

Quality Monitoring Report



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| QMR Id QMR [REDACTED] | Created By jmarch | Report Date 09/15/2017 | Last Updated 09/15/2017 | Reg-Zn-Dst 050-03-03 | Dealer [REDACTED] |
| Section Electrical | Sub Section Air Bag | | | | |
| VIN JF2SJAGCXH [REDACTED] | Engine # -- | Trans # -- | Mileage 20979 | | |
| Failure Code [REDACTED] | Failure Date 09/15/2017 | Failed Part # -- | Technician Duplicated Condition? N | | |
| R/O Number -- | Rollover N | Fire N | Accident Injury N | Death N | Property Damage N |

DTC Code(s)

[REDACTED]

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

Customer's Description of Complaint

The customer the airbag light was on but is not on now

Technician's Findings and Repair

The above DTC was stored. The technician could not duplicate the concern. He tried putting a cell phone and charger on the front passenger seat, but still no airbag light issues at all. Customer stated that he Vapes in the vehicle with the windows closed. Retailer is going to advise the customer to crack the windows when he is vaping and see if he still has any issues. There are no signs of water intrusion into the seat or moisture in the vehicle of any kind.

Attachments

No Attachments Found

| | | | |
|--|---|--------------------------------------|-----------------------------|
| VIN Remainder JF2SJAGCX [REDACTED] | Warranty Start Date 09/28/2016 | Production Date 08/02/2016 | Car Line Forester |
| Original Engine # [REDACTED] | Trans. Type Desc Continuously Variable Transmission | Model Year 2017 | Model Code HFF |
| Color DGM | Options 14 | Emission Spec C | Turbo N |

Engine Size

Original Trans #

2.5



Additional Comments

(09/15/2017 13:20:18) (jmarch) The service manager decided to order the seat bottom assembly and have it replaced when it comes in.