INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | bro1 | 09/28/2017 | 09/28/2017 | 050-04-01 | 040238 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | 331016 | 027067 | 16283 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/28/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Brent Roberts | bro1@subaru.com | 2562806906 |

**Customer's Description of Complaint**
C/s Airbag light is on.

**Technician's Findings and Repair**
FSE was asked to assist in QRA with supplier to inspect this vehicle. ON arrival the vehicle had an active B1650 code set in the SRS system  No other faults found  The supplier representative inspected the vehicle and found an open circuit on the ODS sensor circuit. On removal of the seat from the vehicle the DTC was cleared and there was no longer any open circuit  No issues found on inspection. Parts being collected and TR will be issued.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | 06/28/2016 | 05/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 331016 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 027067 |

**Additional Comments**
(09/28/2017 17:52:35) VIN HH[redacted] did not save in body of QMR

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | bro1 | 09/28/2017 | 09/28/2017 | 050-04-01 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAHC7GH[redacted] | 257622 | 891131 | 17457 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/28/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Brent Roberts | bro1@subaru.com | 2562806906 |

**Customer's Description of Complaint**
C/S the airbag light is on.

**Technician's Findings and Repair**
FSE was asked to assist with QRA with supplier and NASI. On inspection the B1650 code was in history and not an active code An inspection revealed no fault FSE and NASI test drove vehicle for between 5 and 10 miles to determine if the DTC would return. No codes were set. No further action being taken at this time A TR will be issued

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAHC7GH[redacted] | 04/29/2016 | 03/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 257622 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 891131 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | bro1 | 09/28/2017 | 09/28/2017 | 050-04-01 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 330624 | 027242 | 11846 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/28/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Brent Roberts | bro1@subaru com | 2562806906 |

**Customer's Description of Complaint**
C/S airbag light is on

**Technician's Findings and Repair**
FSE was asked to assist with QRA with supplier and NASI  On inspection the B1650 code was in history and not an active code. An inspection revealed no fault. FSE and NASI test drove vehicle for between 5 and 10 miles to determine if the DTC would return  No codes were set  No further action being taken at this time. A TR will be issued.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 08/19/2016 | 05/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 330624 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 027242 |

2.5

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jkla9082 | 10/12/2017 | 10/12/2017 | 080-02-01 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 387287 | 047423 | 34945 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 10/12/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
in the diagnostic chart for the dtc, in step 3, I believe the pin numbers are in the wrong position. it states to test(6AG) No 9 (2AP) No 2 (6AG) No 11 (2AP) No 1 but, I believe the test should check 11 - 2, and 9 - 1, Not 9 - 2, and 11 - 1.

**Technician's Findings and Repair**
When tested as suspected I get the results expected. when tested as stated in repair manual, I get two open circuits this isn't possible considering the dtc is very intermittent and not currently in a failed state.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 08/20/2016 | 07/04/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 387287 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 047423 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | tpat0452 | 10/11/2017 | 10/11/2017 | 050-01-01 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | -- |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJATCXHH[redacted] | 551288 | 105657 | 5111 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 10/11/2017 | 64139SG220VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| THOMAS PATANIO | thomasp@pinebeltcars.com | 736-363-1200 |

**Customer's Description of Complaint**
CUSTOMER STATES PASSENGER AIRBAG ON/OFF LIGHT KEEP SCOMING ON AND OFF INTERMITTENLY

**Technician's Findings and Repair**
FOUND CODE FOR ODS MODULE. ERRATIC OPERATION

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJATCXHH[redacted] | 02/10/2017 | 11/29/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 551288 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| W1C | 32 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 105657 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmacdo | 10/20/2017 | 10/20/2017 | 060-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC5HH[redacted] | 496854 | 761046 | 12781 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 10/18/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| David MacDonald | dmacdo@subaru.com | -- |

**Customer's Description of Complaint**
Customer states SRS warning light comes on intermittently. When this occurs the passenger air bag will not turn on when passenger is present  Sumida san, and Delphi engineer on site for QRA 10/18/17

**Technician's Findings and Repair**
Tech verified active B1650 and B1760 DTCs present. QRA scheduled for 10/18 to investigate cause of failure  When vehicle was inspected, the fault was no longer active  Delphi engineer was present to verify correct operation of the ODS mat at this time. Seat assembly was removed to inspect for signs of moisture, and to inspect electrical connections under seat  No issues were found during investigation, and the issue was never duplicated. Customer was advised to notify retailer immediately if fault returns

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC5HH[redacted] | 12/31/2016 | 10/12/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 496854 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 761046 |



# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | jmen4913 | 10/26/2017 | 10/26/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC0GH[redacted] | 287642 | 912190 | 34559 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URJ43 | 10/26/2017 | 64139sg002ll | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
Customer states even after the drying attempt light and srs warning back on.

**Technician's Findings and Repair**
previously replaced ods, found new stain on seat, attempted drying process, codes had been clear. Verified codes have return believe to be caused liquid intrusion, not defect.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC0GH[redacted] | 05/24/2016 | 04/04/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 287642 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 912190 |

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJAJC8 HH[redacted]
Description (HFI C CBS) 2017 Forester 2.5i Limited
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFI | 21 | CBS/BLC | C | 464385 | 36019 | 416194 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 342 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 15-Sep-2016 | 03-Nov-2016 | 12-Nov-2016 | 14-Nov-2016 | 12-Nov-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 11/12/2016 | 11/12/2017 | STARLINK Safety Plus 1 Year Trial | Andranik Avedyan |

Salesman: ###-##-0094 Sales Order Type: Wholesale Sale Type: C Sold Order: N

| ALLOCATED: | | SOLD BY: | |
|---|---|---|---|
| RENICK SUBARU 090651 | 090651 | SUBARU SHERMAN OAKS | 090772 |
| 1100 S EUCLID | | 5747 VAN NUYS BLVD | |
| FULLERTON CA 92832 | | VAN NUYS CA 91401 | |

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 04Q | Seat Back Protector | 01-Nov-2016 | A |
| | KGC | Sunshade | 01-Nov-2016 | A |
| | OGB | Luggage Compartment Cover | 01-Nov-2016 | A |
| | X43 | Roadside Assistance Label | 01-Nov-2016 | A |
| | XAA | PDI | 01-Nov-2016 | A |
| | XN4 | StarLink Window Cling | 01-Nov-2016 | A |
| | XNU | PZEV Badge | 01-Nov-2016 | A |
| | XZK | Accy Promo Sticker | 01-Nov-2016 | A |
| FC3 | 0EY | Mirror Compass w/ homelink | 01-Nov-2016 | A |
| FC3 | 0FL | Ext Mirror w/ Light & BSD | 01-Nov-2016 | A |
| FC3 | MGA | Seat Back Cargo Net | 01-Nov-2016 | A |
| FC3 | PGE | Rear Bumper Cover | 01-Nov-2016 | A |
| X9T | X2U | Black Mat | 01-Nov-2016 | A |
| X9T | X2V | Black Cargo Tray | 01-Nov-2016 | A |
| X9T | X9B | 2017 Forester OIK | 01-Nov-2016 | A |
| X9T | XDN | Handling | 01-Nov-2016 | A |

OWNER: [redacted] CO-OWNER:

[redacted]

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAJC8 HH[redacted] | 2017.0 | HFI | (HFI C CBS) 2017 Forester 2.5i Limited | 21 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 090[redacted] | 090[redacted] | 12-Nov-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Powertrain | 11/12/16 | 11/12/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Ext Deft | 11/12/16 | 11/12/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | SULEV | 11/12/16 | 11/12/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Cal Defect | 11/12/16 | 11/12/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Life Seatblt | 11/12/16 | 11/12/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 11/12/16 | 11/12/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Fed Defect | 11/12/16 | 11/12/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Brake Pad | 11/12/16 | 11/12/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |

WC Cal Ext Deft 11/12/16 11/12/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Basc 11/12/16 11/12/19 36000 N
Basic New Car Warranty

WC Rust Perf 11/12/16 11/12/21 999999 N
Rust Perforation Warranty

WC New Car Wear 11/12/16 11/12/19 36000 N
New Car Wear Item Warranty

WC New Car Adj 11/12/16 11/12/19 36000 N
New Car Adjustment Coverage

SA Maint Maintenance 11/12/16 11/12/18 N
2yr/24,000 6,000 Mile Intervals

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 56 | [redacted] [redacted] |

Effective Date 11/12/16 [redacted]
Expr Date 11/12/18 Expr Mileage 24000 [redacted]
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAJC8 HH[redacted] | 2017.0 | 21 | HFI | (HFI C CBS) | 2 | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 090[redacted] | 090772 | 12-Nov-2016 | 12-Nov-2016 | C | CBS/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 11/12/16 | 11/12/18 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 080[redacted]JQX90 | | | 10683 | 08/07/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/03/17 | 08/03/17 | D | 08/07/17 | USER | | 1492 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 119.34 | 0.00 | 119.34 |

TOTAL CLAIMS FOR VEHICLE JF2SJAJC8HH[redacted] 119.34

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| | TOTALS | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | 0.00 | 0.00 | 0.00 | |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | PERFORMED SERVICE AS PER PLAN |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 10/27/2017 | 10/27/2017 | 080-04-01 | 090772 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 464385 | 416194 | 12 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/29/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Intermittent air bag light comes on when front passenger seat is occupied.

**Technician's Findings and Repair**
TS: Unable to duplicate, no indication of spilled beverage or after market accessories causing, but had stored DTC  DPSM authorized seat cushion replacement

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 11/12/2016 | 09/15/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 464385 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 416194 |

2.5

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

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Vin JF2-SJAGC6 HH[redacted]
Description (HFF C WHC) 2017 Forester 2.5i Premium
Option Description All-Weather Package + EyeSight + BSD/RCTA

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 14 | WHC/GRA | C | 429772 | 36091 | 062571 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 336 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 08-Aug-2016 | 29-Sep-2016 | 19-Oct-2016 | 20-Oct-2016 | 19-Oct-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 10/19/2016 | 10/19/2019 | STARLINK Safety Plus 3 Year Intro | [redacted] |

Salesman: ###-##-0611 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
CIOCCA SUBARU 401278 401278
4611 HAMILTON BLVD
ALLENTOWN PA 18103

SOLD BY:
CIOCCA SUBARU 401278 401278
4611 HAMILTON BLVD
ALLENTOWN PA 18103

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | MGA | Seat Back Cargo Net | 26-Sep-2016 | A |
| | MGD | Cargo Tray | 26-Sep-2016 | A |
| | X43 | Roadside Assistance Label | 26-Sep-2016 | A |
| | X9M | Forester eyesight OIK | 26-Sep-2016 | A |
| | XAA | PDI | 26-Sep-2016 | A |
| | XN4 | StarLink Window Cling | 26-Sep-2016 | A |
| | XN6 | Eyesight Window Cling | 26-Sep-2016 | A |
| | XNU | PZEV Badge | 26-Sep-2016 | A |
| | XZK | Accy Promo Sticker | 26-Sep-2016 | A |
| FZ6 | 04Q | Seat Back Protector | 26-Sep-2016 | A |
| FZ6 | BGA | All Weather Floor Mats | 26-Sep-2016 | A |
| FZ6 | OGA | Luggage Compartment Cover | 26-Sep-2016 | A |
| FZ6 | PGE | Rear Bumper Cover | 26-Sep-2016 | A |
| FZ6 | QGM | Splash Guards | 26-Sep-2016 | A |
| X9S | X2U | Black Mat | 26-Sep-2016 | A |
| X9S | X9B | 2017 Forester OIK | 26-Sep-2016 | A |
| X9S | XDN | Handling | 26-Sep-2016 | A |

[redacted]

OWNER:
--------

(H)
(W)
(F)

CO-OWNER:
-----------

(H)
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAGC6 HH[redacted] | 2017.0 | HFF | (HFF C WHC) 2017 Forester 2.5i Premium | 14 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 401[redacted] | 401[redacted] | 19-Oct-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Ext Deft | 10/19/16 | 10/19/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | New Car Basc | 10/19/16 | 10/19/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Rust Perf | 10/19/16 | 10/19/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Powertrain | 10/19/16 | 10/19/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Perform | 10/19/16 | 10/19/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | New Car Wear | 10/19/16 | 10/19/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | New Car Adj | 10/19/16 | 10/19/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Cal Defect | 10/19/16 | 10/19/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |

WC Brake Pad 10/19/16 10/19/19 36000 N
Warranty Brake Pad

WC SULEV 10/19/16 10/19/31 150000 N
California Emissions PZEV

WC Cal Ext Deft 10/19/16 10/19/24 100000 N
California Emissions Extended Defect Warranty

WC Life Seatblt 10/19/16 10/19/66 999999 N
Lifetime Seatbelt Warranty

WC Fed Defect 10/19/16 10/19/19 36000 N
Federal Emissions Defect Warranty

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

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VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAGC6 HH[redacted] | 2017.0 | 14 | HFF | (HFF C WHC) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 401[redacted] | 401[redacted] | 19-Oct-2016 | 19-Oct-2016 | C | WHC/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted] B | 050-401278 | UYG00 | | 12945 | 08/25/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/24/17 | 08/25/17 | D | 08/25/17 | USER | | 157463 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/25/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 51.20 | 0.00 | 51.20 |

TOTAL CLAIMS FOR VEHICLE JF2SJAGC6HH[redacted] 51.20

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100009 | 0.50 | 0.00 | 0.00 | 0.00 | 51.20 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| | TOTALS | 0.50 | 0.00 | 0.00 | 0.00 | 51.20 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | | |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | Complaint: DIAGNOSTIC FOR CUSTOMER CONCERN: PASSENGER SEAT BELT WARNIN GSENSOR GOES OFF WHEN NO ONE IS IN IT Cause: F Story: TESTED DROVE AND WARNING DIDN'T GO OFF. LOOKED FOR DTCS AND FOUND NONE. PERFORMANCE CHE CKALL OK AT THIS TIME, CHECK WIRING AND CONNECTIONS, CK SENSOR PERFORM ANCE,CK HARNESS, ALL OK AT THIS TIME, NOT ABLE TO DUPLICATE AS DESCRIB ED ATTHIS TIME |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 10/30/2017 | 10/30/2017 | 050-01-04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 429772 | 062571 | 14654 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 10/30/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | 5709777207 |

**Customer's Description of Complaint**
Customer states that the Airbag warning light came on while driving.

**Technician's Findings and Repair**
The Tech asked me if since he had been working with me on other B1650 Codes if there was anything I needed him to do I told him save the FFD and TT results. I told him to verify that the Seat Cushion was dry and was not damaged.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 10/19/2016 | 08/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 429772 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 062571 |

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJAJC2 HH[redacted]
Description (HFI C ISM) 2017 Forester 2.5i Limited
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFI | 21 | ISM/BLC | C | 358329 | 33930 | 957967 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 309 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 10-Jun-2016 | 16-Jul-2016 | 12-Aug-2016 | 15-Aug-2016 | 12-Aug-2016 |

Salesman: ###-##-9017 Sales Order Type: Wholesale Sale Type: C Sold Order: N

ALLOCATED:
---
SUBARU PACIFIC 400572 400572
14700 Hindry ave

Hawthorne CA 90250

SOLD BY:
---
SUBARU PACIFIC 400572 400572
14700 Hindry ave

Hawthorne CA 90250

PORT ACCESSORIES
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| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0EY | Mirror Compass w/ homelink | 15-Jul-2016 | A |
| | X43 | Roadside Assistance Label | 15-Jul-2016 | A |
| | XAA | PDI | 15-Jul-2016 | A |
| | XNU | PZEV Badge | 15-Jul-2016 | A |
| | XZK | Accy Promo Sticker | 15-Jul-2016 | A |
| FZ7 | 04Q | Seat Back Protector | 15-Jul-2016 | A |
| FZ7 | BGA | All Weather Floor Mats | 15-Jul-2016 | A |
| FZ7 | OGB | Luggage Compartment Cover | 15-Jul-2016 | A |
| FZ7 | PGE | Rear Bumper Cover | 15-Jul-2016 | A |
| FZ7 | QGM | Splash Guards | 15-Jul-2016 | A |
| X9T | X2U | Black Mat | 15-Jul-2016 | A |
| X9T | X2V | Black Cargo Tray | 15-Jul-2016 | A |
| X9T | X9B | 2017 Forester OIK | 15-Jul-2016 | A |
| X9T | XDN | Handling | 15-Jul-2016 | A |

OWNER: [redacted] CO-OWNER:
---

[redacted]
(H[redacted] (H)

(W)
(F)

DRIVER:
---

(H)
(W)
(F)

(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAJC2 HH[redacted] | 2017.0 | HFI | (HFI C ISM) 2017 Forester 2.5i Limited | 21 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 400[redacted] | 400[redacted] | 12-Aug-2016 | [redacted] |

INC [redacted]

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Powertrain | 08/12/16 | 08/12/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | New Car Wear | 08/12/16 | 08/12/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Brake Pad | 08/12/16 | 08/12/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | New Car Adj | 08/12/16 | 08/12/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Cal Ext Deft | 08/12/16 | 08/12/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Cal Defect | 08/12/16 | 08/12/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Fed Defect | 08/12/16 | 08/12/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Life Seatblt | 08/12/16 | 08/12/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |

WC Fed Perform 08/12/16 08/12/18 24000 N
Federal Emissions Performance Warranty

WC Fed Ext Deft 08/12/16 08/12/24 80000 N
Federal Emissions Extended Defect Warranty

WC Rust Perf 08/12/16 08/12/21 999999 N
Rust Perforation Warranty

WC SULEV 08/12/16 08/12/31 150000 N
California Emissions PZEV

WC New Car Basc 08/12/16 08/12/19 36000 N
Basic New Car Warranty

SA New Classic 08/12/16 08/12/20 N
4yr/60,000 $100 Deductible

SA Maint Maintenance 08/12/16 08/12/19 N
3yr/36,000 6,000 Mile Intervals

R/C WTJ70 08/17/16 08/17/26 999999 Completed
2017 Forester CVTF Top Off

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 149 | Active | 100 | 25 | [redacted] |

Effective Date 08/12/16 [redacted]
Expr Date 08/12/20 Expr Mileage 60000 [redacted]
Transfer Date Cancel Date No Tire Protection

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 462 | Active | | 76 | [redacted] |

Effective Date 08/12/16 [redacted]

Expr Date 08/12/19 Expr Mileage 36000 [redacted]

Transfer Date Cancel Date No Tire Protection

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VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAJC2 HH[redacted] | 2017.0 | 21 | HFI | (HFI C ISM) | 2 | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 400[redacted] | 400[redacted] | 12-Aug-2016 | 12-Aug-2016 | C | ISM/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 08/12/16 | 08/12/20 | Active | [redacted] |
| 08/12/16 | 08/12/19 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] | 080-400[redacted] | | | 2418 | 12/02/16 |
| 2 | WC | [redacted] | 080-400[redacted] | XAQ23 | | 9251 | 08/04/17 |
| 3 | SA | [redacted] | 080-400[redacted] | JQJ90 | | 9251 | 08/04/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 11/30/16 | 11/30/16 | D | 12/02/16 | USER | | 41461 |
| 2 | 08/01/17 | 08/01/17 | D | 08/04/17 | USER | | 146044 |
| 3 | 08/01/17 | 08/01/17 | D | 08/04/17 | USER | | 146044 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 12/02/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 08/04/17 | 0.00 | 0.00 | 0.00 | 0.00 | 35.00 |
| 3 | CR Paid | 08/04/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 77.43 | 0.00 | 77.43 |
| 2 | 59.04 | 0.00 | 59.04 |
| 3 | 77.39 | 0.00 | 77.39 |

TOTAL CLAIMS FOR VEHICLE JF2SJAJC2HH[redacted] 213.86

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 130370 | 0.50 | 0.00 | 0.00 | 0.00 | 60.10 |
| | WTJ70 17 FORESTER STALL TESTING | | | | | |
| 2 | 915381 | 0.20 | 0.00 | 0.00 | 0.00 | 24.04 |
| | ONE TRUNK/GATE STAY DAMPER R&R | | | | | |
| 3 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| | TOTALS | 1.20 | 0.00 | 0.00 | 0.00 | 121.64 |

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PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | 803918060 | 1 | 2.57 | 2.57 | 1.03 | 3.60 | N | |
| | GASKET 18X24X1.0 | | | | | | | |
| 1 | SOA635304 | 1 | 9.81 | 9.81 | 3.92 | 13.73 | Y | |
| | CVTF-II | | | | | | | |
| | TOTALS | | | | | 12.38 | 4.95 | 17.33 |
| 2 | No Parts Data | | | | | | | |
| 3 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 3 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 3 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 12.38 | 4.95 | 17.33 |

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| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | PERFORMED RECALL WTJ70, TOPPED OFF TRANS. AND PERFORMED STALL TEST. DRIVE AT 2400RPM REVERSE AT 2350 RPM. |
| 1 | PERFORMED RECALL WTJ70, TOPPED OFF TRANS. AND PERFORMED STALL TEST. |
| 2 | C/S TRUNK WILL NOT FUNCTION CORRECTLY. SHACKES WHEN OPENING AND CLOSING. UPON INSPECTION FOUND LOOSE BOLT ON RIGHT UPPER SHOCK THAT CAUSES SHAKING. TIGHTEN BOLT. OPERATING AS DESIGNED. |
| 3 | PERFORMED OIL/FILTER CHANGE AND TIRE ROTATION. |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 10/31/2017 | 10/31/2017 | 080-04 02 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 358329 | 957967 | 12 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI39 | 10/31/2017 | 64139SG160VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Air bag light came on.

**Technician's Findings and Repair**
TS: found passenger seat sensor shorted. part is on national back order - 2 10 follow-up.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 08/12/2016 | 06/10/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 358329 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 957967 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jcruz | 11/07/2017 | 11/07/2017 | 050-04-02 | 040724 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARCXJH[redacted] | YA28660 | 183004 | 1587 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URJ43 | 10/13/2017 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jesse Cruz | jcruz@subaru.com | 7865475954 |

**Customer's Description of Complaint**
C/S SRS light came on while driving. Customer also received the email from Starlink for SRS light.

**Technician's Findings and Repair**
FSE found seat bottom during 10 bin inspection. FSE requested information from technician and asked if there was any evidence of water or liquid in that could have ruined the ODS Technician and FSE closely inspected part and did not find any evidence of water intrusion. Technician Found code B1650 in system Tech Measured voltage at connector 2AP pin 3 and found more than 10v Part defective as per trouble tree. Replaced seat bottom, erased code and road tested to verify repair. Vehicle is operating as designed Part is available for inspection

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARCXJH[redacted] | 07/10/2017 | 05/15/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA28660 | Continuously Variable Transmission | 2018 | JFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| JGM | 23 | C | N |

**Engine Size**

2.5

**Original Trans #**

183004

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jmar6451 | 11/21/2017 | 01/16/2018 | 050-04 01 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXHH[redacted] | 429841 | 062497 | 11010 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 11/13/2017 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
Customer states airbag light is on.

