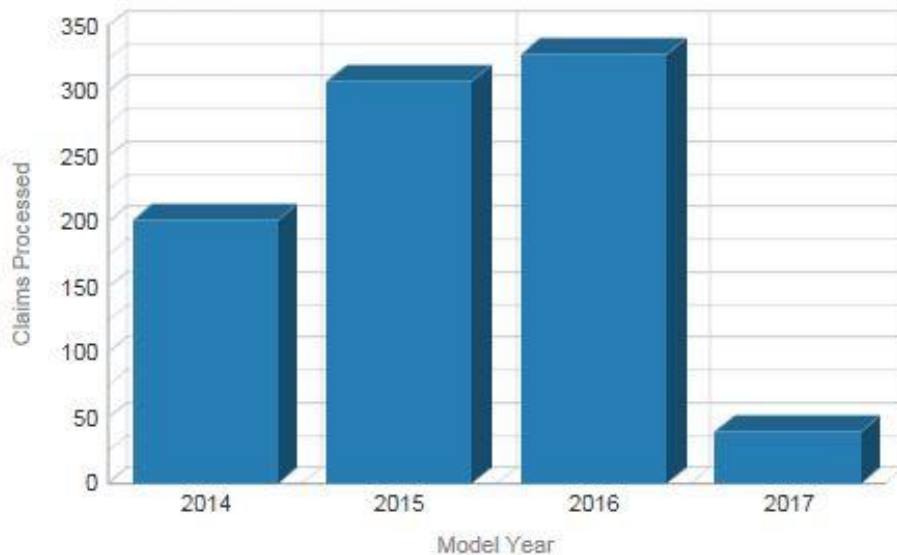
Top 5 Failed Reasons FSE



Supplemental Information

(Pictures, Videos, CarFax, etc.)

Claims by Model Year FSE



	2014	2015	2016	2017
Claims Processed	202	308	329	40
Average Mileage	25043.91	19033.31	11572.84	7546.23
Average Costs	\$884.99	\$847.83	\$873.25	\$853.43
Total Costs ◀ ▶	\$178,768.49	\$261,130.81	\$287,298.41	\$34,137.31

5W2H (Repair)

(What was done to repair the vehicle)

Passenger seat bottom was replaced.

5W2H (Repair)

Could the issue be repaired?

 Y Y/N

Replaced parts

Parts #	Parts description	Parts investigation required?	
64139SG002VH	Cushion Assembly	Y	Y/N
			Y/N
			Y/N
			Y/N
			Y/N
			Y/N
			Y/N
			Y/N
			Y/N
			Y/N

Ship Date:

MM/DD/YYYY

Tracking#:

Requests or Comments to FHI