

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 sdcnsic	Report Date 07/06/2017	Last Updated 07/06/2017	Reg-Zn-Dst [REDACTED]	Dealer 020182
Section Electrical	Sub Section Air Bag				
VIN JF2SJAEC8HH [REDACTED]	Engine # [REDACTED]	Trans # [REDACTED]	Mileage 9945		
Failure Code [REDACTED]	Failure Date 06/24/2017	Failed Part # --	Technician Duplicated Condition? Y		
R/O Number [REDACTED]	Rollover N	Fire N	Accident Injury N N	Death N	Property Damage N
DTC Code(s) B1650					
Reporter Name [REDACTED]	Reporter Email [REDACTED]	Reporter Phone Number --			

Customer's Description of Complaint

Customer states airbag warning light came on.

Technician's Findings and Repair

Technician has ordered a right front seat ODS cushion, but when pressed for diagnostic results revealed to FSE that the connector AB59 was not clicked into place, the result of step 1 of B1650 diagnosis. FSE was present to gather diag information. After verifying connection and performing diagnosis after clearing DTC no faults present. Vehicle was road tested with an occupant with no faults. Retailer is canceling ODS cushion order. Also FSE noted a seat back storage system strapped to right front seat and debris (water bottles) under passenger seat, recommended to SA to inform customer that these should not exist on an ODS seat.

Attachments

[REDACTED]

VIN Remainder JF2SJAEC8HH [REDACTED]	Warranty Start Date 06/27/2016	Production Date 05/10/2016	Car Line Forester
Original Engine # [REDACTED]	Trans. Type Desc Continuously Variable Transmission	Model Year 2017	Model Code HFF
Color	Options	Emission Spec	Turbo

QBP

13

C

N

Engine Size

Original Trans #

2.5