**Technician's Findings and Repair**
CLEARED THE DTC CODE AND CODE CAME BACK ON. PERFORMED TO FOLLOW FLOW CHART. FOUND GOOD CONNECTION BETWEEN THE CONNECTOR ON THE DRIVER SEAT. NEED PASSANGER SEAT FRAME ASSEMBLY.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXHH[redacted] | 12/23/2016 | 08/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 429841 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

062497

---

**Additional Comments**

(01/16/2018 08:44:40 - jmar6451) fail code URD43
(01/15/2018 16:11:24 - bro1) Spoke with Retailer - correct fail code is URD43
(11/27/2017 10:58:31 - jmar6451) B1650 OCCUPANT DETECTION SYSTEM MALFUNCTION, VIN# JF2SJAGCXHH[redacted]

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 11/28/2017 | 12/11/2017 | 050-04-03 | 040647 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC0JH[redacted] | YA30868 | 184765 | 6514 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 11/28/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Passenger A/B light on and they also got an email from Telematics.

**Technician's Findings and Repair**
During FSE visit technician inquired about the code B1650. FSE advised to verify it is not wet and even if it seems dry, place it direct sun light for the afternoon to see if it removes the concern Technician will advise.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC0JH[redacted] | 08/02/2017 | 05/17/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA30868 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 184765 |

2.5

**Additional Comments**

(12/11/2017 13:49:12 - jsha) Technician advised that setting in the sun for the afternoon seemed to have worked. Code did not return.

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJARC7 HH[redacted]
Description (HFI C CBS) 2017 Forester 2.5i Limited
Option Description Navigation System + Audio w/ Harman Kardon Amplifier and Speakers +

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFI | 23 | CBS/BLC | C | 535213 | 34821 | 099089 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 357 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 14-Nov-2016 | 15-Dec-2016 | 19-Dec-2016 | 03-Jan-2017 | 19-Dec-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 12/19/2016 | 12/19/2017 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-0628 Sales Order Type: Wholesale Sale Type: C Sold Order: N

ALLOCATED:
---
SERRAMONTE SUBARU 400992 400992
707 SERRAMONTE BLVD

COLMA CA 94014

SOLD BY:
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SERRAMONTE SUBARU 400992 400992
707 SERRAMONTE BLVD

COLMA CA 94014

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | BGA | All Weather Floor Mats | 13-Dec-2016 | A |
| | KGC | Sunshade | 13-Dec-2016 | A |
| | UGA | Cross Bar Set Aero | 13-Dec-2016 | A |
| | X43 | Roadside Assistance Label | 13-Dec-2016 | A |
| | X9M | Forester eyesight OIK | 13-Dec-2016 | A |
| | XAA | PDI | 13-Dec-2016 | A |
| | XN4 | StarLink Window Cling | 13-Dec-2016 | A |
| | XN6 | Eyesight Window Cling | 13-Dec-2016 | A |
| | XNU | PZEV Badge | 13-Dec-2016 | A |
| | XZK | Accy Promo Sticker | 13-Dec-2016 | A |
| FD3 | 0FL | Ext Mirror w/ Light & BSD | 13-Dec-2016 | A |
| FD3 | 0H1 | Auto Dim Mirror W/ Compass | 13-Dec-2016 | A |
| FD3 | MGA | Seat Back Cargo Net | 13-Dec-2016 | A |
| FD3 | PGE | Rear Bumper Cover | 13-Dec-2016 | A |
| X9T | X2U | Black Mat | 13-Dec-2016 | A |
| X9T | X2V | Black Cargo Tray | 13-Dec-2016 | A |
| X9T | X9B | 2017 Forester OIK | 13-Dec-2016 | A |
| X9T | XDN | Handling | 13-Dec-2016 | A |

OWNER:
--------
[redacted]

[redacted]
(H) [redacted]
(W)
(F)

CO-OWNER:
-----------

(H)
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJARC7 HH[redacted] | 2017.0 | HFI | (HFI C CBS) 2017 Forester 2.5i Limited | 23 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 400[redacted] | 400[redacted] | 19-Dec-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Powertrain | 12/19/16 | 12/19/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Ext Deft | 12/19/16 | 12/19/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Cal Ext Deft | 12/19/16 | 12/19/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Brake Pad | 12/19/16 | 12/19/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | New Car Wear | 12/19/16 | 12/19/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Fed Perform | 12/19/16 | 12/19/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | SULEV | 12/19/16 | 12/19/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Cal Defect | 12/19/16 | 12/19/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |

WC Life Seatblt 12/19/16 12/19/66 999999 N
Lifetime Seatbelt Warranty

WC Rust Perf 12/19/16 12/19/21 999999 N
Rust Perforation Warranty

WC New Car Basc 12/19/16 12/19/19 36000 N
Basic New Car Warranty

WC New Car Adj 12/19/16 12/19/19 36000 N
New Car Adjustment Coverage

WC Fed Defect 12/19/16 12/19/19 36000 N
Federal Emissions Defect Warranty

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJARC7 HH[redacted] | 2017.0 | 23 | HFI | (HFI C CBS) 2 | | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 400[redacted] | 400[redacted] | 19-Dec-2016 | 19-Dec-2016 | C | CBS/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| ****** No Claim Information ****** | | | | | | | |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 12/08/2017 | 12/08/2017 | 080-04-02 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC7HH[redacted] | 535213 | 099089 | 4474 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 10/27/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Airbag light comes on.

**Technician's Findings and Repair**
TS: Replacing seat cushion to correct, part on back order. Retailer to review new SB just released on this, problem most likely from seat cushion getting wet

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC7HH[redacted] | 12/19/2016 | 11/14/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 535213 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 099089 |

2.5

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJAJC8 HH[redacted]
Description (HFI C CBS) 2017 Forester 2.5i Limited
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFI | 21 | CBS/BLC | C | 464385 | 36019 | 416194 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 342 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 15-Sep-2016 | 03-Nov-2016 | 12-Nov-2016 | 14-Nov-2016 | 12-Nov-2016 |

Salesman: ###-##-0094 Sales Order Type: Wholesale Sale Type: C Sold Order: N

ALLOCATED:
---
RENICK SUBARU 090651 090651
1100 S EUCLID

FULLERTON CA 92832

SOLD BY:
---
SUBARU SHERMAN OAKS 090772
5747 VAN NUYS BLVD

VAN NUYS CA 91401

PORT ACCESSORIES
---

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 04Q | Seat Back Protector | 01-Nov-2016 | A |
| | KGC | Sunshade | 01-Nov-2016 | A |
| | OGB | Luggage Compartment Cover | 01-Nov-2016 | A |
| | X43 | Roadside Assistance Label | 01-Nov-2016 | A |
| | XAA | PDI | 01-Nov-2016 | A |
| | XN4 | StarLink Window Cling | 01-Nov-2016 | A |
| | XNU | PZEV Badge | 01-Nov-2016 | A |
| | XZK | Accy Promo Sticker | 01-Nov-2016 | A |
| FC3 | 0EY | Mirror Compass w/ homelink | 01-Nov-2016 | A |
| FC3 | 0FL | Ext Mirror w/ Light & BSD | 01-Nov-2016 | A |
| FC3 | MGA | Seat Back Cargo Net | 01-Nov-2016 | A |
| FC3 | PGE | Rear Bumper Cover | 01-Nov-2016 | A |
| X9T | X2U | Black Mat | 01-Nov-2016 | A |
| X9T | X2V | Black Cargo Tray | 01-Nov-2016 | A |
| X9T | X9B | 2017 Forester OIK | 01-Nov-2016 | A |
| X9T | XDN | Handling | 01-Nov-2016 | A |

OWNER: [redacted]
---

CO-OWNER:
---

[redacted]

(H) [redacted]
(W) [redacted]2
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAJC8 HH[redacted] | 2017.0 | HFI | (HFI C CBS) 2017 Forester 2.5i Limited | 21 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 090[redacted] | 090[redacted] | 12-Nov-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Powertrain | 11/12/16 | 11/12/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Ext Deft | 11/12/16 | 11/12/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | SULEV | 11/12/16 | 11/12/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Cal Defect | 11/12/16 | 11/12/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Life Seatblt | 11/12/16 | 11/12/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 11/12/16 | 11/12/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Fed Defect | 11/12/16 | 11/12/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Brake Pad | 11/12/16 | 11/12/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |

WC Cal Ext Deft 11/12/16 11/12/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Basc 11/12/16 11/12/19 36000 N
Basic New Car Warranty

WC Rust Perf 11/12/16 11/12/21 999999 N
Rust Perforation Warranty

WC New Car Wear 11/12/16 11/12/19 36000 N
New Car Wear Item Warranty

WC New Car Adj 11/12/16 11/12/19 36000 N
New Car Adjustment Coverage

SA Maint Maintenance 11/12/16 11/12/18 N
2yr/24,000 6,000 Mile Intervals

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 56 | [redacted] |

Effective Date 11/12/16
Expr Date 11/12/18 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAJC8 HH[redacted] | 2017.0 | 21 | HFI | (HFI C CBS) | 2 | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 090[redacted] | 090[redacted] | 12-Nov-2016 | 12-Nov-2016 | C | CBS/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 11/12/16 | 11/12/18 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 080-090772 | JQX90 | | 10683 | 08/07/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/03/17 | 08/03/17 | D | 08/07/17 | USER | | 1492 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 119.34 | 0.00 | 119.34 |

TOTAL CLAIMS FOR VEHICLE JF2SJAJC8HH[redacted] 119.34

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| | TOTALS | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | 0.00 | 0.00 | 0.00 | |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | PERFORMED SERVICE AS PER PLAN |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 12/08/2017 | 12/08/2017 | 080-04-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 464385 | 416194 | 12000 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 09/29/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Airbag light came on.

**Technician's Findings and Repair**
TS: Replacing seat cushion, part on back order. Informed retailer of newly release SB.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 11/12/2016 | 09/15/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 464385 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 416194 |

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJGWC5 HH[redacted]
Description (HFN C DG2) 2017 Forester 2.0XT Touring
Option Description Eyesight + Navigation System + Saddle Brown Interior

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFN | 34 | DG2/SBL | C | 934339 | 94421 | 908867 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 367 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 19-Dec-2016 | 03-Feb-2017 | 04-Feb-2017 | 06-Feb-2017 | 04-Feb-2017 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 02/04/2017 | 02/04/2018 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-9118 Sales Order Type: Wholesale Sale Type: L Sold Order: Y

| ALLOCATED: | | SOLD BY: | |
|---|---|---|---|
| SUBARU SHERMAN OAKS | 090772 | SUBARU SHERMAN OAKS | 090772 |
| 5747 VAN NUYS BLVD | | 5747 VAN NUYS BLVD | |
| VAN NUYS CA 91401 | | VAN NUYS CA 91401 | |

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0FC | Remote Engine Starter | 01-Feb-2017 | A |
| | 0GZ | Trailer Hitch | 01-Feb-2017 | A |
| | PGE | Rear Bumper Cover | 01-Feb-2017 | A |
| | UGA | Cross Bar Set Aero | 01-Feb-2017 | A |
| | X43 | Roadside Assistance Label | 01-Feb-2017 | A |
| | X9M | Forester eyesight OIK | 01-Feb-2017 | A |
| | XAA | PDI | 01-Feb-2017 | A |
| | XN4 | StarLink Window Cling | 01-Feb-2017 | A |
| | XN6 | Eyesight Window Cling | 01-Feb-2017 | A |
| | XZK | Accy Promo Sticker | 01-Feb-2017 | A |
| FD6 | 0FL | Ext Mirror w/ Light & BSD | 01-Feb-2017 | A |
| FD6 | 0H2 | Mirror Compass w/ homelink | 01-Feb-2017 | A |
| XP5 | X2V | Black Cargo Tray | 01-Feb-2017 | A |
| XP5 | X9B | 2017 Forester OIK | 01-Feb-2017 | A |
| XP5 | XDN | Handling | 01-Feb-2017 | A |
| XP5 | XP3 | Brown Mat | 01-Feb-2017 | A |

OWNER: [redacted]

CO-OWNER: [redacted]

[redacted]
(H[redacted]
(W)
(F)

[redacted]
(H)
(W)[redacted]
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJGWC5 HH[redacted] | 2017.0 | HFN | (HFN C DG2) 2017 Forester 2.0XT Touring | 34 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 090772 | 090772 | 04-Feb-2017 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Powertrain | 02/04/17 | 02/04/22 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Brake Pad | 02/04/17 | 02/04/20 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | New Car Basc | 02/04/17 | 02/04/20 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Cal Defect | 02/04/17 | 02/04/20 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Rust Perf | 02/04/17 | 02/04/22 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Fed Ext Deft | 02/04/17 | 02/04/25 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | New Car Adj | 02/04/17 | 02/04/20 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | New Car Wear | 02/04/17 | 02/04/20 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |

WC Fed Defect 02/04/17 02/04/20 36000 N
Federal Emissions Defect Warranty

WC Cal Ext Deft 02/04/17 02/04/25 100000 N
California Emissions Extended Defect Warranty

WC Life Seatblt 02/04/17 02/04/67 999999 N
Lifetime Seatbelt Warranty

WC Fed Perform 02/04/17 02/04/19 24000 N
Federal Emissions Performance Warranty

SA New Gold Plus 02/04/17 02/04/24 N
7yr/70,000 $100 Deductible

SA Maint Maintenance 02/04/17 02/04/19 N
2yr/24,000 6,000 Mile Intervals

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 523 | Active | 100 | 8 | [redacted] |

Effective Date 02/04/17
Expr Date 02/04/24 Expr Mileage 70000
Transfer Date Cancel Date Tire Protection Available

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 8 | [redacted] |

Effective Date 02/04/17
Expr Date 02/04/19 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: dmille

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJGWC5 HH[redacted] | 2017.0 | 34 | HFN | (HFN C DG2) | 2 | CVT | 2.0XT Touring |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 090[redacted] | 090[redacted] | 04-Feb-2017 | 04-Feb-2017 | C | DG2/SBL |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 02/04/17 | 02/04/24 | Active | [redacted] |
| 02/04/17 | 02/04/19 | Active | [redacted] |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted]B | 080-090772 | UYH00 | | 5198 | 08/14/17 |
| 2 | SA | [redacted] A | 080-090772 | JQW90 | | 5198 | 08/14/17 |
| 3 | WC | [redacted] A | 080-090772 | UYH85 | | 10068 | 09/11/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/08/17 | 08/08/17 | D | 08/14/17 | USER | | 67429 |
| 2 | 08/08/17 | 08/08/17 | D | 08/14/17 | USER | | 67429 |
| 3 | 09/08/17 | 09/08/17 | D | 09/11/17 | USER | | 105277 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/18/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 08/18/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 09/15/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 35.52 | 0.00 | 35.52 |
| 2 | 77.39 | 0.00 | 77.39 |
| 3 | 47.36 | 0.00 | 47.36 |

TOTAL CLAIMS FOR VEHICLE JF2SJGWC5HH[redacted] 160.27

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100009 | 0.30 | 0.00 | 0.00 | 0.00 | 35.52 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| 2 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 3 | 100009 | 0.40 | 0.00 | 0.00 | 0.00 | 47.36 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| | TOTALS | 1.20 | 0.00 | 0.00 | 0.00 | 120.38 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | | |
| 2 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 2 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 2 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | 0.00 | 0.00 | 0.00 | |
| 3 | No Parts Data | | | | | | | |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | CUSTOMER STATES WHEN DRIVING EYE SIGHT DOESNT DETECT CAR CHECK AND ADV |

ISE,ROAD TESTED VEHICLE WHILE USING THE ACTIVE CRUISE CONTROL AND IT I S WORKINGAS DESIGNED, WHEN A VEHICLE IN FRONT WAS DETECTED IT WOULD SL OW DOWN AND ACCELERATE NORMALLY. CHECKED FOR CANCEL CODES AND THE ONLY CANCEL CODES WHERE FROM THE BRAKE BEING APPLIED OR CRUISE CONTROL BEI NG TURNED OFF. NO PROBLEM FOUND, OPERATING AS DESIGNED.

2 PERFORMED SERVICE AS PER PLAN

3 CUSTOMER STATES THAT WHEN DRIVING THE CAR AND USING SMART CRUISE CONTR OL. IF THE CAR IN THE FRONT MOVES OUT OF THE WAY THE ADAPTIVE CRUISE C ONTROL WILL NOT DETECT THE CAR THAT IS NOW IN FRONT OF IT...PLEASE CHE CK AND ADVISE.INSPECTED VEHICLE FOR ANY CODES OR CANCEL CODES AND NONE WERE FOUND. ROADTESTED VEHICLE WITH CUSTOMER AND USED THE ACTIVE CRUI SE CONTROL AND IT WAS OPERATING AS DESIGNED. DEPENDING ON DRIVING COND ITIONS AND SPEEDS ACTIVECRUISE CONTROL MAY TAKE A FEW SECONDS TO RECON NECT TO THE NEXT CAR IN FRONT. S

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 12/08/2017 | 12/08/2017 | 080-04-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGWC5HH[redacted] | 934339 | 908867 | 11245 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 11/10/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Airbag light came on.

**Technician's Findings and Repair**
TS: Replacing passenger seat cushion. Informed retailer of newly release SB on this.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGWC5HH[redacted] | 02/04/2017 | 12/19/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 934339 | Continuously Variable Transmission | 2017 | HFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DG2 | 34 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| 2 | 908867 |

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJAEC6 HH[redacted]
Description (HFF C ISM) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | ISM/BLC | C | 674916 | 32833 | 156121 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 396 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 24-Mar-2017 | 10-May-2017 | 01-Jul-2017 | 03-Jul-2017 | 01-Jul-2017 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 07/01/2017 | 07/01/2018 | STARLINK Safety Plus 1 Year Trial | Gary King |

Salesman: ###-##-9118 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
RENICK SUBARU 090651 090651
1100 S EUCLID

FULLERTON CA 92832

SOLD BY:
---
SUBARU SHERMAN OAKS 090772
5747 VAN NUYS BLVD

VAN NUYS CA 91401

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0H2 | Mirror Compass w/ homelink | 08-May-2017 | A |
| | KGC | Sunshade | 08-May-2017 | A |
| | MGD | Cargo Tray | 08-May-2017 | A |
| | PGE | Rear Bumper Cover | 08-May-2017 | A |
| | X43 | Roadside Assistance Label | 08-May-2017 | A |
| | XAA | PDI | 08-May-2017 | A |
| | XN4 | StarLink Window Cling | 08-May-2017 | A |
| | XNU | PZEV Badge | 08-May-2017 | A |
| | XZK | Accy Promo Sticker | 08-May-2017 | A |
| X9S | X2U | Black Mat | 08-May-2017 | A |
| X9S | X9B | 2017 Forester OIK | 08-May-2017 | A |
| X9S | XDN | Handling | 08-May-2017 | A |

OWNER:
---
[redacted]
(H[redacted]
(W)
(F)

CO-OWNER:
---
[redacted]
(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC6 HH[redacted] | 2017.0 | HFF | (HFF C ISM) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 090[redacted] | 090[redacted] | 01-Jul-2017 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | New Car Basc | 07/01/17 | 07/01/20 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Powertrain | 07/01/17 | 07/01/22 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Cal Defect | 07/01/17 | 07/01/20 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Fed Perform | 07/01/17 | 07/01/19 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Fed Defect | 07/01/17 | 07/01/20 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | SULEV | 07/01/17 | 07/01/32 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Cal Ext Deft | 07/01/17 | 07/01/25 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Fed Ext Deft | 07/01/17 | 07/01/25 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |

WC Life Seatblt 07/01/17 07/01/67 999999 N
Lifetime Seatbelt Warranty

WC Rust Perf 07/01/17 07/01/22 999999 N
Rust Perforation Warranty

WC New Car Wear 07/01/17 07/01/20 36000 N
New Car Wear Item Warranty

WC Brake Pad 07/01/17 07/01/20 36000 N
Warranty Brake Pad

WC New Car Adj 07/01/17 07/01/20 36000 N
New Car Adjustment Coverage

SA New Gold Plus 07/01/17 07/01/24 N
7yr/70,000 $100 Deductible

SA Maint Maintenance 07/01/17 07/01/19 N
2yr/24,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 523 | Active | 100 | 89 | [redacted] |

Effective Date 07/01/17
Expr Date 07/01/24 Expr Mileage 70000
Transfer Date Cancel Date Tire Protection Available

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 89 | [redacted] |

Effective Date 07/01/17
Expr Date 07/01/19 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC6 HH[redacted] | 2017.0 | 13 | HFF | (HFF C ISM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 090[redacted] | 090[redacted] | 01-Jul-2017 | 01-Jul-2017 | C | ISM/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 07/01/17 | 07/01/24 | Active | King, Gary |
| 07/01/17 | 07/01/19 | Active | King, Gary |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|

****** No Claim Information ******

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 12/08/2017 | 12/08/2017 | 080-04-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 674916 | 156121 | 4777 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 11/30/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Airbag light came on.

**Technician's Findings and Repair**
TS: Replacing seat cushion, part is back ordered. Informed retailer of new SB to address.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 07/01/2017 | 03/24/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 674916 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 156121 |

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

---

Vin JF2-SJADCX GH[redacted]
Description (GFF C QBP) 2016 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFF | 13 | QBP/GRA | C | 208845 | 32723 | 284231 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 276 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 26-Jan-2016 | 29-Feb-2016 | 17-Mar-2016 | 18-Mar-2016 | 17-Mar-2016 |

Salesman: ###-##-9049 Sales Order Type: Wholesale Sale Type: L Sold Order: N

| ALLOCATED: | | SOLD BY: | |
|---|---|---|---|
| RANCHO GRANDE MOTORS | 090777 | RANCHO GRANDE MOTORS | 090777 |
| 1404 AUTO PARK WAY | | 1404 AUTO PARK WAY | |
| SAN LUIS OBISPO CA 93405 | | SAN LUIS OBISPO CA 93405 | |

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | KGB | Dim Mirror/Com w/Homelink | 25-Feb-2016 | A |
| | MGD | Cargo Tray | 25-Feb-2016 | A |
| | OGA | Luggage Compartment Cover | 25-Feb-2016 | A |
| | PGE | Rear Bumper Cover | 25-Feb-2016 | A |
| | X43 | Roadside Assistance Label | 25-Feb-2016 | A |
| | XAA | PDI | 25-Feb-2016 | A |
| | XN4 | StarLink Window Cling | 25-Feb-2016 | A |
| | XNU | PZEV Badge | 25-Feb-2016 | A |
| | XZK | Accy Promo Sticker | 25-Feb-2016 | A |
| X7K | X2U | Black Mat | 25-Feb-2016 | A |
| X7K | X6B | 2016 Forester OIK | 25-Feb-2016 | A |
| X7K | XDN | Handling | 25-Feb-2016 | A |

| OWNER: [redacted] | CO-OWNER: |
|---|---|
| [redacted] | |
| [redacted] | |
| (H) [redacted] | (H) |
| (W) [redacted] | (W) |
| (F) | (F) |

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJADCX GH[redacted] | 2016.0 | GFF | (GFF C QBP) 2016 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 090777 | 090777 | 17-Mar-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Cal Ext Deft | 03/17/16 | 03/17/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Fed Perform | 03/17/16 | 03/17/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Rust Perf | 03/17/16 | 03/17/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | New Car Basc | 03/17/16 | 03/17/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Life Seatblt | 03/17/16 | 03/17/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | SULEV | 03/17/16 | 03/17/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | New Car Wear | 03/17/16 | 03/17/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Cal Defect | 03/17/16 | 03/17/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |

WC Powertrain 03/17/16 03/17/21 60000 N
Powertrain Warranty

WC Fed Ext Deft 03/17/16 03/17/24 80000 N
Federal Emissions Extended Defect Warranty

WC Fed Defect 03/17/16 03/17/19 36000 N
Federal Emissions Defect Warranty

WC Brake Pad 03/17/16 03/17/19 36000 N
Warranty Brake Pad

WC New Car Adj 03/17/16 03/17/19 36000 N
New Car Adjustment Coverage

SA New Gold Plus 03/17/16 03/17/23 N
7yr/100,000 $100 Deductible

SA Maint Maintenance 03/17/16 03/17/18 N
2yr/24,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 516 | Active | 100 | 84 | [redacted] |

Effective Date 03/17/16
Expr Date 03/17/23 Expr Mileage 100000
Transfer Date Cancel Date Tire Protection Available

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 8 | [redacted] |

Effective Date 03/17/16
Expr Date 03/17/18 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJADCX GH[redacted] | 2016.0 | 13 | GFF | (GFF C QBP) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 090[redacted] | 090[redacted] | 17-Mar-2016 | 17-Mar-2016 | C | QBP/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 03/17/16 | 03/17/23 | Active | [redacted] |
| 03/17/16 | 03/17/18 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 080-[redacted] | JQW90 | | 6454 | 08/22/16 |
| 2 | SA | [redacted] A | 080-[redacted] | JQX90 | | 12844 | 11/30/16 |
| 3 | SA | [redacted] A | 080-[redacted] | JQY90 | | 18428 | 04/10/17 |
| 4 | SA | [redacted] A | 080-[redacted] | JQZ90 | | 22272 | 07/18/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/19/16 | 08/19/16 | D | 08/22/16 | USER | | 140426 |
| 2 | 11/28/16 | 11/28/16 | D | 11/30/16 | USER | | 140426 |
| 3 | 04/08/17 | 04/08/17 | D | 04/10/17 | USER | | 149521 |
| 4 | 07/15/17 | 07/15/17 | D | 07/18/17 | USER | | 149489 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/26/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 12/02/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 3 | CR Paid | 04/14/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4 | CR Paid | 07/21/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 77.39 | 0.00 | 77.39 |
| 2 | 119.34 | 0.00 | 119.34 |
| 3 | 77.39 | 0.00 | 77.39 |
| 4 | 119.34 | 0.00 | 119.34 |

TOTAL CLAIMS FOR VEHICLE JF2SJADCXGH[redacted] 393.46

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 2 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 3 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 4 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| | TOTALS | 2.40 | 0.00 | 0.00 | 0.00 | 180.00 |

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PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA63500-1 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | 0.00 | 0.00 | 0.00 | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 2 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y |
| 2 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N |
| 2 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N |
| 2 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N |
| | TOTALS | | | 0.00 | 0.00 | 0.00 | |
| 3 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y |
| 3 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N |
| 3 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N |
| | TOTALS | | | 0.00 | 0.00 | 0.00 | |
| 4 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y |
| 4 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N |
| 4 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N |
| 4 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N |
| | TOTALS | | | 0.00 | 0.00 | 0.00 | |

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| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | Complaint: ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC( 4609 JQW .5) CH ANGEENGINE OIL AND FILTER, ROTATE TIRES AND TOP OFF FLUIDS Cause: MAIN T Story:6454 PERFORME3D SYNTHETIC LOF, ADDED 5QTS. ADJUSTED TIRE PRESS SURES.ROTATED TIRES. TIRES AT 10/32. BRAKES AT 7MM F/PADS, 7MM R/PADS. TOPPEDOFF FLUIDS |
| 2 | Complaint: ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC (4609 JQX .7) CH ANGEENGINE OIL AND FILTER, CHANGE CABIN FILTER, ROTATE TIRES AND TOP O FFFLUIDS Cause: MAINT Story: 12844 PERFORMED SYNTHETIC LOF. ADDED 5.1Q TS.ADJUSTED TIRE PRESSURES. ROTATED TIRES . TIRES AT 8/32. BRAKES AT 7 MMFRONT PADS. 7MM REAR PADS. REPLACED CABIN AIR FILTER. TOPPED OFF FLU IDS |
| 3 | Complaint: ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC (4609 JQY .5) CH ANGEENGINE OIL AND FILTER, ROTATE TIRES AND TOP OFF FLUIDS Cause: MAIN TANCETIRES, TOPPED OFF FLUIDS |
| 4 | Complaint: ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC OIL CHANGE,TIRER |

OTATION,INCABIN FILTER AND TOP OFF ALL FLUIDS. Cause: MAINTANCE Story:
OIL/FILTER CHANGE, 5.1 QTS 0W-20, ROTATE TIRES, CHANGE AIR CABIN FILTE
R,TOP OFF FLUIDS

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 12/08/2017 | 12/08/2017 | 080-04-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADCXGH[redacted] | 208845 | 284231 | 26731 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 11/03/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Air bag light came on.

**Technician's Findings and Repair**
TS: Have a back ordered seat cushion. Informed retailer of newly released SB to address this concern

**Attachments**
Click to view documents

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| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADCXGH[redacted] | 03/17/2016 | 01/26/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 208845 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 284231 |

2.5

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJAEC7 HH[redacted]
Description (HFF C JGM) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | JGM/GRA | C | 349246 | 37400 | 034662 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 314 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 02-Jun-2016 | 08-Jul-2016 | 22-Aug-2016 | 22-Aug-2016 | 22-Aug-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 08/26/2016 | 08/21/2018 | STARLINK Safety Plus and Security Plus 2 Year Intro | [redacted] |

Salesman: ###-##-5797 Sales Order Type: Wholesale Sale Type: A Sold Order: N

| ALLOCATED: | | SOLD BY: | |
|---|---|---|---|
| SUBARU SANTA MONICA | 401814 | RENICK SUBARU 090651 | 090651 |
| 1229 SANTA MONICA BLVD | | 1100 S EUCLID | |
| SANTA MONICA CA 90404 | | FULLERTON CA 92832 | |

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0EY | Mirror Compass w/ homelink | 06-Jul-2016 | A |
| | MGD | Cargo Tray | 06-Jul-2016 | A |
| | OGA | Luggage Compartment Cover | 06-Jul-2016 | A |
| | PGE | Rear Bumper Cover | 06-Jul-2016 | A |
| | X43 | Roadside Assistance Label | 06-Jul-2016 | A |
| | XAA | PDI | 06-Jul-2016 | A |
| | XNU | PZEV Badge | 06-Jul-2016 | A |
| | XZK | Accy Promo Sticker | 06-Jul-2016 | A |
| X9S | X2U | Black Mat | 06-Jul-2016 | A |
| X9S | X9B | 2017 Forester OIK | 06-Jul-2016 | A |
| X9S | XDN | Handling | 06-Jul-2016 | A |

OWNER: [redacted]

[redacted]
(H) [redacted]
(W)
(F)

CO-OWNER: [redacted]

[redacted]
(H) [redacted]
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC7 HH[redacted] | 2017.0 | HFF | (HFF C JGM) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 401[redacted] | 090[redacted] | 22-Aug-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Perform | 08/22/16 | 08/22/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | SULEV | 08/22/16 | 08/22/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | New Car Wear | 08/22/16 | 08/22/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Cal Defect | 08/22/16 | 08/22/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Powertrain | 08/22/16 | 08/22/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Defect | 08/22/16 | 08/22/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Life Seatblt | 08/22/16 | 08/22/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Cal Ext Deft | 08/22/16 | 08/22/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |

WC Fed Ext Deft 08/22/16 08/22/24 80000 N
Federal Emissions Extended Defect Warranty

WC New Car Basc 08/22/16 08/22/19 36000 N
Basic New Car Warranty

WC New Car Adj 08/22/16 08/22/19 36000 N
New Car Adjustment Coverage

WC Rust Perf 08/22/16 08/22/21 999999 N
Rust Perforation Warranty

WC Brake Pad 08/22/16 08/22/19 36000 N
Warranty Brake Pad

SA New Classic 08/22/16 08/22/20 N
4yr/60,000 $100 Deductible

SA Maint Maintenance 08/22/16 08/22/18 N
2yr/24,000 6,000 Mile Intervals

R/C WTJ70 08/17/16 08/17/26 999999 Completed
2017 Forester CVTF Top Off

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 149 | Active | 100 | 66 | [redacted] |

Effective Date 08/22/16
Expr Date 08/22/20 Expr Mileage 60000
Transfer Date Cancel Date No Tire Protection

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 66 | . [redacted] [redacted] |

Effective Date 08/22/16 [redacted]

Expr Date 08/22/18 Expr Mileage 24000 [redacted]

Transfer Date Cancel Date No Tire Protection

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VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: dmille

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC7 HH[redacted] | 2017.0 | 13 | HFF | (HFF C JGM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 401[redacted] | 090[redacted] | 22-Aug-2016 | 22-Aug-2016 | C | JGM/GRA |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 08/22/16 | 08/22/20 | Active | [redacted] |
| 08/22/16 | 08/22/18 | Active | [redacted] |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 080-090777 | | | 2424 | 10/26/16 |
| 2 | SA | [redacted] A | 080-090777 | JQW90 | | 10767 | 07/20/17 |
| 3 | WC | [redacted] B | 080-090777 | UYG85 | | 10767 | 07/20/17 |
| 4 | WC | [redacted] B | 080-090777 | TZF00 | | 11931 | 08/10/17 |
| 5 | WC | [redacted] A | 080-090777 | ZYG00 | | 11931 | 08/10/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 10/24/16 | 10/24/16 | D | 10/26/16 | USER | | 7236 |
| 2 | 07/18/17 | 07/19/17 | D | 07/20/17 | USER | | 65260 |
| 3 | 07/18/17 | 07/19/17 | D | 07/20/17 | USER | | 65260 |
| 4 | 08/08/17 | 08/09/17 | D | 08/10/17 | USER | | 140426 |
| 5 | 08/08/17 | 08/09/17 | D | 08/10/17 | USER | | 140426 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 10/28/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 2 | CR Paid | 07/21/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 07/21/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 55.00 | 0.00 | 55.00 |
| 2 | 77.39 | 0.00 | 77.39 |
| 3 | 77.00 | 0.00 | 77.00 |
| 4 | 11.00 | 0.00 | 11.00 |
| 5 | 33.00 | 0.00 | 33.00 |

TOTAL CLAIMS FOR VEHICLE JF2SJAEC7HH[redacted] 253.39

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 130370 | 0.50 | 0.00 | 0.00 | 0.00 | 55.00 |
| | WTJ70 17 FORESTER STALL TESTING | | | | | |
| 2 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 3 | 100009 | 0.70 | 0.00 | 0.00 | 0.00 | 77.00 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| 4 | 100009 | 0.10 | 0.00 | 0.00 | 0.00 | 11.00 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| 5 | 100009 | 0.30 | 0.00 | 0.00 | 0.00 | 33.00 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| | TOTALS | 2.10 | 0.00 | 0.00 | 0.00 | 213.50 |

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PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | |
| 2 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y |
| 2 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N |
| 2 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N |
| | TOTALS | | | 0.00 | 0.00 | 0.00 | |
| 3 | No Parts Data | | | | | | |
| 4 | No Parts Data | | | | | | |
| 5 | No Parts Data | | | | | | |

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| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | Complaint: CLIENT REQUESTS TO PERFORM OPEN RECALL WTJ70 FOR FORESTER CVTLOW FLUID LEVEL Cause: RECALL Story: 2424 A130-370 50 CVTF11 TOP-OFF ANDSTALLTESTING STALL SPEED R 2300 D 2400 OK |
| 2 | Complaint: ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC. (4609 JQW 050)PERFORM OIL & FILTER CHANGE, ROTATE TIRES, TOP OFF ALL FLUIDS Cause: MAINTStory:PERFORMED LOF SERVICE AND TIRE ROTATION, ENGINE OIL 0W20 5.25 QTS. |
| 3 | Complaint: CUSTOMER STATES AIR BAG LIGHT COMES ON ONLY WHEN SOMEBODY IN PASSENGER SEAT Cause: NO REPAIR Story: SCANNED AIRBAG SYSTEM FOR CODES,RETRIEVED CODE B1650 ODS MALFUNCTION. CHECKED FOR TECHNICAL SERVICE BULLETINS FORCONDITION, NO BULLETINS FOR YEAR MODEL. PERFORMED DIAGNOSIS PER DIAGNOSTICCODES, FOUND NUMEROUS OF DEBRIS UNDERNEATH SEAT CONTACTING HARNESS AND CONNECTORS. REMOVED ALL CONTENTS UNDERNEATH SEAT AND CHECKED ALL CONNECTIONS, RESET CODES AND RECHECKED FOR PROPER OPERATION. WORKING NORMAL AT THIS TIME. |
| 4 | Complaint: TRANSMISSION CLIENT STATES FEELS LIKE TAKES A WHILE FORE GEAR TOENGAGE Cause: NO REPAIR Story: CHECKED FOR TRANSMISSION SHIFTINGOPERATION.CHECKED FOR DIAGNOSTIC TROUBLE CODES. FOUND NO CODES. AUTOMATIC TRANSMISSION OPERATING AS DESIGNED. |
| 5 | Complaint: AIR BAG LIGHT ON OFF LIGHT GOES ON WHEN SOME ON IS SITTING INSEAT CHECK AND ADVISE. Cause: NO REPAIR Story: CHECKED OCCUPANT DETECTIONSYSTEM FOR DTC. FOUND PAST FAULT B1760-SENSOR MAT ABNORMAL. CHECKED FRONTPASSENGER SEAT FOR LOOSE CONNECTORS AT SENSORS. CONNECTORS OK. OCCUPATIONSYSTEM WORKING NORMALLY. CLEARED PAST CODES. RE CHECKED FOR OPERATION. OK. |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dmille | 12/08/2017 | 12/08/2017 | 080-04-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 349246 | 034662 | 15564 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 11/09/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | 805-338-1288 |

**Customer's Description of Complaint**
CS: Airbag light came on.

**Technician's Findings and Repair**
TS: ODS seat cushion to correct is back ordered. Informed retailer on newly released SB to address this concern

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 08/22/2016 | 06/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 349246 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 034662 |

2.5

DEALER VEHICLE INQUIRY
FOR DEALER: dmille

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Vin JF2-SJAEC8 HH[redacted]
Description (HFF C DGM) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | DGM/GRA | C | 535075 | 35317 | 100074 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 357 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 15-Nov-2016 | 22-Dec-2016 | 23-Dec-2016 | 27-Dec-2016 | 23-Dec-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 12/26/2016 | 12/26/2017 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-7423 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
LITHIA SUBARU OF FRESNO 400472
5499 N BLACKSTONE AVE

FRESNO CA 93710

SOLD BY:
---
LITHIA SUBARU OF FRESNO 400472
5499 N BLACKSTONE AVE

FRESNO CA 93710

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0H2 | Mirror Compass w/ homelink | 19-Dec-2016 | A |
| | MGD | Cargo Tray | 19-Dec-2016 | A |
| | OGA | Luggage Compartment Cover | 19-Dec-2016 | A |
| | PGE | Rear Bumper Cover | 19-Dec-2016 | A |
| | X43 | Roadside Assistance Label | 19-Dec-2016 | A |
| | XAA | PDI | 19-Dec-2016 | A |
| | XN4 | StarLink Window Cling | 19-Dec-2016 | A |
| | XNU | PZEV Badge | 19-Dec-2016 | A |
| | XZK | Accy Promo Sticker | 19-Dec-2016 | A |
| X9S | X2U | Black Mat | 19-Dec-2016 | A |
| X9S | X9B | 2017 Forester OIK | 19-Dec-2016 | A |
| X9S | XDN | Handling | 19-Dec-2016 | A |

OWNER:
---
[redacted]

(H[redacted]
(W[redacted]
(F)

CO-OWNER:
---

(H)
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dmille

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC8 HH[redacted] | 2017.0 | HFF | (HFF C DGM) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 400[redacted] | 400[redacted] | 23-Dec-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Ext Deft | 12/23/16 | 12/23/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Life Seatblt | 12/23/16 | 12/23/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | New Car Wear | 12/23/16 | 12/23/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Cal Defect | 12/23/16 | 12/23/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Brake Pad | 12/23/16 | 12/23/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | Powertrain | 12/23/16 | 12/23/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Defect | 12/23/16 | 12/23/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | SULEV | 12/23/16 | 12/23/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |

WC New Car Adj 12/23/16 12/23/19 36000 N
New Car Adjustment Coverage

WC Rust Perf 12/23/16 12/23/21 999999 N
Rust Perforation Warranty

WC Cal Ext Deft 12/23/16 12/23/24 100000 N
California Emissions Extended Defect Warranty

WC Fed Perform 12/23/16 12/23/18 24000 N
Federal Emissions Performance Warranty

WC New Car Basc 12/23/16 12/23/19 36000 N
Basic New Car Warranty

SA Maint Maintenance 12/23/16 12/23/18 N
2yr/24,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | 4 | | [redacted] |

Effective Date 12/23/16
Expr Date 12/23/18 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: dmille

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC8 HH[redacted] | 2017.0 | 13 | HFF | (HFF C DGM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 400[redacted] | 400[redacted] | 23-Dec-2016 | 23-Dec-2016 | C | DGM/GRA |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 12/23/16 | 12/23/18 | Active | [redacted] |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 080-[redacted] | JQW90 | | 7663 | 04/10/17 |
| 2 | SA | [redacted] A | 080-[redacted] | JQX90 | | 12640 | 06/09/17 |
| 3 | WC | [redacted] A | 080-[redacted] | URC39 | | 16192 | 08/10/17 |
| 4 | WC | [redacted] B | 080-[redacted] | VOR99 | | 16192 | 08/11/17 |
| 5 | WC | [redacted] D | 080-[redacted] | UEC48 | | 16192 | 08/10/17 |
| 6 | WC | [redacted] C | 080-[redacted] | UDO41 | | 16192 | 08/10/17 |
| 7 | SA | [redacted] A | 080-[redacted] | JQY90 | | 18898 | 09/08/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 04/08/17 | 04/08/17 | D | 04/10/17 | USER | | |
| 2 | 06/08/17 | 06/08/17 | D | 06/09/17 | USER | | 146416 |
| 3 | 07/15/17 | 08/10/17 | D | 08/10/17 | USER | | 80900 |
| 4 | 07/15/17 | 08/10/17 | D | 08/11/17 | USER | | 80900 |
| 5 | 07/15/17 | 08/10/17 | D | 08/10/17 | USER | | 80900 |
| 6 | 07/15/17 | 08/10/17 | D | 08/10/17 | USER | | 80900 |
| 7 | 09/07/17 | 09/07/17 | D | 09/08/17 | USER | | |

## CLAIM CREDITS / DEBITS

| SEQ | CLAIM | POSTING | TAX | SAS | PNT/MAT | TOWING | RENTAL |
|---|---|---|---|---|---|---|---|

| NUM | STATUS | DATE | AMOUNT | DEDUCT AMOUNT | AMOUNT | AMOUNT | AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 04/14/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 06/09/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 200.00 |
| 4 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 6 | CR Paid | 08/11/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 7 | CR Paid | 09/08/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 77.39 | 0.00 | 77.39 |
| 2 | 119.34 | 0.00 | 119.34 |
| 3 | 1065.39 | 0.00 | 1065.39 |
| 4 | 28.80 | 0.00 | 28.80 |
| 5 | 79.66 | 0.00 | 79.66 |
| 6 | 73.28 | 0.00 | 73.28 |
| 7 | 77.39 | 0.00 | 77.39 |

TOTAL CLAIMS FOR VEHICLE JF2SJAEC8HH[redacted] 1521.25

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 2 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 3 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 91.04 |
| | ODS C M, LOAD CELL &/OR HARNESS R&R | | | | | |
| 3 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 102.42 |
| | AIR BAG SYSTEM TESTING | | | | | |
| 4 | 101105 | 0.00 | 0.00 | 0.00 | 28.80 | 28.80 |

VOR Freight Costs

5 455281 0.70 0.00 0.00 0.00 79.66
MFI OBDII ECM R&R

6 860221 0.50 0.00 0.00 0.00 56.90
FRONT POWER OUTLET R&R

7 100661 0.50 0.00 0.00 0.00 37.50
ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC

TOTALS 4.60 0.00 0.00 28.80 486.32

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 2 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 2 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 2 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| 2 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 3 | 64139SG060LL | 1 | 479.95 | 479.95 | 191.98 | 671.93 | Y | |
| | CUSHION AY OCCUPANT RH | | | | | | | |
| | TOTALS | | | | | 479.95 | 191.98 | 671.93 |
| 4 | No Parts Data | | | | | | | |
| 5 | No Parts Data | | | | | | | |
| 6 | 86711FJ000OE | 1 | 11.70 | 11.70 | 4.68 | 16.38 | Y | |
| | SOCKET AY | | | | | | | |
| | TOTALS | | | | | 491.65 | 196.66 | 688.31 |
| 7 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 7 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N |
| 7 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N |
| | TOTALS | | | | 491.65 | 196.66 | 688.31 |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | Perform Service |
| 2 | PERFORMED ADDED SECURITY MAINTENANCE |
| 3 | SRS LIGHT IS ON. FOUND CODE B1760 AND B1650, FOUND OCCUPANT SENSOR INTERNAL OPEN. INSTALLED NEW SENSOR. |
| 5 | VEHICLE IS SHAKING WHILE AT IDLE. ROAD TEST. PERFORMED ECM UPDATE |
| 6 | THE 12V OUTLET IN FRONT OF THE SHIFTER IS LOOSE. INSPECT AND INSTALLED NEWCOVERS |
| 7 | PERFORMED ADDED SECURITY MAINTENANCE |

# Quality Monitoring Report

**QMR Id**
QMR1 [redacted]

**Created By**
dmille

**Report Date**
12/08/2017

**Last Updated**
12/08/2017

**Reg-Zn-Dst**
080-04-01

**Dealer**
400[redacted]

**Section**
Electrical

**Sub Section**
SRS Airbag & Pretentioners

**VIN**
JF2SJAEC8HH[redacted]

**Engine #**
535075

**Trans #**
100074

**Mileage**
16192

**Failure Code**
YMA43

**Failure Date**
08/02/2017

**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)**
--

**Reporter Name**
Scott Miller

**Reporter Email**
dmille@subaru.com

**Reporter Phone Number**
805-338-1288

**Customer's Description of Complaint**
CS: Airbag light came on.

**Technician's Findings and Repair**
TS: ODS seat cushion is on back order. Informed retailer of newly released SB to address this concern

**Attachments**
Click to view documents

---

**VIN Remainder**
JF2SJAEC8HH[redacted]

**Warranty Start Date**
12/23/2016

**Production Date**
11/15/2016

**Car Line**
Forester

**Original Engine #**
535075

**Trans. Type Desc**
Continuously Variable Transmission

**Model Year**
2017

**Model Code**
HFF

**Color**
DGM

**Options**
13

**Emission Spec**
C

**Turbo**
N

**Engine Size**

**Original Trans #**
100074

2.5

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 12/14/2017 | 12/14/2017 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 457759 | 071997 | 9370 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 12/02/2017 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Air bag light on

**Technician's Findings and Repair**
During FSE visit FSE found this part in the parts department. FSE interviewed technician and verified he knows of the new bulletin 07 108 16R Technician will follow the bulletin before replacing the seat bottom.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 11/28/2016 | 09/09/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 457759 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 071997 |

2.5

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 12/14/2017 | 12/14/2017 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| -- | -- |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJATC5HH[redacted] | 574316 | 113470 | 11617 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 12/14/2017 | 64139SG220VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
air bag light on

**Technician's Findings and Repair**
Technician verified concern and pulled code B1650. FSE noticed this seat bottom in warranty 10-Bin and asked technician if he followed the new bulletin 07 108 16R Unfortunately the repair was completed on 12/5/17 and the bulletin was released on 12/6/17.

**Attachments**
No Attachments Found

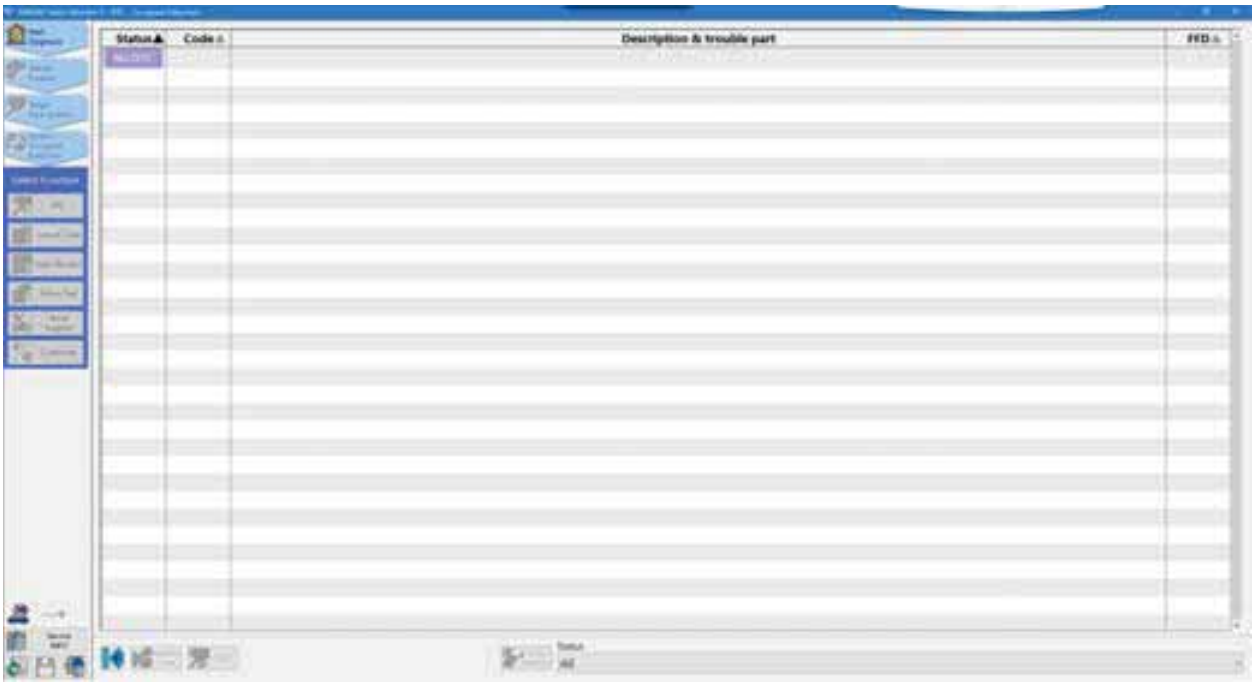
| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJATC5HH[redacted] | 02/04/2017 | 12/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 574316 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DG2 | 32 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 113470 |

2.5


Status
Code
Description & trouble part
FED

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ktri | 12/22/2017 | 12/22/2017 | 050-03-01 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC9GH[redacted] | 162934 | 271784 | 14466 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI00 | 12/22/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Kevin Triplett | ktri@subaru com | |

**Customer's Description of Complaint**
Airbag light was on earlier

**Technician's Findings and Repair**
Vehicle had come in several months ago for the code B1650 Dealer ordered the seat bottom assembly but it has been on backorder. Vehicle came back in today and the last code was set at 874 key cycles and the current key cycle is 1185 That means the code has not reset in 311 key cycles Informed dealer to clear the code and return the vehicle to the customer and not replace the seat bottom

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC9GH[redacted] | 02/12/2016 | 12/16/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 162934 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 271784 |

08

KOCOUREK SUBARU

**KOCOUREK SUBARU**
2600 N. 20TH AVENUE • WAUSAU, WI 54401
715-298-9365

**HOURS:**
Monday - Friday
7:30 am – 5:30 pm

| | | | | |
|---|---|---|---|---|
| RO [redacted] | VIN JF2SJAEC1H[redacted] | [redacted] | | 10/23/17 |
| YEAR 2017 | MAKE SUBARU | MODEL FORESTER | COLOR GRAY | TIME IN 09:25 10:25 |
| MILES IN 23932 | MILES OUT | FIRST 08/01/16 08/01/16 | LIC WI | PROMISED CALL |
| SEE ALSO | Expires: | H: [redacted] | W: (715) - | WRITER JORDAN\ |

(1) GUEST STATES THE AIR BAG LIGHT CAME ON AGAIN OVER THE WEEKEND PLEASE INSPECT/ADVISE 74R409 (W) 8463600

[redacted]

(2) CLIENT IS WAITING FOR TODAYS SERVICE (I)

[redacted]

[redacted]

airbag system

Passenger Seat Frame B1650

KOCOUREK SUBARU

[redacted]

| | | | | |
|---|---|---|---|---|
| 10/20/2017 | 23847 | 08 | I | CLIENT IS WAITING FOR |
| 10/20/2017 | 23847 | 08 | W | GUEST STATES THE AIRBA |
| 10/21/2016 | 4522 | 08 | I | CLIENT IS WAITING FOR |
| 10/21/2016 | 4522 | 08 | I | GUEST STATES THE BRAKE |
| 10/21/2016 | 4522 | 08 | W | WTJ70 - CVT FLUID |

| W/C | INT. | CUSTOMER |
|---|---|---|
| | | |

DISCLAIMER OF WARRANTIES

Any warranties on the product [redacted] by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained in [redacted]

X CUSTOMER SIGNATURE

**THANK YOU**

Page 1 of 1

[redacted] Job [redacted]

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

KOCOUREK

SUBARU

**KOCOUREK SUBARU**
2600 N. 20TH AVENUE • WAUSAU, WI 54401
715-298-9365

**HOURS:**
Monday - Friday
7:30 am – 5:30 pm

[redacted] J F 2 S J A E C 1 H H [redacted]

| YEAR | MAKE | MODEL | COLOR |
|---|---|---|---|
| 2017 | SUBARU | FORESTER | |

| MILES IN | MILES OUT | FIRST USE | LIC. |
|---|---|---|---|
| | | 08/01/16 | |

SERVICE CONTRACT
/

[redacted]

DATE 10/23/17
TIME 09:30
FROM
WRITER

Sold By: 33 Adam Krueger

(1) BB GUEST STATES THE AIR BAG LIGHT CAME ON AGAIN OVER THE WEEKEND PLEASE INSPECT/ADVISE

TERMS
☐ CASH ☐ CREDIT CARD ☐ CHARGE
☐ CUST. PAY ☐ WARR. ☐ INT.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY [illegible]

[redacted]

[redacted]

| R/O | DATE | MILES | TECH | TYPE | DESCRIPTION |
|---|---|---|---|---|---|
| | 10/20/2017 | 23847 | 08 | I | CLIENT IS WAITING FOR TODAYS SERVICE |
| | 10/20/2017 | ~~23847~~ | 08 | W | GUEST STATES THE AIRBAG LIGHT COMES ON |
| | 10/21/2016 | 4522 | 08 | I | CLIENT IS WAITING FOR TODAYS SERVICE |
| | 10/21/2016 | 4522 | 08 | I | GUEST STATES THE BRAKE PEDAL KEEPS GOING |
| | 10/21/2016 | 4522 | 08 | W | WTJ70 - CVT FLUID |
| | 08/01/2016 | 10 | 17 | N | PERFORM NEW VEHICLE PDI |

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.

Your LATE CHARGE is computed by a single periodic rate of 1% per month (ANNUAL PERCENTAGE RATE OF 12%) on any outstanding balance at the end of a billing cycle.

| | | |
|---|---|---|
| .00 | .00 | |
| 46.90 | .00 | |
| .00 | .00 | |
| .00 | .00 | |
| 30.30 | 2017 | |
| 60.60 | .00 | |

ADDITIONAL WORK AUTHORIZED

NAME

DATE TIME A.M. P.M. NO. CALLED NEW TOTAL EST.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT TO EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS _____
2. PLEASE PROCEED WITH REPAIRS BUT CALL ME BEFORE CONTINUING IF THE PRICE WILL EXCEED $ _____
3. I DO NOT WANT AN ESTIMATE _____

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

CONTACT VIA
PHONE ☐ TEXT ☐ EMAIL ☐

☐ This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE PRIOR
I HEREBY AUTHORIZE the below repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments.

X [redacted]

THANK YOU

WINDA Services, Inc. • 1-800-236-7672 • 2010 WI Auto & Truck

| Step | Check | Yes | No |
|---|---|---|---|
| 1. **CHECK DTC.**<br>Read the **DTC of the occupant detection system.** | Are any of **DTC B1760, B1761, B1771 and B1795** detected? | Perform the diagnosis according to DTC. | Go to step 2.<br>B1650 only |
| 2. **CHECK POOR CONTACT OF CONNECTORS.**<br>Check for poor contact of the connectors between the occupant detection control module and airbag control module. | Is there poor contact? | Reconnect the connector. If condition is not improved, replace the rear body harness or the occupant detection system (passenger side cushion & frame assembly). | Go to step 3.<br>good connections |
| 3. **CHECK AIRBAG REAR HARNESS.**<br>1) Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.<br>2) Disconnect the connectors (AB59) and (AB53) under the passenger's seat.<br>3) Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18).<br>4) Connect the connector (1AP) in the test harness AP to the connector (AB53).<br>5) Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP.<br>**Connector & terminal**<br>**(6AG) No. 9 — (2AP) No. 1:**<br>**(6AG) No. 11 — (2AP) No. 2:** | Is the resistance less than 10 Ω? | Go to step 4.<br>2 Ω | Replace the rear body harness. |
| 4. **CHECK AIRBAG REAR HARNESS.**<br>Measure the resistance between connector (6AG) in the test harness AG and chassis ground.<br>**Connector & terminal**<br>**(6AG) No. 9 — Chassis ground:**<br>**(6AG) No. 11 — Chassis ground:**<br>**(6AG) No. 9 — (6AG) No. 11:** | Is the resistance 1 MΩ or more? | Go to step 5.<br>OL | Replace the rear body harness. |
| 5. **CHECK OCCUPANT DETECTION HARNESS.**<br>1) Turn the ignition switch to ON.<br>2) Measure the voltage between connector(2AB) in the test harness AB and chassis ground.<br>**Connector & terminal**<br>**(2AP) No. 3 (+) — Chassis ground (−):** | Is the voltage 10 V or more? | **Go to step 6.**<br>12.1 Volts | Check the battery voltage and fuse. If there is no fault, replace the rear body harness. |

*Continued...*

| Step | Check | Yes | No |
|---|---|---|---|
| 6. **CHECK AIRBAG SYSTEM DTC.**<br>1) Turn the ignition switch to OFF.<br>2) Reconnect the disconnected connector.<br>3) Turn the ignition switch to ON.<br>4) Read **Airbag System current DTC.** | Is **DTC B1650** detected? | If the condition is not improved, replace the occupant detection system (passenger side cushion & frame assembly).<br>If the condition is still not improved, then replace the airbag control module. | **The system is currently normal.** Check if any other DTC is detected. If there is no current DTC, perform Clear memory. |

**REFER TO THE LABOR TIME GUIDE ON SUBARUNET FOR APPLICABLE CLAIM CODING INFORMATION.**

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ostran | 12/23/2017 | 12/23/2017 | 060-02 01 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 370355 | 317143 | 23932 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 12/23/2017 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the Air Bag Light came on again over the weekend.

**Technician's Findings and Repair**
Technician performed diagnostic TT for code B1650 on 10/23/17 and determined that it was necessary to replace part # 64139SG002VH. FSE contacted retailer and advise them to reperform diagnostics following directives from TSB 07-108-16R. Service manager informed FSE that diagnostics still leads to replacement of the seat bottom assembly. FSE will generate TR.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 08/05/2016 | 06/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 370355 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| DGM | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

317143

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | esto4795 | 01/04/2018 | 02/08/2018 | 010-01-01 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC8HH[redacted] | 546988 | 502023 | 9319 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 01/04/2018 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| ELIZABETH GLEASON | bethg@belknapsubaru.com | 6037291300 |

**Customer's Description of Complaint**
Air bag light is on

**Technician's Findings and Repair**
Tech found code b1760 in ECM. tech tried to clear code, would not clear. tech installed seat bottom, issue corrected

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC8HH[redacted] | 01/13/2017 | 11/24/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 546988 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 502023 |

**Additional Comments**

(02/08/2018 15:04:19 - esto4795) Tech did not see any signs of rust or corrosion on seat frame. tech did not see any signs of liquid on carpet or seat.
(01/09/2018 09:51:05 - esto4795) techs Checked for bulletins, found 07-108-16R. step one tech checked for codes. tech found B1760. tech tried to clear code, would not clear. Tech checked for moisture or if seat was wet, was not. Tech turned vehicle on and put a/c and heat on directed at the seat. Tech did this for over 30 minutes. Tech checked seat again for any moisture or wetness; non found. tech checked connectors, all were tight, on air bag module and seat bottom. tech replaced the seat bottom and code went away. no stored code in system either after seat bottom was replaced.



## Vehicle

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | JF2SJAGC8FH[redacted] | **Title Alert** | **No** | **Recall Status** | **None Open** |
| **Description** | 2015 Forester 2.5i Premium - CVT - Dark Gray Metallic/Gray | | | **Telematics Enabled** | No |
| **Option Description** | All-Weather Package + Eyesight + Navigation System | | | **Sold Order** | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| FFF | 15 | DGM/GRA | C | 560658 | 37224 | 921414 | Wholesale | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 11/27/2014 | 01/19/2015 | 01/20/2015 | 01/28/2015 | 01/28/2015 | 01/28/2015 | | | SAS |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | | 01/19/2015 | 144 | 009 Vancouver | Rocky Hamby | $29,039.00 |

**Allocated** N/A

**Drafted** CEN-400144
QUANTRELL SUBARU 400144
1450 E NEW CIRCLE RD
LEXINGTON KY 40509

**Sold By** EST-040171
EARL DUFF SUBARU 040171
1028 S ROANE ST
HARRIMAN TN 37748

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 01/08/2015 |
| | XNU | PZEV Badge | 01/08/2015 |
| | XN6 | Eyesight Window Cling | 01/08/2015 |
| | XAA | PDI | 01/08/2015 |
| | X7Z | 2015 Forester Eyesight OM | 01/08/2015 |
| | X43 | Roadside Assistance Label | 01/08/2015 |
| | PGE | Rear Bumper Cover | 01/08/2015 |
| | OGA | Luggage Compartment Cover | 01/08/2015 |

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | MGD | Cargo Tray | 01/08/2015 |
| | KGB | Dim Mirror/Com w/Homelink | 01/08/2015 |
| | BGA | All Weather Floor Mats | 01/08/2015 |
| X0B | X2U | Black Mat | 01/08/2015 |
| X0B | X8X | 2015 Forester OIK | 01/08/2015 |
| X0B | X8Y | 2015 F/I/B/X w/Navi Lit Pk | 01/08/2015 |
| X0B | XDN | Handling | 01/08/2015 |

## Telematics Subscription

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|

## Owner - Driver

Owner [redacted]
(H) [redacted] (C) (W) [redacted]
[redacted]
(F) (E) [redacted]

Co-Owner [redacted]
(H) (C) (W)
[redacted]
(F) (E)

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** Warranty Start 01/28/2015 Owner [redacted]

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 01/28/2015 | 01/28/2017 | Federal Emissions Performance Warranty | 24000 | Expired |
| 01/28/2015 | 01/28/2018 | Federal Emissions Defect Warranty | 36000 | Active |
| 01/28/2015 | 01/28/2018 | New Car Wear Item Warranty | 36000 | Active |
| 01/28/2015 | 01/28/2018 | Warranty Brake Pad | 36000 | Active |
| 01/28/2015 | 01/28/2018 | Basic New Car Warranty | 36000 | Active |
| 01/28/2015 | 01/28/2018 | New Car Adjustment Coverage | 36000 | Active |
| 01/28/2015 | 01/28/2020 | Powertrain Warranty | 60000 | Active |
| 01/28/2015 | 01/28/2023 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 01/28/2015 | 01/28/2065 | Lifetime Seatbelt Warranty | 999999 | Active |
| 01/28/2015 | 01/28/2020 | Rust Perforation Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|
| 06/22/2017 | 01/28/2025 | CVT - CVT Warranty Extension | 40000 | 60 | Active |

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner Heather Flanary Co-Owner William Flanary

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 01/28/2015 | 01/28/2021 | New Gold Plus 6yr/80,000 $100 Deductible | [redacted] | 167 | 198 | Available | Active |

**Contract Owner** [redacted]

### Vehicle Notes

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** Warranty Start 01/28/2015 Owner [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * * PRIOR AUTHORIZATION is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Added Security | [redacted] | A | 050-040659 | ULH43 | 64243 | 12/07/2017 | 12/01/2017 | 12/06/2017 | 12/07/2017 | | 12/08/2017 | 747.79 | Paid |

**Air Bag Control Unit**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 100.00 | 0.00 | 0.00 | 35.00 | 747.79 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 820201 | 4848 | 0.90 | 0.00 | 0.00 | 0.00 | 111.38 | AIR BAG SYSTEM TESTING |
| | 820231 | 4848 | 0.40 | 0.00 | 0.00 | 0.00 | 49.50 | AIR BAG CONTROL UNIT R&R |
| | Totals: | | 1.30 | 0.00 | 0.00 | 0.00 | 160.88 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | 98221SG001 | 1 | 651.91 | 651.91 | 0.00 | 651.91 | Y | | CONTROL UNIT AIR BAG |
| | Totals: | | | 651.91 | 0.00 | 651.91 | | | |

**Comments** AIR BAG LIGHT ON. SCANNED CODES, HAD CODE B165 AIR BAG CONTGROL MODULE CIRCUIT. VERIFIED DTC AND REPLACED MODULE. CLARED DTC TESAT DROVE OK

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Added Security | [redacted] | A | 050-040659 | URD39 | 46482 | 02/01/2017 | 01/31/2017 | 01/31/2017 | 02/01/2017 | | 02/03/2017 | 776.98 | Paid |

**Load Cell Sensor Cushion Assembly**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 100.00 | 0.00 | 0.00 | 0.00 | 776.98 | 0.00 |

## Claims Summary (Cont...)

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 820201 | 146895 | 0.90 | 0.00 | 0.00 | 0.00 | 101.25 | AIR BAG SYSTEM TESTING |
| | 820496 | 146895 | 0.80 | 0.00 | 0.00 | 0.00 | 90.00 | ODS C M, LOAD CELL &/OR HARNESS R&R |
| | Totals: | | 1.70 | 0.00 | 0.00 | 0.00 | 191.25 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | 64139SG002LL | 1 | 685.73 | 685.73 | 0.00 | 685.73 | Y | | CUSHION AY OCPANTRH |
| | Totals: | | | 685.73 | 0.00 | 685.73 | | | |

**Comments** air bag light on. code b1650, pass seat air bag fault. seat sensor was detecting a passenger with out one in it. replaced sesnor and cleared dtc

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | B | 050-040659 | VOR99 | 46482 | 02/01/2017 | 01/31/2017 | 01/31/2017 | 02/01/2017 | | 02/03/2017 | 28.80 | Paid |

**VOR Freight Costs**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 28.80 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 101105 | 146895 | 0.00 | 0.00 | 0.00 | 28.80 | 28.80 | VOR Freight Costs |
| | Totals: | | 0.00 | 0.00 | 0.00 | 28.80 | 28.80 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | Totals: | | | 0.00 | 0.00 | 0.00 | | | |

**Comments** freight charges line A

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Added Security | [redacted] | A | 050-040659 | SFR21 | 45576 | 01/13/2017 | 01/09/2017 | 01/12/2017 | 01/13/2017 | | 01/13/2017 | 414.43 | Paid |

**Mode Control Switch Assembly**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 100.00 | 0.00 | 0.00 | 105.00 | 414.43 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 712001 | 146895 | 0.60 | 0.00 | 0.00 | 0.00 | 67.50 | MODE CONTROL SWITCH ASSEMBLY R&R |

## Claims Summary (Cont...)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Totals: | | | 0.60 | 0.00 | 0.00 | 0.00 | 67.50 | |
| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
| | 72311SG010 | 1 | 341.93 | 341.93 | 0.00 | 341.93 | Y | | HEATER CONTROL ASSEMBLY |
| | Totals: | | | 341.93 | 0.00 | 341.93 | | | |

Comments hvac mode knob will only turn one setting. verified and replaced heater control assy

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 3.60 | 0.00 | 0.00 | 28.80 | 448.43 | 1679.57 | 0.00 | 1679.57 | 0.00 | 1968.00 |







# Wallace Imports

OF JOHNSON CITY

SUBARU SUZUKI

3101 E. Oakland Ave. - Johnson City, Tennessee 37601
423-952-0888 - Fax: 423-722-0996

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday

| R/O Open Date | R/O Number |
|---|---|
| 12/08/17 | [redacted] |
| **Time Received** | **Time Promised** |
| 11:04 | 12/08 15:00 |
| **Current Mileage** | **Mileage Out** |
| 64300 | |
| **Estimate of Repairs** | **Service Advisor / Key Tag #** |
| | MYRA HONAKER/ |

[redacted]

| Work Phone | Vehicle Identification Number |
|---|---|
| | JF2SJAGC8FH[redacted] |
| **Home Phone** [redacted] | **Delivery Date** / **In-Service Date** |
| | |

| Year | Make | Model | Body | Color | License Number |
|---|---|---|---|---|---|
| 2015 | SUBARU | FORESTER | 4DR AUTO 2.5I PRE | GRAY | |

| Job Number | Description of Work | Code |
|---|---|---|
| 1. | MULTI POINT INSPECTION<br>√ fluids, TPS- | MPI<br>Customer Pay |
| 2. | CUSTOMER STATES AIR BAG/SRS LIGHT ILLUMINATED AIRBAG LIGHT STAYS ON WHEN PASSENGER IS RIDING IN FRONT SEAT. | EO6<br>WARR-SUBARU |
| 3. | | |
| 4. | | |
| 5. | | |

## TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

## DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

[redacted]

(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)845-1028

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | bspidl | 01/03/2018 | 01/23/2018 | 050-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC8FH[redacted] | 560658 | 921414 | 64300 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 12/08/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Benjamin Spidle | bspidl@subaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag light stays on when passenger is riding in passenger seat.

**Technician's Findings and Repair**
Tech states, ODS module (seat bottom) has been replaced, along with Airbag control module. Tech followed 07 108 16R Tech stated condtion is intermittent and has been able to duplicate, vehicle has been at retailer for about 7 days. Tech states all wiring ok, no measurements available. Tech made FSE aware of vehicle during retailer visit FSE inspected vehicle, found staining on front passenger seat bottom from liquid. FSE advised to perform drying procedure from TSB and clear DTCs, and to advise customer to keep seat bottom dry

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC8FH[redacted] | 01/28/2015 | 11/27/2014 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 560658 | Continuously Variable Transmission | 2015 | FFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| DGM | 15 | C | N |

**Engine Size**

2.5

**Original Trans #**

921414

---

**Additional Comments**

(01/23/2018 18:28:42 - bspidl) Per Service manager, after performing Drying procedure from TSB. DTC does not come back on. Service manager advised customer of keeping seat dry.

SUBARU

TECHNICAL SERVICE

# PARTS RECOVERY VOUCHER

Date: 1/19/18

Dealer Number: 010 [redacted]

Dealer Name: Bellknap Subaru

Part(s) recovered:

| CLAIM NUMBER | V.I.N. (LAST 8) | PART NUMBER | PART DESCRIPTION |
|---|---|---|---|
| | HH [redacted] | 64139SG160C | Seat Bottom |
| | | | |
| | | | |
| | | | |
| | | | |

Please be certain to ship the requested parts UPS third party billing to the address below. Include a copy of this request and a copy of the repair order.

Describe purpose of collecting parts: SOA Part Collection - NASI

Authorized SOA representa [redacted] Signat [redacted]

**IMPORTANT DEALER INFORMATION**

**KEEP A COPY OF THIS NOTICE WITH THE VEHICLE SERVICE RECORD FOR EACH PART LISTED ABOVE. NO FURTHER ACTION IS NECESSARY ON YOUR PART UNLESS YOU RECEIVE ANOTHER PARTS RETURN NOTICE AT A LATER DATE.**

If you currently have an outstanding request for any of the parts listed above, please inform the person collecting these parts of the request and provide a copy to them prior to their departure from your dealership.

It is not always possible for SOA to cross reference the parts listed above with parts requests that may be issued at a later date or with requests that may be issued from another section within SOA. If you have another request for the same parts, you must notify SOA to avoid the possibility of an adjustment to a previous credit. SEND A COPY OF THIS FORM ALONG WITH THE (SYSTEM ISSUED) REQUEST FOR PARTS RETURN TO:

Subaru of America
Parts Collection Center
3701 David Howarth Drive
Lafayette, IN 47909

Please acknowledge your understanding of the dealer information by signing below. Should you have any questions at a later date, please contact your DPSM/FSE or SOA Technical Services.

Signature: _____ Title: _____

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | snermil | 01/19/2018 | 01/19/2018 | 010-01-01 | 010[redacted] |

**Section**
Electrical

**Sub Section**
SRS Airbag & Pretentioners

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC8HH[redacted] | 546988 | 502023 | 9319 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 01/19/2018 | 64139sg160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Robert Miller | robmiller@snemail.com | 6039987964 |

**Customer's Description of Complaint**
Airbag light is on

**Technician's Findings and Repair**
Please see QMR 1-[redacted] Issued PCC voucher and had seat bottom returned to the PCC.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC8HH[redacted] | 01/13/2017 | 11/24/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 546988 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 502023 |

2.5

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | snermil | 01/19/2018 | 01/19/2018 | 010-01-01 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC8HH[redacted] | 546988 | 502023 | 9319 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 01/19/2018 | 64139sg160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
Airbag light is on

**Technician's Findings and Repair**
Please see QMR 1-[redacted] Issued PCC voucher and had seat bottom returned to the PCC.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC8HH[redacted] | 01/13/2017 | 11/24/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 546988 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 502023 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | tken | 01/26/2018 | 02/15/2018 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 549478 | 496278 | 11459 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYG00 | 01/26/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| T Kenner | tken@subaru com | |

**Customer's Description of Complaint**
Per customer email Airbag light intermittently comes on I have received messages from StarLink indicating that our airbag notification light is on.

**Technician's Findings and Repair**
Found MIL Codes B1650 and B1760 in past codes no current codes. Checked per Bulletin 07-108-16R and Trouble tree for code B1760 the results of these checks are, no repair, clear code

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 01/31/2017 | 11/25/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 549478 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 496278 |

2.5

**Additional Comments**

(02/15/2018 17:00:36 - tken) 2/15 Conducted a joint inspection with SBR and Aptiv (subsidiary of Delphi) during the inspection Aptiv captured data and it was determined the vehicle would be repurchased and returned to Delphi for additional inspection and testing.

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | tken | 01/26/2018 | 02/15/2018 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 549478 | 496278 | 11459 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYG00 | 01/26/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| T Kenner | tken@subaru com | |

**Customer's Description of Complaint**
Per customer email Airbag light intermittently comes on I have received messages from StarLink indicating that our airbag notification light is on.

**Technician's Findings and Repair**
Found MIL Codes B1650 and B1760 in past codes no current codes. Checked per Bulletin 07-108-16R and Trouble tree for code B1760 the results of these checks are, no repair, clear code

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 01/31/2017 | 11/25/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 549478 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 496278 |

2.5

**Additional Comments**

(02/15/2018 17:00:36 - tken) 2/15 Conducted a joint inspection with SBR and Aptiv (subsidiary of Delphi) during the inspection Aptiv captured data and it was determined the vehicle would be repurchased and returned to Delphi for additional inspection and testing.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jcruz | 02/09/2018 | 02/09/2018 | 050-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 589404 | 118097 | 7838 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD38 | 12/22/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 214693 | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jesse Cruz | jcruz@subaru.com | 7865475954 |

**Customer's Description of Complaint**
C/S passenger airbag does not turn on when passenger sits in vehicle.

**Technician's Findings and Repair**
FSE found part in 10 bin inspection. Requested information from technician regarding this part. DTC's found B1760 and B1650 Tech followed diag procedure and also verified that seat cushion had no signs of water intrusion. Seat was clean and no signs of water. part was replaced. Vehicle is now operating as designed part is available if requested

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 03/18/2017 | 01/09/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 589404 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 118097 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jcruz | 02/09/2018 | 02/09/2018 | 050-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC0JH[redacted] | YA31289 | 184682 | 6711 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD38 | 01/18/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jesse Cruz | jcruz@subaru.com | 7865475954 |

**Customer's Description of Complaint**
C/S airbag light is on.

**Technician's Findings and Repair**
FSE found part in 10 bin inspection. Customer returned for SOP to be installed. Technician followed diagnostic procedure for B1650 Tech also performed visual inspection for seat cushion and found no trace of water or moisture. Replaced seat cushion. vehicle operates as designed.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC0JH[redacted] | 06/24/2017 | 05/17/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA31289 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 184682 |

2.5

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | sdcjpyl | 03/01/2018 | 03/01/2018 | 020-01-06 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC8GH[redacted] | 209583 | 862639 | 26165 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 01/26/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Pyle | jpyle@subarudistcorp.com | -- |

## Customer's Description of Complaint

customer states airbag light is coming on dash-concern with seatbelt pretensioner, light would not come on previously, light has been intermittently on for months, has not stayed on, has been on constantly for past 2 weeks

## Technician's Findings and Repair

Confirmed customer concern, inspected and found code B1650, followed flowchart, flow chart states replace passenger cushion assembly and airbag control module, tested with windows down and air-dried interior of vehicle to ensure seat was not wet or had been wet previously to cause customer concern. Removed and replaced passenger seat bottom, tested and found proper operation. No further repairs necessary at this time. 3/1/18 FSE reviewed with technician technical bulletin 07-108-16R and TT for B1760 should have been used for diagnosis, Part recovery was not issued

## Attachments

Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC8GH[redacted] | 05/02/2016 | 01/27/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| | | 2016 | |

| | | | |
|---|---|---|---|
| 209583 | Continuously Variable Transmission | | GFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DGM | 13 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 862639 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | jshi9542 | 03/28/2018 | 03/28/2018 | 060-04-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC5JH[redacted] | YA32674 | 185382 | 8605 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 03/28/2018 | 64139SG160VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
C/S PASSENGER SIDE AIRBAG LIGHT COMES ON AT TIMES WHILE DRIVING.

**Technician's Findings and Repair**
TECH FOUND CODE B1650 AND REFERENCED TSB 07-108-16R. RAN DIAG TREE USING TEST HARNESS. STEP 3 MEASURED .5 OHMS FOR BOTH. STEP 4 MEASURED MORE THAN 1MOHM. STEP 4 MEASURED BATTERY VOLTAGE. STEP 6 DTC B1650 WHEN HISTORICAL THEN CAME BACK THE NEXT DAY. REPLACED PASSNGER SEAT BOTTOM. PLEASE UPDATE TSB TO REFLECT THE PART NUMBERS OF SPECIAL TOOLS (TEST HARNESSES). I LOST ABOUT 30 MINUTES HUNTING DOWN PART NUMBERS. ONE WAS IN THE AIRBAG SYSTEM THE OTHER WAS IN THE ODC SYSTEM.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC5JH[redacted] | 08/16/2017 | 05/18/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA32674 | Continuously Variable Transmission | 2018 | JFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 21 | C | N |

**Engine Size**

2.5

**Original Trans #**

185382

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1[redacted] | dwri8030 | 04/12/2018 | 04/12/2018 | 050-04-02 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXJH[redacted] | YA51644 | 194938 | 1938 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 04/12/2018 | 64139SG060L | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
CUSTOMER STATES PASSENGER SEAT AIR BAG LIGHT COMES OFF/ON WHEN NOBODY IS IN IT

**Technician's Findings and Repair**
CODE B1650 PERFORM TSB 07 108 16R NO SIGNS OF WATER ON CUSHION VOR #[redacted]

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXJH[redacted] | 08/19/2017 | 06/05/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA51644 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 194938 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jyba0213 | 04/19/2018 | 04/19/2018 | 060-04-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC3JH[redacted] | CA42341 | 950466 | 4882 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/19/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| [redacted] | [redacted] | 7132699197 |

**Customer's Description of Complaint**
srs light will intermittently come on and off

**Technician's Findings and Repair**
THE VEHICLE IN QUESTION IS ACTUALLY MY OWN. I BROUGHT IT TO MY FSE'S ATTENTION. I LEASED IT IN AUGUST THE VEHICLE HAS NEVER BEEN FLOODED AND THE SEATS HAVE NEVER HAD ANYTHING SPILLED ON THEM. I NOTICED THE LIGHT STARTED COMING ON AROUND THE END OF SUMMER BEGINNING OF FALL WE PAYED ATTENTION TO IT AND AS THE WEATHER CHANGED TO WINTER MY LIGHT DID NOT ILLUMINATE ANYMORE. IT NEVER CAME ON AT ALL DURING WINTER BUT AS SOON AS THE WEATHER CHANGED AND IT GOT MORE HUMID OUTSIDE MY LIGHT WOULD COME BACK ON. IT IS NOT CONSISTENT BUT I HAVE NOTICED THAT ON REALLY HUMID DAYS IT WILL COME ON I HAVE COME TO THE CONCLUSION THAT DURING HOT HUMID DAYS I WILL MOST LIKELY HAVE A LIGHT ON. NOT SO HUMID DAYS I WILL NOT AND IT WILL BE A HISTORY B1650 CODE ALL THE TIME

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC3JH[redacted] | 08/11/2017 | 05/16/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| | | 2018 | |

| | | | |
|---|---|---|---|
| CA42341 | Continuously Variable Transmission | | JFM |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| WHC | 11 | C | Y |
| **Engine Size** | **Original Trans #** | | |
| 2 | 950466 | | |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | bpra3818 | 05/02/2018 | 07/16/2018 | 010-01-05 | 010[redacted] |

| Section | Sub Section |
|---|---|
| NDF - Unspecified Area | Front Vehicle |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGWC0HH[redacted] | 860229 | 880365 | 18165 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 01/13/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
CUSTOMER STATES PASSENGER SIDE AIR BAG LIGHTS IS ALWAYS ON

**Technician's Findings and Repair**
Cause: confirmed customer complaint upon inspection tech found code B1760 stored in the ods system for passenger side occupant detection sensor mat abnormal tech followed diagnostic's for code according to stis verified that the passenger side seat cushion is not wet and it has no signs of any liquid being spilt on it recoreded dtc and cleared well monitoring the live data of the module tech got in and out of the seat multiple times verified that passenger air bag light would shut off. after two times tech got out of the vehicle and the fault returned removed seat from mounting location and inspected all connections under seat leading to the ods module. found no signs of loose or bad connections rec replacing complete seat bottom per diagnosis and steps outlined in stis note light will remain active until problem is fixed, light may shut off by itself due to prolonged periods of not using the passenger seat or if it does not detect a fault Correction REPLACED PASSENGER FRONT SEAT BOTTOM ASSEMBLY PER PREVIOUS DIAG. CLEARED CODES AND TESTED TO VERIFY OPERATION

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGWC0HH[redacted] | 11/18/2016 | 09/21/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 860229 | Continuously Variable Transmission | 2017 | HFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| SBM | 34 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| 2 | 880365 |

**Additional Comments**
(07/16/2018 13:42:04 - bpra3818) URC43 IS CORRECT FAIL CODE

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | tdal5882 | 05/11/2018 | 06/11/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| General | -- |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 484779 | 081523 | 30432 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 05/11/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
11

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

**Customer's Description of Complaint**
INTERMIT THE AIR BAG WARNING LIGHT COMES ON HAPPENS RANDOMLY AND OFTEN

**Technician's Findings and Repair**
VIS CK OVER CLEAR ON AND UNDER SEATS SCAN NO CODES ROAD TEST ON SOME BUMPS PASS SIDE LIGHT COMES ON THEN OFF NOTE SEAT IS DRY AND CLEAR UNDER SEAT CK UNDER SEAT FOR POS WIRE CHAFFING OR PINTCH GOOD JUST THOUTCHING THE SEAT LIGHTLY COMES ON SEAT PRRESER PAD LITTLE TO SENSITIVE REPLACE LOWER PASS SIDE SEAT CUSHION ROAD TEST ALL GOOD

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 11/26/2016 | 10/03/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 484779 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| ISM | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

081523

---

**Additional Comments**

(06/11/2018 10:14:46 - jcha1802) FAIL CODE SHOULD BE URD43

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | jshi9542 | 05/16/2018 | 05/16/2018 | 060-04-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC5GH[redacted] | 205808 | 860265 | 29444 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UZH85 | 05/16/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
C/S GOT AN AIRBAG WARNING FROM STAR LINK

**Technician's Findings and Repair**
FOUND CODE B1650. RAN DIAG TREE FOR TSB 07-108-16R; NO PROBLEMS FOUND. TECH TALKED TO CUSTOMER AND NOTES THEY ARE A COP AND PLACE A LOT OF ELETRONIC DEVICES (TO INCLUDE: CHARGING CABLES, LAPTOPS, AND TABLETS) ON PASSENGER SEAT WHILE GETTING IN AND OUT OF VEHICLE AND/OR WHILE DRIVING.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC5GH[redacted] | 05/16/2016 | 01/22/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 205808 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 860265 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | jshi9542 | 05/16/2018 | 05/16/2018 | 060-04-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC5GH[redacted] | 205808 | 860265 | 29444 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UZH85 | 05/16/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
C/S GOT AN AIRBAG WARNING FROM STAR LINK

**Technician's Findings and Repair**
FOUND CODE B1650. RAN DIAG TREE FOR TSB 07-108-16R; NO PROBLEMS FOUND. TECH TALKED TO CUSTOMER AND NOTES THEY ARE A COP AND PLACE A LOT OF ELETRONIC DEVICES (TO INCLUDE: CHARGING CABLES, LAPTOPS, AND TABLETS) ON PASSENGER SEAT WHILE GETTING IN AND OUT OF VEHICLE AND/OR WHILE DRIVING.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC5GH[redacted] | 05/16/2016 | 01/22/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 205808 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 860265 |

SUBARU

# DTC

[redacted]

FAX:

Employee in charge:

E-mail:

| | | | |
|---|---|---|---|
| Date and time: | 6/4/2018 8:10:20 AM | Vehicle: | Forester |
| VIN: | JF2SJAEC8H[redacted] | Model: | 17MY > SSM4 |

[Diagnostic comments]

[Diagnostic result details]

Data name:

Memo:

<Occupant Detection : 1 piece>

| Status | Code | Description & trouble part | FFD |
|---|---|---|---|
| Past | B1760 | Occupant Detection Sensor Mat | |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 05/30/2018 | 06/04/2018 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 659005 | 147695 | 13607 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 05/28/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
3rd visit for same code B1650

**Technician's Findings and Repair**
FSE was asked to verify TT that verified the need of 64139SG060LL. FSE verified Technician followed the TSB 07 108 16R  On 1st and 2nd visit the code was Not Current, however on this visit the code was a hard code that would not clear. On previous visits technician noted stains on the seat, although the seat was no longer wet  On this visit, seat bottom was still dry and code would not clear With that technician ordered new seat bottom. FSE requested that when vehicle returns for the installation of the seat bottom that they verify if any codes are stored on the ODS control module Technicians notes did indicate that he did find B1760, however he crossed that code out. Technician will follow up and verify

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 05/31/2017 | 03/10/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 659005 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 147695 |

**Additional Comments**

(06/04/2018 14:07:07 - jsha) Technician followed and did find B1760 in ODS CU. Attached picture.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 05/31/2018 | 05/31/2018 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 659351 | 147661 | 22624 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 05/31/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Air Bag light on.

**Technician's Findings and Repair**
FSE was asked to verify TT steps. FSE and technician verified the codes (B1760 is current and B1650 in History) Following the TT 1 Check airbag warning light Does it illuminate Yes 2 Check if passenger seat cushion is wet = No 4: Read the DTC of the ODS: Is it B1760 = Yes 5: Check for poor contact on connectors Is there poor contact of connectors No Replace ODS

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC6HH[redacted] | 05/12/2017 | 03/10/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 659351 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 147661 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 05/31/2018 | 05/31/2018 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 645032 | 140292 | 10188 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 05/31/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Air Bag light on

**Technician's Findings and Repair**
FSE was investigating another vehicle with same concern as this vehicle. However this vehicle was not at the retailer, nor was the technician that did the trouble shooting Technician will walk the other technician through the steps we went through today on HH[redacted] when vehicle and other technician returns

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 05/01/2017 | 02/25/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 645032 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 140292 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 06/01/2018 | 06/01/2018 | 050-04-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | 694125 | 164584 | 13311 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 06/01/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Air Bag light on

**Technician's Findings and Repair**
Current Code B1760 History B1650 Technician pulled codes and found B1760 in the ODS CU as Current Followed TSB07 108 16R and found in Step One of this TSB that he needed to follow diag of this code. Step 1 of diag: Air Bag warning light on? = Yes Step 2 of diag: Is seat wet? = No (go to step 4) Step 4 of diag Is DTC B1760 Current? Yes Step 5 of diag Is there poor contact of connectors? = No (then advised to replace ODS Seat Bottom)

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | 05/30/2017 | 04/07/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 694125 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 164584 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 06/06/2018 | 06/06/2018 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 528987 | 786441 | 16236 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 06/01/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Air Bag light on.

**Technician's Findings and Repair**
FSE interviewed technician to verify the process that was done to determine the seat bottom truly being needed because claim notes did not mention actual codes  Technician advised that there were two codes, and that the B1760 was a hard code that would not clear.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 03/04/2017 | 11/09/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 528987 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 786441 |

2.5

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ostran | 06/05/2018 | 06/05/2018 | 060-02-01 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC7JH[redacted] | CB86384 | 998100 | 6111 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/05/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the passenger seat belt light and bell stay on and the airbag light is on.

**Technician's Findings and Repair**
FSE was present at retailer for routine visit in which he was queried about this vehicle when it arrived FSE was informed that seat was dry and that no codes are currently present FSE examined vehicle and found both seats to be wet between the seat back and seat bottom. FSE advised ensuring the seats are fully dried and then perform diagnosis using TSB 07 108 16R

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC7JH[redacted] | 01/29/2018 | 11/15/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| CB86384 | Continuously Variable Transmission | 2018 | JFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 11 | C | Y |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2 | 998100 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | gbor | 06/06/2018 | 06/07/2018 | 080-02-02 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 424555 | 706021 | 21988 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/06/2018 | 64139SG060LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Gary Borland | gbor@subaru.com | -- |

**Customer's Description of Complaint**
CS- SRS light illuminated on dash again.

**Technician's Findings and Repair**
TS- Vehicle has history of B1650 and B1760 x4. FSE was given final repair attempt by CRS. FSE inspected vehicle and found DTCs in history DTCs were cleared and vehicle tested SRS light came on in cluster when alternating between seat occupied and not occupied. Checked DTCs and DTCs were current Cleared DTCs again, waited 1/2 hour and repeated testing again Again the light came on and DTCs stored. Followed TSB 07-108-16R which had me check connections between airbag CM and ODS module Connections were good End of TT said to replace seat bottom Retailer will replace seat bottom and FSE will return to recheck.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 10/12/2016 | 08/04/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 424555 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 706021 |

**Additional Comments**

(06/07/2018 16:06:37 - gbor) FSE returned to vehicle on 6/7 after seat bottom had been replaced. Ran same testing as before with no light illuminated. Cycled key multiple times with no recurrence of light. Vehicle is repaired.

## Vehicle

| | | | |
|---|---|---|---|
| VIN | JF2SJAEC7HH[redacted] | Title Alert | No |
| Description | 2017 Forester 2.5i Premium - CVT - Venetian Red Pearl/Gray | Recall Status | None Open |
| Option Description | All-Weather Package | Telematics Enabled | Gen 1 |
| | | Sold Order | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| HFF | 13 | VRP/GRA | C | 656462 | 38839 | 146428 | Wholesale | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 03/08/2017 | 04/28/2017 | 04/28/2017 | 07/11/2017 | 07/11/2017 | 07/11/2017 | | | Telematics |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2017-05 | 04/28/2017 | 394 | 007 Baltimore | Jerome Weaver | $28,201.00 |

| | | | | | |
|---|---|---|---|---|---|
| Allocated | 030235<br>LAWRENCE SUBARU 030235<br>1726 CARLISLE PIKE<br>HANOVER PA 17331 | Drafted | EST-030235<br>LAWRENCE SUBARU 030235<br>1726 CARLISLE PIKE<br>HANOVER PA 17331 | Sold By | EST-030235<br>LAWRENCE SUBARU 030235<br>1726 CARLISLE PIKE<br>HANOVER PA 17331 |

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 04/26/2017 |
| | XNU | PZEV Badge | 04/26/2017 |
| | XN4 | StarLink Window Cling | 04/26/2017 |
| | XAA | PDI | 04/26/2017 |
| | X43 | Roadside Assistance Label | 04/26/2017 |
| | QGM | Splash Guards | 04/26/2017 |
| | PGE | Rear Bumper Cover | 04/26/2017 |
| | OGA | Luggage Compartment Cover | 04/26/2017 |

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | MGD | Cargo Tray | 04/26/2017 |
| | BGA | All Weather Floor Mats | 04/26/2017 |
| | 0H1 | Auto Dim Mirror W/ Compass | 04/26/2017 |
| X9S | X2U | Black Mat | 04/26/2017 |
| X9S | X9B | 2017 Forester OIK | 04/26/2017 |
| X9S | XDN | Handling | 04/26/2017 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 04/26/2017

| Product Start Date | Product End Date | Status | Product Name | Subscriber Name |
|---|---|---|---|---|
| 07/11/2017 | 07/11/2018 | Active | STARLINK Safety Plus 1 Year Trial | [redacted] |

## Owner - Driver

**Owner** [redacted] (H) [redacted] (C) (W)
(F) (E) [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 07/11/2017 **Owner** [redacted]

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 07/11/2017 | 07/11/2019 | Federal Emissions Performance Warranty | 24000 | Active |
| 07/11/2017 | 07/11/2020 | Federal Emissions Defect Warranty | 36000 | Active |
| 07/11/2017 | 07/11/2020 | New Car Wear Item Warranty | 36000 | Active |
| 07/11/2017 | 07/11/2020 | Warranty Brake Pad | 36000 | Active |
| 07/11/2017 | 07/11/2020 | Basic New Car Warranty | 36000 | Active |
| 07/11/2017 | 07/11/2020 | New Car Adjustment Coverage | 36000 | Active |
| 07/11/2017 | 07/11/2020 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 07/11/2017 | 07/11/2022 | Powertrain Warranty | 60000 | Active |
| 07/11/2017 | 07/11/2025 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 07/11/2017 | 07/11/2025 | California Emissions Extended Defect Warranty | 100000 | Active |
| 07/11/2017 | 07/11/2032 | California Emissions PZEV | 150000 | Active |
| 07/11/2017 | 07/11/2067 | Lifetime Seatbelt Warranty | 999999 | Active |
| 07/11/2017 | 07/11/2022 | Rust Perforation Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** **Owner** [redacted] **Co-Owner**

### Added Security

### Vehicle Notes

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 07/11/2017 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * * PRIOR AUTHORIZATION is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

| | Totals | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Labor Totals | | | | | Part Totals | | | | |
| | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | gskjol | 06/07/2018 | 06/07/2018 | 050-01-02 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 656462 | 146428 | 9213 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 06/07/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Glenn Skjoldal | gskjol@subaru.com | -- |

**Customer's Description of Complaint**
Air bag light on again.

**Technician's Findings and Repair**
2nd complaint for the air bag coming on. First time retailer found codes B1650 and code b1760 Retailer went though diagnostics for b1760 clearing the code and releasing the vehicle Car came back into retailer with same codes retailer went through diagnostics a 2nd time and did not find an issue Retailer in the process of replacing the seat bottom

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 07/11/2017 | 03/08/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 656462 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 146428 |

# DTC

Ramsey Subaru

TEL: FAX:

Employee. in charge:

E-mail:

| | | | |
|---|---|---|---|
| Date and time: | 5/17/2018 9:31:43 AM | Vehicle: | Forester |
| VIN: | JF2SJAEC6HH[redacted] | Model: | 17MY > SSM4 |

[Diagnostic comments]

[Diagnostic result details]

Data name: Data - 1

Memo:

<Airbag : 1 piece>

| Status | Code | Description & trouble part | Time stamp | | | IG counter | FFD |
|---|---|---|---|---|---|---|---|
| | | | Trip Count [count] | Time [msec] | Group | | |
| | | | 02246 | 36800 | Current | | |
| Past | B1650 | Occupant Detection System Malfunction | 02134 | 3500 | Commo | 02134 | |

History

# DTC

Ramsey Subaru

TEL: FAX:

Employee. in charge:

E-mail:

| | | | |
|---|---|---|---|
| Date and time: | 5/17/2018 9:32:25 AM | Vehicle: | Forester |
| VIN: | JF2SJAEC6HH[redacted] | Model: | 17MY > SSM4 |

[Diagnostic comments]

[Diagnostic result details]

Data name: Data - 2

Memo:

<Occupant Detection : 1 piece>

| Status | Code | Description & trouble part | FFD |
|---|---|---|---|
| Past | B1760 | Occupant Detection Sensor Mat | |

History -

SUBARU

# DTC

Ramsey Subaru

TEL: FAX:

Employee. in charge:

E-mail:

| | | | |
|---|---|---|---|
| Date and time: | 6/8/2018 9:34:45 AM | Vehicle: | Forester |
| VIN: | JF2SJAEC6HH[redacted] | Model: | 17MY > SSM4 |

[Diagnostic comments]

[Diagnostic result details]

Data name:

Memo:

<Airbag : 1 piece>

| Status | Code | Description & trouble part | Time stamp | | | IG counter | FFD |
|---|---|---|---|---|---|---|---|
| | | | Trip Count [count] | Time [msec] | Group | | |
| | | | 02341 | 195300 | Current | | |
| Past | B1650 | Occupant Detection System Malfunction | 02259 | 3400 | Commo | 02259 | |

# DTC

Ramsey Subaru

TEL: FAX:

Employee. in charge:

E-mail:

| | | | |
|---|---|---|---|
| Date and time: | 6/8/2018 9:32:17 AM | Vehicle: | Forester |
| VIN: | JF2SJAEC6HH[redacted] | Model: | 17MY > SSM4 |

[Diagnostic comments]

[Diagnostic result details]

Data name: Data - 1

Memo:

<Occupant Detection : 1 piece>

| Status | Code | Description & trouble part | FFD |
|---|---|---|---|
| Past | B1760 | Occupant Detection Sensor Mat | |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1[redacted] | svan1505 | 06/08/2018 | 06/08/2018 | 060-01-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 475783 | 428450 | 9671 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/08/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Van Syoc | svansyoc@ramseyauto.com | 515-979-2297 |

**Customer's Description of Complaint**
Customer states airbag light illuminates at times

**Technician's Findings and Repair**
We had the vehicle in on 5/17/18 and found that codes B16050 and B1760 were stored in the airbag and odc control units, following tech bulletin 07-108-16R ddand diagnostic tree for code B1760 tech determined that lower seat was required for repair, but under later scrutiny we were unsure if code returned right away, after part arrived we found that the codes had returned and had a later time stamp, again we tried to duplicate anc check per manual and unable to verify any other issues in wiring, we determined that the seat bottom probably had an intermittent open in sensor mat of seat bottom Replaced seat bottom erased all codes and test drove. no codes returned at this time. Attached are the two different time stamps of dtc's. Also note that seat was dry on both occassions.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 11/12/2016 | 09/24/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 475783 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| DGM | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

428450

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | afil2042 | 06/11/2018 | 06/11/2018 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC2FH[redacted] | 734035 | 189891 | 23027 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 06/11/2018 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| [redacted] | [redacted] | 2074439781 |

**Customer's Description of Complaint**
CUSTOMER STATES AIR BAG LIGHT ON

**Technician's Findings and Repair**
TECH SCANNED FOR CODES, FOUND B1760 AND B1650. PER FLOW CHART, TECH CHECKED SEAT FOR MOISTURE OR STAINING, NONE FOUND. TECH HAS CHECKED CONTACT AT CONNECTORS BETWEEN OCCUPANT DETECTION MODULE AND SENSOR, FOUND OK. TECH ATTEMPTED TO CLEAR CODE AND IT RESET. TECH DETERMINED RIGHT SIDE OCCUPANT DETECTION SYSTEM, CUSHION AND FRAME ASSEMBLY INOP. TECH HAS REPLACED AND CLEARED CODES.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC2FH[redacted] | 07/11/2015 | 05/18/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 734035 | Continuously Variable Transmission | 2015 | FFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 189891 |

# VOUCHER REQUEST



**ATTENTION:** SUBARU SERVICE AND PARTS MANAGER(S)
**FROM:** SOA TECHNICAL SERVICES
**DATE ISSUED:** 06/28/2018
**REQUESTED BY:** Keith Cook
**CREATED BY:** KCO2

**SHIP TO:** SOA Part Collection Center
3701 David Howarth Dr , Ste B
Lafayette IN 47909-9360
**ATTN:** Field Quality Assurance

**PLEASE RETURN THE BELOW LISTED PART(S) ALONG WITH THIS FORM TO THE ABOVE MENTIONED ADDRESS.**

**VIN:** GH[redacted]
**RO #:** [redacted]
**RETAILER #:** 070[redacted]
**RETAILER NAME:** Cliff Wall Subaru

**PART(S):** Retailer must ship one part per package. Remember, it is ultimately the retailer's responsibility to ensure all parts in any package(s) are sufficiently protected to avoid damage during transport. Refer to Parts and Procedures Manual for additional information regarding warranty part returns.

| PART # | PART DESCRIPTION | REQUESTED QUANTITY | FAILED PART | HAZARDOUS | SHIP TOGETHER |
|---|---|---|---|---|---|
| 64139SG002VH | CUSHION AY OCPANTRH | 1 | | | |

**IMPORTANT: Please include a copy of the Repair Order in each package with the returned parts.**

**Shipping: Please ship the parts listed above using a UPS 3rd Party Billing account via Next Day Air. The UPS account number is 5E57E3 and Zip code is 08103 . (If weight and girth meet freight requirements, please resort to shipping via standard freight method. See the Policy and Procedures Manual Section 15.3.1.1 for additional information.)**



## OCCUPANT DETECTION SYSTEM (DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC)

## DTC B1760 SENSOR MAT ABNORMAL

**Diagnosis start condition:**
When the ignition voltage is 8 V — 16 V = 14.1 Volts running,

**DTC DETECTING CONDITION:**

- Occupant detection sensor is faulty.
- Occupant detection sensor circuit is open, shorted between terminals, shorted to power supply or shorted to ground.
- Seat heater circuit is open.
- Occupant detection control module is faulty.

### 1. CHECK AIRBAG WARNING LIGHT.

Check whether or not the airbag warning light illuminate.

Does it illuminate? Yes

Yes — Go to 2.

No — Read the DTC, and if DTC B1760 is recorded as a past malfunction, Go to 3.

## 2. CHECK STATUS OF PASSENGER'S SEAT.

Check if the passenger's seat cushion is wet.

Is it wet?

Yes — Go to 3.

No — Go to 4.

## 3. DRY PASSENGER'S SEAT.

Dry the passenger's seat well naturally.

Is it dry?

Yes — Go to 4.

No — After drying well, Go to 4.

## 4. CHECK DTC.

Read the DTC of the occupant detection system. Ref. to OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)>Read Diagnostic Trouble Code (DTC).

Is DTC B1760 (current malfunction) displayed again? = NO

| | |
|---|---|
| Yes | When DTC B1760 is displayed, Go to 5. |
| No | Clear the memory. Ref. to OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)>Clear Memory Mode. |

## 5. CHECK POOR CONTACT OF CONNECTORS.

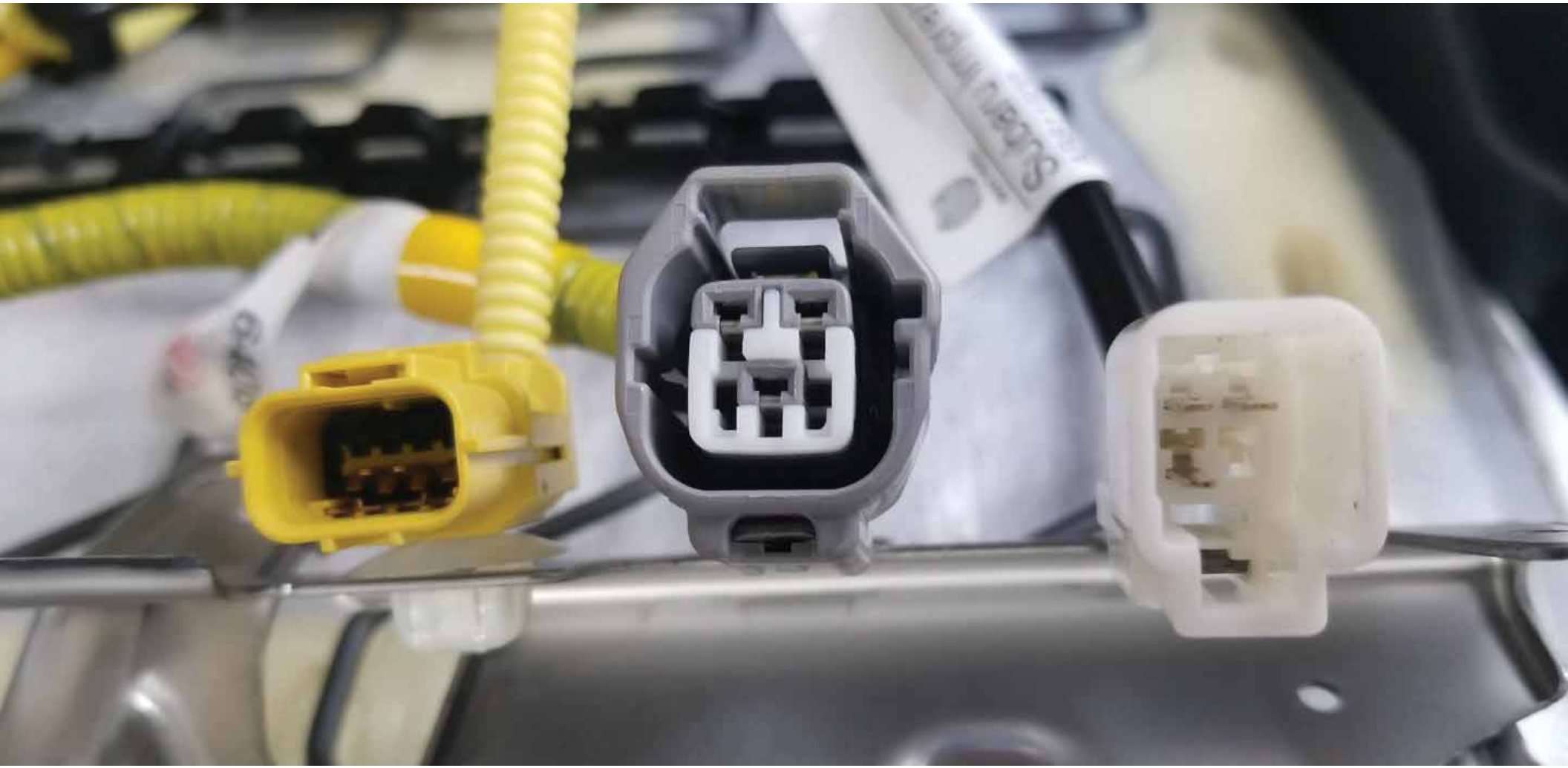
Check for poor contact of connectors between the occupant detection control module and the occupant detection sensor.

Is there poor contact of connector?

| | |
|---|---|
| Yes | When the connector is not fully connected, reconnect the connector correctly. Replace the faulty harness if the connector is faulty. (Replace the occupant detection harness or replace the occupant detection system (passenger's & frame assembly)). Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT. |
| No | Replace the occupant detection system (passenger's & frame assembly). Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT. |







# Consolidated Report

## Vehicle Inquiry Report

### Vehicle Information

**VIN:** GH[redacted]
**Carline:** Forester
**Model Year:** 2016
**Model Code:** GFF
**Description:** 2016 Forester 2.5i
**VIN Source:**
**Full VIN:** JF2SJAGCXGH[redacted]
**Product Name:** GFF-15-C-BBM
**Disposal Date:**

### Attributes

**Trim:** 2.5i Premium
**Exterior Color:** BBM
**Interior Color:** BLC
**Option Code:** 15
**Option Description:** All-Weather Package
**Engine:** 2.5
**Engine #:** 278471
**Transmission:** CVT
**Transmission #:** 905350
**Body Style:** SUV
**Ignition Key:** 33515
**Spec:** C
**Turbo Indicator:** N

### Other Attributes

**Last Updated Miles:** 6
**Production Date:** 03/26/2016
**Warranty Start Date:** 05/11/2016
**Status:** Retail
**Manually Created:** N
**Created By:** DADMIN
**Last Updated Date:** 12/25/2016 11:00:17
**Last Updated Source:** STR
**Carrier Code:** 601-449-----
**Foreign VIN:** N

### Sales Information

**Sales Date:** 05/11/2016
**Retail Delivery Date:** 05/11/2016
**Sale Type:** C
**Sales Order Type:** Wholesale
**SOA Demo:**
**Dealer Demo:**
**Fleet Flag:** N
**Company:**

### Dealer Information

| Allocated | Selling |
|---|---|
| Cliff Wall Subaru | Cliff Wall Subaru |
| Dealer#: 070145 | Dealer#: 070145 |
| Region: 060 | Region: 060 |
| Zone: 02 | Zone: 02 |
| District: 03 | District: 03 |

### Customer Pay Info - Retailer

| Dealer # | Dealer | RO Open Date | RO Closed Date | RO Mileage | Minacs Operation | Minacs Operation Description |
|---|---|---|---|---|---|---|
| 070[redacted] | Cliff Wall Subaru | 06/01/2018 | 06/01/2018 | 23251 | 99P | MenuCode |
| 070[redacted] | Cliff Wall Subaru | 06/01/2018 | 06/01/2018 | 23251 | WASH | MenuCode |
| 070[redacted] | Cliff Wall Subaru | 01/17/2018 | 01/17/2018 | 18761 | 99P | MenuCode |
| 070[redacted] | Cliff Wall Subaru | 01/17/2018 | 01/17/2018 | 18761 | WASH | MenuCode |
| 070[redacted] | Cliff Wall Subaru | 06/10/2016 | 06/10/2016 | 413 | PNTSU | PAINT LABOR SUBARU |
| 070[redacted] | Cliff Wall Subaru | 06/10/2016 | 06/10/2016 | 413 | BDYSU | BODY LABOR SUBARU |
| 070[redacted] | Cliff Wall Subaru | 05/24/2016 | 05/24/2016 | 413 | BDYSU | BODY LABOR SUBARU |
| 070[redacted] | Cliff Wall Subaru | 05/24/2016 | 05/24/2016 | 413 | PNTSU | PAINT LABOR SUBARU |
| 070[redacted] | Cliff Wall Subaru | 05/24/2016 | 05/24/2016 | 413 | BDYSU | BODY LABOR SUBARU |
| 070[redacted] | Cliff Wall Subaru | 05/24/2016 | 05/24/2016 | 413 | PNTSU | PAINT LABOR SUBARU |

Report Generated on 06/12/2018

# Vehicle Inquiry Report

| | | | | | | |
|---|---|---|---|---|---|---|
| 070145 | Cliff Wall Subaru | 05/09/2016 | 05/09/2016 | 4 | PDISU | PERFORM NEW CAR PDI SUBARU |
| 070145 | Cliff Wall Subaru | 05/04/2016 | 05/04/2016 | 5 | INTBS | INTERNAL BODY LABOR SUBARU |

Report Generated on 06/12/2018

# CLAIM DETAIL REPORT

**Region:** 060 **Zone:** 02 **Service District:** 03

**Dealer:** Cliff Wall Subaru **Dealer #:** 070145
1988 E Mason St
Green Bay WI 54302

---

**VIN:** GH[redacted] **Append:** N

**RO/Job:** [redacted] **Resulting Damage:** N

**Claim Type:** Added Security

**Status Code:** CR Paid

**Reason Code:** 200 **Reason Code Desc:** Claim Posted To Parts Statement Files

**Technician Name:** Zach Francois **SA Name:** John De Bauche

**Labor Rate:** $98.00 **Retail Rate:** $105.00

**Misc Detail:** **Installed Serial#:**

**Removed Serial#:**

---

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 12/21/2016 | 12/21/2016 | JQA90 | | 12/21/2016 | DADMIN | 12/21/2016 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | | | 05/11/2016 | | | 6,608 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

## LABOR INFORMATION

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 100661 | 0.5 | 0.0 | 0.0 | $0.00 | $37.50 |
| ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |

## PART INFORMATION

| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|
| SOA635045 | 6 | 5.14 | | | | Y | | |
| 11126AA000 | 1 | 1.20 | | | | N | | |
| 15208AA15A | 1 | 7.85 | | | | N | | |

## COMMENTS

| Created By | Note |
|---|---|

Report Generated on 06/12/2018

# CLAIM DETAIL REPORT

**Region:** 060 **Zone:** 02 **Service District:** 03

**Dealer:** Cliff Wall Subaru **Dealer #:** 070[redacted]

1988 E Mason St

Green Bay WI 54302

---

**VIN:** GH[redacted] **Append:** N

**RO/Job:** [redacted] **Resulting Damage:** N

**Claim Type:** Added Security

**Status Code:** CR Paid

**Reason Code:** 200 **Reason Code Desc:** Claim Posted To Parts Statement Files

**Technician Name:** Harley Chastain **SA Name:** Monica Wiegand

**Labor Rate:** $98.00 **Retail Rate:** $105.00

**Misc Detail:** **Installed Serial#:**

**Removed Serial#:**

---

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 06/27/2017 | 06/27/2017 | JQB90 | | 06/27/2017 | DADMIN | 06/27/2017 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | | | 05/11/2016 | | | 12,865 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

## LABOR INFORMATION

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 100661 | 0.7 | 0.0 | 0.0 | $0.00 | $52.50 |
| ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |

## PART INFORMATION

| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|
| SOA635045 | 6 | 5.14 | | | | Y | | |
| 11126AA000 | 1 | 1.20 | | | | N | | |
| 72880AJ00A | 1 | 26.95 | | | | N | | |
| 15208AA15A | 1 | 7.85 | | | | N | | |

## COMMENTS

Report Generated on 06/12/2018

| Created By | Note |
| --- | --- |
| SADMIN | 0 |

Report Generated on 06/12/2018

# CLAIM DETAIL REPORT

**Region:** 060 **Zone:** 02 **Service District:** 03

**Dealer:** Cliff Wall Subaru **Dealer #:** 070[redacted]

1988 E Mason St

Green Bay WI 54302

---

**VIN:** GH[redacted] **Append:** N

**RO/Job:** [redacted] **Resulting Damage:** N

**Claim Type:** Added Security

**Status Code:** CR Paid

**Reason Code:** 200 **Reason Code Desc:** Claim Posted To Parts Statement Files

**Technician Name:** Aaron Moore **SA Name:** John De Bauche

**Labor Rate:** $98.00 **Retail Rate:** $105.00

**Misc Detail:** **Installed Serial#:**

**Removed Serial#:**

---

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 01/17/2018 | 01/17/2018 | JQC90 | | 01/17/2018 | DADMIN | 01/17/2018 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| [redacted] | [redacted] | | | 05/11/2016 | | | 18,761 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

## LABOR INFORMATION

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 100661 | 0.5 | 0.0 | 0.0 | $0.00 | $37.50 |
| ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |

## PART INFORMATION

| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|
| SOA635045 | 6 | 5.14 | | | | Y | | |
| 11126AA000 | 1 | 1.20 | | | | N | | |
| 15208AA15A | 1 | 7.85 | | | | N | | |

## COMMENTS

| Created By | Note |
|---|---|

Report Generated on 06/12/2018

# CLAIM DETAIL REPORT

**Region:** 060 **Zone:** 02 **Service District:** 03

**Dealer:** Cliff Wall Subaru **Dealer #:** [redacted]
1988 E Mason St
Green Bay WI 54302

---

**VIN:** GH[redacted] **Append:** N

**RO/Job:** [redacted] **Resulting Damage:** N

**Claim Type:** Warranty Claim

**Status Code:** CR Paid

**Reason Code:** 200 **Reason Code Desc:** Claim Posted To Parts Statement Files

**Technician Name:** Clint Passamoni **SA Name:** John De Bauche

**Labor Rate:** $98.00 **Retail Rate:** $105.00

**Misc Detail:** **Installed Serial#:**

**Removed Serial#:**

---

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 06/01/2018 | 06/01/2018 | UYH00 | | 06/01/2018 | DADMIN | 06/01/2018 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| | | | | 05/11/2016 | | | 23,251 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

## LABOR INFORMATION

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 100009 | 0.5 | 0.0 | 0.0 | $0.00 | $49.00 |
| CUSTOMER CONCERN NO REPAIR MADE | | | | | |

## PART INFORMATION

| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|

## COMMENTS

| Created By | Note |
|---|---|
| SADMIN | CHECK AIR BAG LITE FOR BEING ON. WAS NOT ON NOW HISTORY CODE B1650 OK NOW |

Report Generated on 06/12/2018

**End of Consolidated Report**

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | kco2 | 06/12/2018 | 06/28/2018 | 060-02-03 | 070145 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXGH[redacted] | 278471 | 905350 | 23527 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/11/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Keith Cook | kco2@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the Air Bag is illuminated again

**Technician's Findings and Repair**
Retailer performed system inspection and found DTC B1650 DTC in memory along with DTC 1760 DTC  Customer was in previously for the same concern  Retailer reached out to FSE for consult due to high frequency of seat bottoms replaced unnecessarily. FSE reviewed TSB 07-108-16R and followed technician through diagnosis procedure for bulletin and DTC B1760  Seat shows no evidence of water or liquid contamination. Retailer removed seat bottom and inspected connections and inspected for any signs of corrosion  No corrosion was found and all electrical inspections are normal per bulletin. Retailer will order replacement seat bottom for repair due to repeat concern.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXGH[redacted] | 05/11/2016 | 03/26/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 278471 | Continuously Variable Transmission | 2016 | GFF |

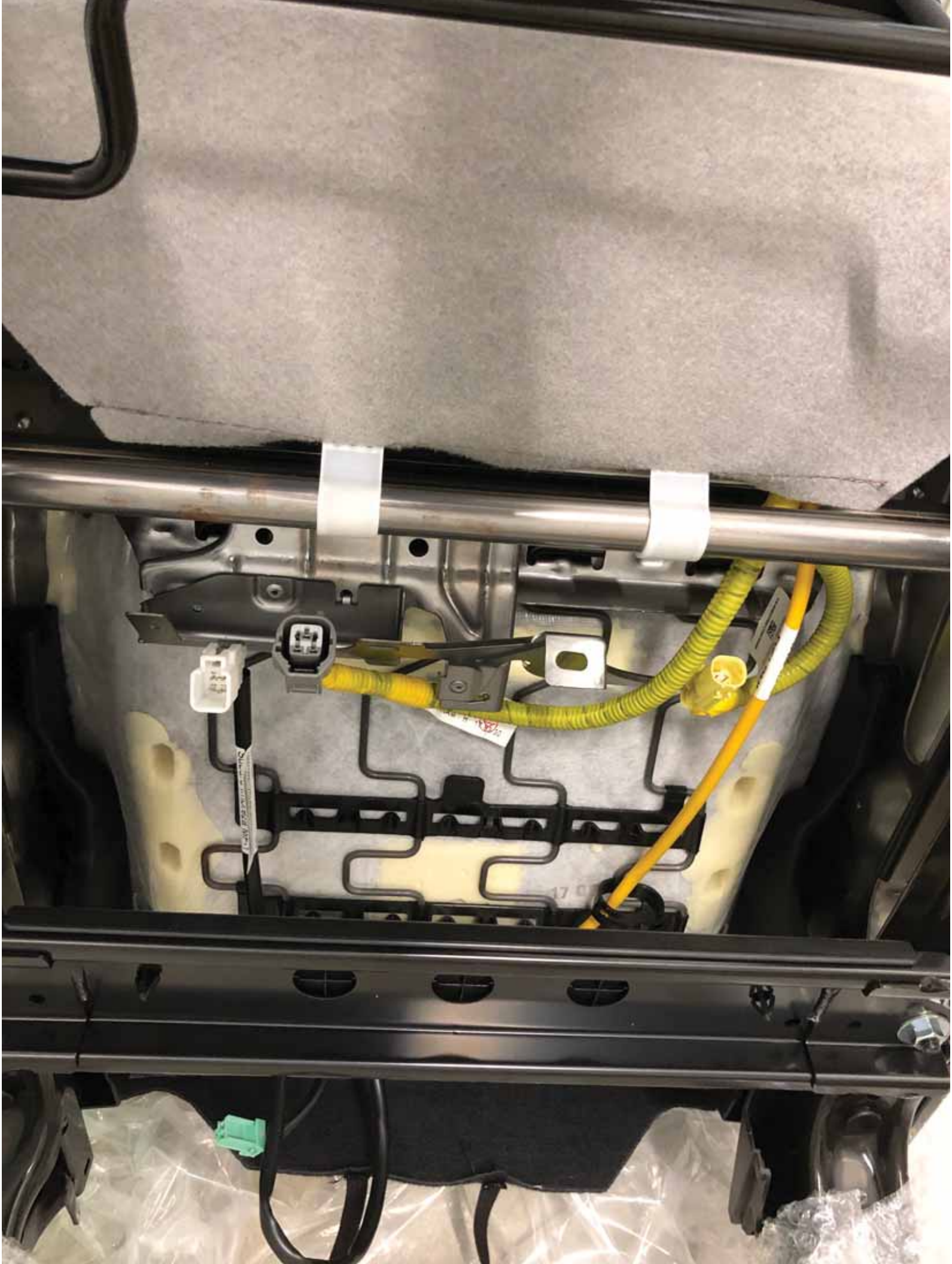
| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| BBM | 15 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 905350 |


DELPHI
SUBARU
SUBARU: 64084SG020
DELPHI: 28446578
XKW065780170470580








SUBARU
ASSEMBLED IN MEXICO
SUBARU: 98321SG02
DELPHI: 28


SUBARU

## Vehicle

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | JF2SJAGC1JH[redacted] | **Title Alert** | **No** | **Recall Status** | **None Open** |
| **Description** | 2018 Forester 2.5i Premium - CVT - Quartz Blue Pearl/Gray | | | **Telematics Enabled** | Gen 1 |
| **Option Description** | All-Weather Package + EyeSight + BSD/RCTA | | | **Sold Order** | R |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| JFF | 14 | QBP/GRA | C | YA33290 | 35638 | 185679 | Wholesale | A - Retail Sale |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 05/18/2017 | 06/28/2017 | 06/29/2017 | 08/10/2017 | 08/10/2017 | 08/15/2017 | | | Telematics |

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | | 060-070598 | URC41 | 8509 | 05/24/2018 | 05/23/2018 | 05/23/2018 | 05/24/2018 | | 05/25/2018 | 830.03 | Paid |

**Occupant Detection Control Module**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 830.03 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 820201 | 62432 | 0.90 | 0.00 | 0.00 | 0.00 | 83.70 | AIR BAG SYSTEM TESTING |
| | 820496 | 62432 | 0.80 | 0.00 | 0.00 | 0.00 | 74.40 | ODS C M, LOAD CELL &/OR HARNESS R&R |
| | Totals: | | 1.70 | 0.00 | 0.00 | 0.00 | 158.10 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | 64139SG060LL | 1 | 479.95 | 479.95 | 191.98 | 671.93 | Y | | CUSHION AY OCCUPANT RH |
| | Totals: | | | 479.95 | 191.98 | 671.93 | | | |

**Comments** CUSTOMER STATES THE AIR BAG LIGHT KEEPS COMING ON AND CUSTOMER IS GETTING ALERTS OF STARLINK. CHECKED OUT VEHICLE, FOUND MULTIPLE CODES STORED FOR AIR BAG SYSTEM, FOUND POOR CONTACT IN WIRING AND INTERNAL FAULTS. REPLACED ODS SEAT CUSHION ASSEMBLY.

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 1.70 | 0.00 | 0.00 | 0.00 | 158.10 | 479.95 | 191.98 | 671.93 | 0.00 | 830.03 |

# VOUCHER REQUEST



**ATTENTION:** SUBARU SERVICE AND PARTS MANAGER(S)
**FROM:** SOA TECHNICAL SERVICES
**DATE ISSUED:** 06/18/2018
**REQUESTED BY:** Christian Rawski
**CREATED BY:** CRAWSK

**SHIP TO:** SOA Part Collection Center
3701 David Howarth Dr , Ste B
Lafayette IN 47909-9360
**ATTN:** Field Quality Assurance

**PLEASE RETURN THE BELOW LISTED PART(S) ALONG WITH THIS FORM TO THE ABOVE MENTIONED ADDRESS.**

**VIN:** JH[redacted]
**RO #:** [redacted]
**RETAILER #:** 070[redacted]
**RETAILER NAME:** Briggs Subaru of Lawrence

**PART(S):** Retailer must ship one part per package. Remember, it is ultimately the retailer's responsibility to ensure all parts in any package(s) are sufficiently protected to avoid damage during transport. Refer to Parts and Procedures Manual for additional information regarding warranty part returns.

| PART # | PART DESCRIPTION | REQUESTED QUANTITY | FAILED PART | HAZARDOUS | SHIP TOGETHER |
|---|---|---|---|---|---|
| 64139SG060LL | CUSHION AY OCCUPANT RH | 1 | | | |

**IMPORTANT: Please include a copy of the Repair Order in each package with the returned parts.**

**Shipping: Please ship the parts listed above using a UPS 3rd Party Billing account via Next Day Air. The UPS account number is 5E57E3 and Zip code is 08103 . (If weight and girth meet freight requirements, please resort to shipping via standard freight method. See the Policy and Procedures Manual Section 15.3.1.1 for additional information.)**



CUSTOMER #: [redacted]

[redacted]

*WARRANTY*

**Briggs Subaru of Lawrence**
2233 W. 29th Terrace
Lawrence, KS 66047
(785) 856-7104
www.briggsauto.com

PAGE 1

HOME: [redacted] CONT [redacted]
BUS: CELL:

SERVICE ADVISOR: 875 CHAD SMITH

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BLUE | 18 | SUBARU FORESTER | JF2SJAGC1JH[redacted] | | 8509/8509 | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 10AUG17 DD | | | 17:00 23MAY18 | | 0.00 | CASH | 23MAY18 |

| R.O. OPENED | READY | OPTIONS: SOLD-STK:SL18078 |
|---|---|---|
| 08:13 23MAY18 | 13:38 23MAY18 | |

| LINE OPCODE TECH TYPE HOURS | LIST | NET | TOTAL |
|---|---|---|---|
| A CUST STATES THAT THE AIR BAG LIGHT KEEPS COMING ON AND CUST IS GETTING ALERTS OF STARLINK SOP | | | |
| R017 REPLACED SEAT BOTTOM CUSHION AND OCCUPANT SENSOR | | | |
| 603 WS 1.70 | | 158.10 | 158.10 |
| 1 64139SG060LL CUSHION AY OCCUPANT RH | 685.64 | 671.93 | 671.93 |
| 47995 | 67193 TPARTS | | |
| 3910 | 15810 TLABOR | | |

TECH: 603 ACTUAL HRS.: 0.00 SOLD HRS.: 1.70

SALE-LBR: 158.10 PTS: 671.93 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 830.03
COST-LBR: 39.10 PTS: 479.95 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 519.05

8509 CHECK OUT VEHICLE FOUND MULTIPLE CODES FOUND STORED FOR AIR BAG SYSTEM, FOUND POOR CONTACT IN WIRING AND INTERNAL FAULTS REPLACED ODS SEAT CUSHION ASSEMBLY

**********

WE SELL MOST BRANDS OF TIRES AT VERY COMPETITIVE PRICES. SEE YOUR SERVICE CONSULTANT FOR A QUOTE. ALL TIRES COME WITH FREE TIRE ROTATION & FLAT REPAIRS FOR THE LIFE OF THE TIRES

TECH: 603 ACTUAL HRS.: 0.00 SOLD HRS.: 1.7

SALE-LBR: 158.10 PTS: 671.93 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 830.03
COST-LBR: 39.10 PTS: 479.95 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 519.05
*** NO RO PUNCH TIMES ON FILE ***

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| 47200 | 15810 | 3910 | | 49000 | 67193 | 47995 | |
| 22100 | 83003 | ******* | | | | | |
| COST, SALE, & COMP TOTALS | | 51905 | 83003 | 0 | | | |

**SERVICE HOURS**
Monday to Friday
7:00 a.m - 6:00 p.m
Saturday
8:00 a.m - 2:00 p.m

*Thank you for allowing us to service your vehicle!*

STATEMENT OF DISCLAIMER

Any expressed warranties on the products sold hereby are those made by the manufacturer. The Seller, Briggs Subaru of Lawrence neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | 158.10 |
| PARTS AMOUNT | 671.93 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 830.03 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| **PLEASE PAY THIS AMOUNT** | 830.03 |

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WARRANTY COPY

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | crawsk | 06/18/2018 | 06/18/2018 | 060-02 02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC1JH[redacted] | YA33290 | 185679 | 8509 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC41 | 05/23/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Christian Rawski | crawsk@subaru.com | 6304608504 |

## Customer's Description of Complaint

Customer states: "That the air bag light keeps coming on and cust is getting alerts of starlink sop.

## Technician's Findings and Repair

Technician states: "Check out vehicle found multiple codes found stored for air bag system, found poor contact in wiring and internal faults replaced ODS seat cushion assembly. FSE found claim during 10 BIN inspection. Interviewed technician regarding vehicle, technician followed service bulletin 07-108-16R for diagnosis of DTC B1650. Technician trouble tree results are as follows, Number 1. No, Number 2. No, Number 3. Yes (6AG) No. 9 - (2AP) No. 1 .2 ohms, (6AG) No.11 - (2AP) No. 2 .2 ohms, Number 4. Yes (6AG) No. 9 - chassis ground OL, (6AG) No.11 - chassis ground OL, (6AG) No.9 - (6AG) No. 11 OL, Number 5. (2AP) No. 3 (+) - chassis ground (-) 12v, Number 6. Yes. Technician replaced ODS seat bottom part number 64139SG060LL. FSE performed visual inspection of ODS seat bottom part number 64139SG060LL, no visual moisture stains on seat fabric, visually seat bottom appears to be free of corrosion. Inspected connectors AB61, AB59, AB60, and occupant detection sensor to module connectors, no visual damage to terminals or wiring. FSE retrieved SSM 4 file on vehicle, repair was performed on 05/23/18, SSM 4 file shows last saved file on 05/08/18. FSE requesting part be returned to PCC for further inspection and issuing TR.

## Attachments

Click to view documents

**VIN Remainder**
JF2SJAGC1JH[redacted]

**Warranty Start Date**
08/10/2017

**Production Date**
05/18/2017

**Car Line**
Forester

**Original Engine #**
YA33290

**Trans. Type Desc**
Continuously Variable Transmission

**Model Year**
2018

**Model Code**
JFF

**Color**
QBP

**Options**
14

**Emission Spec**
C

**Turbo**
N

**Engine Size**
2.5

**Original Trans #**
185679

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | bbur8924 | 06/19/2018 | 06/19/2018 | 010-01-01 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Accessories | Interior Accessories |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC0HH[redacted]6 | 693692 | 649283 | 11061 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 06/19/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| BRIAN BURKE | bburke@kinneymotors.com | -- |

**Customer's Description of Complaint**
air bag light staying on

**Technician's Findings and Repair**
faulty passenger seat bottom sensor

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC0HH[redacted] | 06/12/2017 | 04/07/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 693692 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CB2 | 34 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 649283 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 06/22/2018 | 06/22/2018 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC6HH[redacted] | 616972 | 128670 | 37177 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 06/21/2018 | 64139SG200VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
Air Bag light on

**Technician's Findings and Repair**
During FSE visit PM brought technician the passenger seat bottom. FSE verified that the technician pulled codes from the ODS control unit and technician verified he is aware of the bulletin and that yes he found hard code B1760.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC6HH[redacted] | 04/15/2017 | 02/01/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 616972 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 33 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 128670 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcjpyl | 07/06/2018 | 07/06/2018 | 020-01-06 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 593524 | 547671 | 20134 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/06/2018 | 64139SG060LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Pyle | jpye@sdcnynj.com | -- |

**Customer's Description of Complaint**
Customer states Air Bag lamp comes on intermittently

**Technician's Findings and Repair**
Retailer has inspected vehicle on multiple occasions with reoccurring DTCs B1650 and B1760 in history Tech has followed diagnostic steps in technical bulletin 07 108 16R and B1760 with no faults found. Moisture could not be detected in passenger seat bottom and no faults could be found with connectors Customer states no spills or cleaning occurred to passenger seat and electronic devices are not placed on seat. Due to repeat B1760 in history with no faults found, retailer has ordered a replacement cushion for the passenger seat

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 03/01/2017 | 01/12/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 593524 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| VRP | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

547671

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcjcol | 07/09/2018 | 07/17/2018 | 020-01 04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC9JH[redacted] | YA25233 | 179987 | 10810 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/29/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Colamarino | jcolamarino@sdcnynj.com | 8455218739 |

**Customer's Description of Complaint**
Customer states airbag light is on.

**Technician's Findings and Repair**
Tech found DTC B1650 and B1760 in memory. Tech performed TSB 01-108-16r and TT per service manual. Results were System returned to normal. Retailer explained to customer it is possible the seat had gotten wet and now dried out. Vehicle returned to customer. Customer will monitor seat conditions if airbag light returns.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC9JH[redacted] | 10/19/2017 | 05/12/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA25233 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 179987 |

**Additional Comments**

(07/17/2018 17:54:34 - sdcjcol) SM states customer returned with airbag light on again. See techs QMR1-[redacted] Retailer replacing pass seat bottom for customer satisfaction.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jbun | 07/13/2018 | 07/13/2018 | 050-02-05 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC5JH[redacted] | YA95310 | 217293 | 2883 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 05/08/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jesse Bunting | jbun@subaru.com | 3028412520 |

**Customer's Description of Complaint**
The customer states the airbag light is on.

**Technician's Findings and Repair**
The technician verified the concern. He scanned the vehicle for DTCs and found B1650 stored for an occupant detection system fault  He followed the trouble tree diagnostics and determined that the seat cushion assembly needed to be replaced. He replaced the seat bottom and cleared the DTC. After road testing the vehicle several times, the light did not return  This concern was found during FSE claim review/10 bin inspection at the retailer. The part is available for collection, if requested. FSE has requested a copy of the repair order for attachment to this QMR

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC5JH[redacted] | 09/14/2017 | 07/13/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA95310 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| WHC | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

217293

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ahil5705 | 07/12/2018 | 07/12/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 555966 | 809020 | 8240 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD41 | 07/02/2018 | INVALID | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
AIRBAG LIGHT COMES ON INTERMITTENTLY

**Technician's Findings and Repair**
FOUND TBS 07-108-16R PERFORMED PIN POINT TEST AS PER TSB, CHECK CONNECTOR FOR POOR CONTACT NONE FOUND, CHECKED AIRBAG HARNESS WITH TEST HARNESS 1AG WITH 6AG PIN NUMBER 9 AND AP PIN1, AND 6AG PIN 11 AP PIN 2 FOUND 5 OHMS, TEST OK, CHECK 6AG HARNESS PINS 9,11 TO CHASSIS GROUND 1 8 M OHMS AND 6AG PIN 96AG PIN 11 1.8M OHMS. TEST OK. TESTED TEST HARNESS 2AP PIN 3 AND CHASSIS GROUND 12 4 V OK CHECKED BATTERY VOLTAGE OK 12 5 V CLEARED MEMORY RECHECK FOR CODES NO CODES FOUND AT THIS TIME.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 01/26/2017 | 12/01/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 555966 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| DGM | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

809020

## 5. CHECK OCCUPANT DETECTION HARNESS.

1. Turn the ignition switch to ON.
2. Measure the voltage between connector (2AP) in the test harness AP and chassis ground.

**Connector & terminal**

(2AP) No. 3 (+) — Chassis ground (−): 12.34 V

Is the voltage 10 V or more?

| | |
|---|---|
| Yes | Replace the occupant detection harness (seat harness). If defective is not improved, replace the occupant detection system (passenger's side cushion & frame assembly), and then the airbag control module in this order. Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT. |
| No | Check the battery voltage and fuse. If there is no fault, replace the airbag rear harness together with body harness. |

### 3. CHECK AIRBAG REAR HARNESS.

1. Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.
2. Disconnect the connectors (AB59) and (AB53) under the passenger's seat.
3. Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18).
4. Connect the connector (1AP) in the test harness AP to the connector (AB53).
5. Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP.

**Connector & terminal**

(6AG) No. 9 — (2AP) No. 1: 0-1 Ohm
(6AG) No. 11 — (2AP) No. 2: 0-1 Ohm

Is the resistance less than 10 Ω?

Yes — Go to 4.

No — Replace the airbag rear harness along with body harness.

### 4. CHECK AIRBAG REAR HARNESS.

Measure the resistance between connector (6AG) in the test harness AG and chassis ground.

**Connector & terminal**

(6AG) No. 9 — Chassis ground: no conductivity
(6AG) No. 11 — Chassis ground: no conductivity
(6AG) No. 9 — (6AG) No. 11: no conductivity

Is the resistance 1 MΩ or more?

Yes — Go to 5.

No — Replace the airbag rear harness along with body harness.

R 18MY PubNo: G8230BE Version: 003

### 1. CHECK DTC.

Read the DTC of the occupant detection system. Ref. to OCCUPANT DETECTION (DIAGNOSTICS)>Diagnostic Trouble Code (DTC).

Is DTC B1760, B1771 or B1795 displayed?

| | |
|---|---|
| Yes | Perform the diagnosis for the displayed DTC B1760, B1771, or B1795. Ref. to OCCUPANT DETECTION(DIAGNOSTICS)>Diagnostic Procedure with Diagnostic Trouble Code (DTC)>DTC B1760 OCCUPANT DETECTION SENSOR MAT. Ref. to OCCUPANT DETECTION(DIAGNOSTICS)>Diagnostic Procedure with Diagnostic Trouble Code (DTC)>DTC B1771 BUCKLE SWITCH. Ref. to OCCUPANT DETECTION(DIAGNOSTICS)>Diagnostic Procedure with Diagnostic Trouble Code (DTC)>DTC B1795 OCCUPANT DETECTION MODULE INTERNAL CIRCUIT. |
| No | Go to 2. |

### 2. CHECK POOR CONTACT OF CONNECTORS.

Check for poor contact of the connectors between the occupant detection control module and airbag control module.

Is there poor contact?

| | |
|---|---|
| Yes | When the connector is not fully connected, reconnect the connector correctly. Replace the faulty harness if the connector is faulty. (Replace the airbag rear harness along with body harness. Or replace the occupant detection harness (seat harness).) |
| No | Go to 3. |

OCCUPANT DETECTION(DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC)

DTC B1760 OCCUPANT DETECTION SENSOR MAT

### 3. DRY PASSENGER'S SEAT.

Dry the passenger's seat well naturally.

Is it dry?

Yes → Go to 4.

No → After drying well, Go to 4.

### 4. CHECK DTC.

Read the DTC of the occupant detection system. Ref. to OCCUPANT DETECTION (DIAGNOSTICS)>Diagnostic Trouble Code (DTC)>OPERATION > OCCUPANT DETECTION SYSTEM.

Is DTC B1760 (current malfunction) displayed again?

Yes → When DTC B1760 is displayed, Go to 5.

No → Clear the memory. Ref. to OCCUPANT DETECTION(DIAGNOSTICS)>Clear memory>OPERATION > OCCUPANT DETECTION SYSTEM.

### 5. CHECK POOR CONTACT OF CONNECTORS.

Check for poor contact of connectors between the occupant detection control module and the occupant detection sensor.

Is there poor contact of connector?

Yes → When the connector is not fully connected, reconnect the connector correctly. Replace the faulty harness if the connector is faulty. (Replace the occupant detection harness or replace the occupant detection system (passenger's & frame assembly)). Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT.

No → Replace the occupant detection system (passenger's & frame assembly). Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT.

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)



OCCUPANT DETECTION(DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC)

## DTC B1760 OCCUPANT DETECTION SENSOR MAT

**Diagnosis start condition:**
When the ignition voltage is 8 V — 16 V
**DTC detecting condition:**

- Occupant detection sensor is faulty.
- Occupant detection sensor circuit is open, shorted between terminals, shorted to power supply or shorted to ground.
- Seat heater circuit is open.
- Occupant detection control module is faulty.

### 1. CHECK AIRBAG WARNING LIGHT.

Check whether or not the airbag warning light illuminate.

Does it Illuminate?

Yes — Go to 2.

No — Read the DTC, and if DTC 1760 is recorded as a past malfunction, Go to 3.

### 2. CHECK STATUS OF PASSENGER'S SEAT.

Check if the passenger's seat cushion is wet.

Is it wet?

Yes — Go to 3.

No — Go to 4.

| Step | Check | Yes | No |
|---|---|---|---|
| 6. **CHECK AIRBAG SYSTEM DTC.**<br>1) Turn the ignition switch to OFF.<br>2) Reconnect the disconnected connector.<br>3) Turn the ignition switch to ON.<br>4) Read **Airbag System current DTC.** | Is **DTC B1650** detected? | If the condition is not improved, replace the occupant detection system (passenger side cushion & frame assembly).<br><br>If the condition is still not improved, then replace the airbag control module. | **The system is currently normal.** Check if any other DTC is detected. If there is no current DTC, perform Clear memory. |

**REFER TO THE LABOR TIME GUIDE ON SUBARUNET FOR APPLICABLE CLAIM CODING INFORMATION.**

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

| Step | Check | Yes | No |
|---|---|---|---|
| 1. **CHECK DTC.**<br>Read the **DTC of the occupant detection system.** | Are any of **DTC B1760, B1761, B1771 and B1795** detected? | Perform the diagnosis according to DTC. | Go to step 2. |
| 2. **CHECK POOR CONTACT OF CONNECTORS.**<br>Check for poor contact of the connectors between the occupant detection control module and airbag control module. | Is there poor contact? | Reconnect the connector. If condition is not improved, replace the rear body harness or the occupant detection system (passenger side cushion & frame assembly). | Go to step 3. |
| 3. **CHECK AIRBAG REAR HARNESS.**<br>1) Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.<br>2) Disconnect the connectors (AB59) and (AB53) under the passenger's seat.<br>3) Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18).<br>4) Connect the connector (1AP) in the test harness AP to the connector (AB53).<br>5) Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP.<br>**Connector & terminal**<br>**(6AG) No. 9 — (2AP) No. 1:** 0-1 Ω<br>**(6AG) No. 11 — (2AP) No. 2:** 0-1 Ω | Is the resistance less than 10 Ω? | Go to step 4. | Replace the rear body harness. |
| 4. **CHECK AIRBAG REAR HARNESS.**<br>Measure the resistance between connector (6AG) in the test harness AG and chassis ground.<br>**Connector & terminal**<br>**(6AG) No. 9 — Chassis ground:** no contact<br>**(6AG) No. 11 — Chassis ground:** no contact<br>**(6AG) No. 9 — (6AG) No. 11:** no contact | Is the resistance 1 MΩ or more? | Go to step 5. | Replace the rear body harness. |
| 5. **CHECK OCCUPANT DETECTION HARNESS.**<br>1) Turn the ignition switch to ON.<br>2) Measure the voltage between connector(2AP) in the test harness AP and chassis ground.<br>**Connector & terminal**<br>**(2AP) No. 3 (+) — Chassis ground (–):** 12.34 V | Is the voltage 10 V or more? | **Go to step 6.** | Check the battery voltage and fuse. If there is no fault, replace the rear body harness. |

*Continued...*

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | fwoo0430 | 07/13/2018 | 07/13/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Service Bulletins | Released 2005 to current |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC9JH[redacted] | YA25233 | 179987 | 10810 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYG00 | 06/29/2018 | INVALID | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
AIRBAG LIGHT IS ON ON THE DASH

**Technician's Findings and Repair**
this is the second visit for air bag light, no codes shown on first visit Pulled codes at arrival and found both b1760 and b1650 currant codes found no liquids on seat bottom fabric or on foam, no signs of moisture or rusting on seat bottom frame or rug after pulling car inside both code had turned to history codes, follow TSB 07 108 16R and diag tree for b1760, and original diag tree for b1650 (photos attached) conclude system temporarily returned to normal condition call tec line, there was no further information avalible to assist in diagnosis of codes case# [redacted] return back to customer, customer returned 4 days later with air bag light back on C/S no one has sat in seat and nothing had been placed on seat except a small box of tissues, since picking up car 4 days earlier, light turned on approximately 50 miles into a drive the day before pull codes on arrival, both b1760 and b1650 had returned as currant code, upon bringing car in inside for further inspection both current codes turned to history codes, there was still no signs of and liquids or moisture on seat cover, seat bottom, under seat cover flaps or on carpet

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| | 10/19/2017 | 05/12/2017 | Forester |

JF2SJAEC9JH[redacted]

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA25233 | Continuously Variable Transmission | 2018 | JFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DGM | 13 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 179987 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | lcon | 07/16/2018 | 07/18/2018 | 050-02-01 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 446498 | 721971 | 19913 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/16/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Len Conway | lcon@subaru com | 804 283 0171 |

**Customer's Description of Complaint**
Airbag light came on while driving

**Technician's Findings and Repair**
The tech had a B1650 and found a faulty harness  The tech replaced the harness and now has a B1628. disconnected and reconnected the battery and the code changed to a B1648. Tech followed the Trouble Tree for B1628  The tech got to step ten in the Trouble Tree and did not find any issues Reconnected everything and the code changed. After reviewing, FSE recommended replacing the airbag control module as he felt it would be more likely to display different codes than a sensor would. Tech to advise after part is installed.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 11/23/2016 | 08/30/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 446498 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 721971 |

**Additional Comments**

(07/18/2018 16:14:02 - Icon) FSE was at the retailer again today and followed up on the recommended repairs. It was confirmed that the recommended control module did repair the vehicle.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | djoh | 07/19/2018 | 07/19/2018 | 080-02-01 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC5HH[redacted] | Y712745 | 175294 | 5497 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/17/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Dale Johnsen | djoh@subaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag lamp is on.

**Technician's Findings and Repair**
FSE was visiting retailer for another concern when service manager voiced frustration over ODS issues with Forester  He currently has a customer in a loaner car because they would not drive their car with the airbag lamp on and the seat bottom assembly is on back order. FSE viewed RO that stated that codes B1650 and B1760 had been read and no other technician findings  FSE interviewed technician and viewed SSM4 project file. Tech stated that the codes would not clear. There is no evidence of the attempt to clear and reread codes in the technician's project file  FSE went to vehicle and read the codes. Both DTC's were stored with a trip count of 1414. The current trip count was 1528  FSE cleared the codes and verified operation of the occupant detection system There was no rust or staining present on the passenger seat bottom, but there did appear to be some animal hair in the vehicle  Both the technician and service manager were directed to TSB 07 108 16R. According to the TSB the seat bottom should not be replaced in this vehicle. SSM4 project files attached

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| | 06/10/2017 | 04/24/2017 | Forester |

JF2SJAWC5HH[redacted]

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| Y712745 | Continuously Variable Transmission | 2017 | HFJ |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| JGM | 33 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 175294 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | cman4750 | 07/20/2018 | 07/20/2018 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC9HH[redacted] | 592503 | 839280 | 19902 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/20/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
Customer states, sometimes even with someone in the seat the passenger airbag indicator will indicate no one present.

**Technician's Findings and Repair**
using the sm4 I found that the seat is intermittently detecting a person on the seat after following flow chart for b1760.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC9HH[redacted] | 03/17/2017 | 01/11/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 592503 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 839280 |

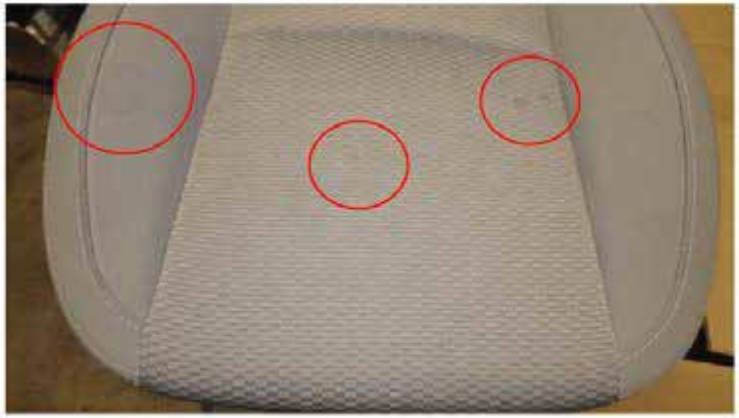

SUBARU WARRANTY
PARTS TAG











# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dzwa | 07/23/2018 | 07/23/2018 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC4GH[redacted] | 239258 | 879314 | 17924 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD38 | 07/11/2018 | 64139SG002LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S the airbag light comes on when driving.

**Technician's Findings and Repair**
Tech performed airbag diagnosis and found internal failure of the passenger presence system. Tech found system to have internal failure, found no signs of water or ODS load cell being wet. FSE found this claim during 10-bin inspection. FSE preformed an inspection of the part and found stains on the seat cover indicating the seat had indeed been wet at one point. FSE directed the tech to the TSB 07-108-16R for diagnostic procedure and steps to take when there are signs of liquid on the seat.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC4GH[redacted] | 05/04/2016 | 02/22/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 239258 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| QBP | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

879314

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dzwa | 07/23/2018 | 07/23/2018 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC7GH[redacted] | 267031 | 004497 | 21038 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 05/25/2018 | 64139SG002LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S the airbag light has come on, then goes off.

**Technician's Findings and Repair**
Tech found DTCs B1650 & B1760 stored. Tech states he found the sensor mat reading incorrectly. Tech replaced the seat bottom. FSE found this part during 10-bin inspection. FSE performed an inspection of the part and found stains on the seat indicating there was a liquid spilled on the seat at one point. FSE advised tech that he should follow the revised diagnostic procedure in TSB 07-108-16R for these DTCs. FSE advised this seat bottom should not have been replaced.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC7GH[redacted] | 06/24/2016 | 03/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 267031 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| QBP | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

004497

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | cman4750 | 07/24/2018 | 07/24/2018 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 510679 | 773069 | 18622 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 07/24/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 661234 | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
Customer states that when someone is in the passenger seat the red airbag light will come on

**Technician's Findings and Repair**
Following flow chart for b1760 I found that the occupant detection mat would erratically change from occupied to non occupied

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 12/28/2016 | 10/24/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 510679 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 773069 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-34984321954 | afil2042 | 07/31/2018 | 07/31/2018 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 543293 | 102520 | 14219 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD38 | 07/31/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| [redacted] | [redacted] | 2074439781 |

**Customer's Description of Complaint**
Customer states air bag light on

**Technician's Findings and Repair**
Tech scanned for codes, found B1650. Tech performed diagnostic, checked for moisture on seat, none found and no staining, customer confirmed no moisture spilled onto seat. Tech measured voltage between connecter in test harness and ground, found over 10V, determined OCD passenger side cushion and frame assembly will need to be replaced, part is now on order.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 01/28/2017 | 11/22/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 543293 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 102520 |

2.5





4166A 15241 15247

MileOne AUTOGROUP

Heritage Imports, Inc.
9808 Reisterstown Road
Owings Mills, Maryland 21117
(410) 581-6742
(410) 581-6743

SUBARU

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|---|---|---|---|---|---|---|---|
| 07/10/18 | [redacted] | 14599 | 1352 | 1723 | W | 10SUZCE | MALFUNCTION LIGHT ON |
| | | | | 1723 | I | 99VWZC | Multipoint Inspect |
| 03/23/18 | | 9668 | 4078 | 1723 | I | 00SUZLOFS | 4,6 CYL. SYN. L.O.F. |
| | | | | 1723 | I | 99SUWZC | Technician Inspect |
| 11/03/17 | | 3021 | 4078 | 1723 | I | 00SUZFA | SUBARU 1ST SERVICE |
| | | | | 1723 | I | 99SUWZC | Technician Inspect |

SALESPERSON NO. 93480 ALEKSEY O NAYDENKO

SERVICE

STATE REG# N/A

| VEHICLE I.D. NO | EARMARK/MODEL | PRODUCTION DATE | STOCK NO | LICENSE NO | R.O. DATE |
|---|---|---|---|---|---|
| JF2SJAWC7JH[redacted] | 18/SUBARU/FORESTER/2.5i TOURING CVT | | DJ445028 | | 07/23/18 |

| CUSTOMER NO | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | |
|---|---|---|---|---|---|
| 713597 | FACTORY OEM VSC | 09/08/17 | 17 | | |

| COLOR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | |
|---|---|---|---|---|
| DARK GRAY METAL/S | 9999 | 09/08/23 | 80,017 | [redacted] |

| TURBO | M.M.C. | AIR COND | P.S. | TRANS | MILEAGE | ADVISOR NO | ADVISOR |
|---|---|---|---|---|---|---|---|
| | | | | | 15,241 | 1352 | WILLIAM MIDDLETON |

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability of parts or material for any reason; that you neither assume nor authorize any other person to assume for [redacted] vehicle lien is hereby acknowledged on said vehicle to [redacted] the above vehicle on streets, highways, or elsewhere [redacted]ON. I authorize the retrieval of on-board data AS needed [redacted]nufacturer for diagnostic and research purposes.

07-23-2018

| TIME RECEIVED | DATE/TIME PROMISED | PRIORITY |
|---|---|---|
| 03:31pm | 07/23/18 07:30pm | 4 |

APPOINTMENT ☐ Yes ☒ No

CUST [redacted]

LABOR RATE [redacted]

JOB

1 W 80SUZ2 **MALFUNCTION LIGHT ON**
C/S THAT AIRBAG LIGHT IS ON / OFF
cont [redacted]

2 I* 99SUWZC **Technician Inspect**
Technician Vehicle Inspection

3 LOF- $75.45 O.B.

7/24 630 diag Continues VM
7/26 500 diag Continues VM
7/27 5.14 SP w/note "

WAIT

[redacted]

PAGE 1 OF 1

SERVICE COPY

S ARE COMPUTED BY FLAT RATE UNLESS OTHER-
SHOP MA[redacted]AL. A TOKEN CHARGE EQUIVALENT
TO 9% OF L[redacted] CHARGES [redacted]DED FOR MATERIALS USED ON
YOUR VE[redacted] AR[redacted]LICABLE [redacted] SPECIFIC SUPPLY ITEMS ARE
NUTS, B[redacted] WASHERS, [redacted] AEROSOLS, SOLVENTS, RAGS,
TOWELS, [redacted] HAZARDOUS WASTE REMOVAL.

STORAGE FEE WILL BE CHARGED AT A RATE OF $35.00 PER DAY (OR ANY PART THEREOF) FOR ALL VEHICLES LEFT ON PREMISES MORE THAN 24 HOURS AFTER NOTIFICATION TO OWNER THAT WORK HAS BEEN COMPLETED. THIS NOTIFICATION WILL BE MADE TO THE DAYTIME TELEPHONE NUMBER LISTED ON THE INVOICE.

## CUSTOMER'S RIGHTS

1. You are entitled to a written estimate upon request if repairs will exceed $50.00. ($25.00 in Montgomery County)
Do you want a written estimate? ☐ yes ☐ no
2. You may not be charged an amount more than 10% greater than the written estimate without your consent, and repairs exceeding 10% of the written estimate authorized by you will not be charged to you without your consent.
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do NOT want the parts.
initial here: _____
4. Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its repsonsibility, including the extent of the insurance coverage of the automotive repair facility. **Mile One is not responsible for valuables left in the vehicle including money, CDs, cell phones or other personal electronic devices, etc.**
5. All parts are new unless otherwise specified.
U=Used R=Rebuilt

Montgomery County Reg. No. 584
Limited express warranty: 12 months or 10,000 [redacted]

SF6152T O (11/17)

[redacted]

Scanned with CamScanner

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dkirby | 08/02/2018 | 08/02/2018 | 050-02-02 | 030415 |

| Section | Sub Section |
|---|---|
| NDF - Specified Area | Electrical |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC7JH[redacted] | YA95766 | 217335 | 15241 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH00 | 07/23/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| David Kirby | dkirby@subaru.com | 2409202130 |

**Customer's Description of Complaint**
The customer states that the airbag light is on.

**Technician's Findings and Repair**
FSE onsite for Tech Assist on escalated case TL1-[redacted] FSE reviewed current diagnosis performed by the technician who was following TSB 07-108-16R FSE asked for step by step results starting with step 1. Step 1: DTC B1760 is stored in the ODS module > Perform the diagnosis according to DTC The technician did not do this, instead followed the remaining steps in this bulletin FSE advised technician that according to the troubleshooting found in TSB 07-108-16R, diagnosis performed to this vehicle should be carried out following the troubleshooting procedure for DTC B1760 as indicated. FSE reviewed seat condition and did not find any evidence of liquid contamination however, the seat cover was not fully removed The ODS system was verified to operate as designed. FSE suggested the service advisor interviews the customer to determine the circumstances leading up to the condition occurring and attempt to duplicate

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC7JH[redacted] | 09/09/2017 | 07/13/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|

| | | | |
|---|---|---|---|
| YA95766 | Continuously Variable Transmission | 2018 | JFJ |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DG2 | 32 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 217335 | | |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ahil5705 | 08/02/2018 | 08/02/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJALC0HH[redacted] | 410206 | 055474 | 32526 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD41 | 08/02/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
Customer states Air Bag Light goes off sometimes.

**Technician's Findings and Repair**
Found TSB 07-108-16R. Performed pin point test as per TSB. Check connector for poor contact. Non found Checked air Bag harness with Test Harness 1AG with 6AG Pin number 9 and AP pin1 and 6AG Pin 11. At Pin 2 found 5 OHMS Test OK. Tested Test Harness sAP Pin 3 and chassis ground, 12 4 V,OK Checked Battery voltage OK,12 5V Cleared memory Drove vehicle re check for codes No codes at this time

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJALC0HH[redacted] | 09/23/2016 | 07/22/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 410206 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 22 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 055474 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | rmar5116 | 08/08/2018 | 08/08/2018 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC0GH[redacted] | 222888 | 870682 | 23885 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 08/03/2018 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Raleigh Martin | raleigh@chase4.com | 6033125587 |

**Customer's Description of Complaint**
SRS/AIRBAG LIGHT IS ON

**Technician's Findings and Repair**
technician FOUND CODE B1760 FOR THE ODS SENSOR MAT MALFUNCTION, DIAGNOSED PER SERVICE MANUAL AND DETERMINED THE SENSOR TO BE FAULTY WITHIN THE SEAT CUSHION ASSEMBLY. REPLACED SEAT CUSHION ASSEMBLY/ODS SENSOR, CLEARED CODES AND TESTED SYSTEM O WHICH NO FURTHER CONCERN WAS FOUND.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC0GH[redacted] | 05/11/2016 | 02/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 222888 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 15 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 870682 |

## Vehicle

| | | | |
|---|---|---|---|
| **VIN** | JF2SJAEC5HG[redacted] | **Title Alert** | **No** |
| **Recall Status** | **None Open** | | |
| **Description** | 2017 Forester 2.5i Premium - 6MT - Crystal White Pearl/Gray | **Telematics Enabled** | Gen 1 |
| **Option Description** | Standard Model | **Sold Order** | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| HFE | 11 | WHC/GRA | C | 429264 | 35048 | 960401 | Wholesale | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 08/09/2016 | 09/23/2016 | 09/23/2016 | 10/13/2016 | 10/13/2016 | 10/14/2016 | | | SAS Telematics |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2016-09 | 09/23/2016 | 336 | 007 Baltimore | Bryan Lees | $27,103.00 |

**Allocated** 401396
SENDELL SUBARU 401396
5085 STATE ROUTE 30
GREENSBURG PA 15601

**Drafted** EST-401396
SENDELL SUBARU 401396
5085 STATE ROUTE 30
GREENSBURG PA 15601

**Sold By** EST-030294
ALEXANDER SUBARU INC. 030294
933 BROAD ST
MONTOURSVILLE PA 17754

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|
| [redacted] | 050-01-03-401396 Sendell Subaru | 050-01-04-030294 Alexander Subaru | King, Christine | Laird, Timothy | 09/29/2016 | 09/29/2016 | INVENTORY |

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 09/21/2016 |
| | XNU | PZEV Badge | 09/21/2016 |
| | XN4 | StarLink Window Cling | 09/21/2016 |
| | XAA | PDI | 09/21/2016 |
| | X43 | Roadside Assistance Label | 09/21/2016 |
| | QGM | Splash Guards | 09/21/2016 |
| | OGA | Luggage Compartment Cover | 09/21/2016 |

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | MGD | Cargo Tray | 09/21/2016 |
| | BGA | All Weather Floor Mats | 09/21/2016 |
| | 0EX | Mirror Compass | 09/21/2016 |
| X9S | X2U | Black Mat | 09/21/2016 |
| X9S | X9B | 2017 Forester OIK | 09/21/2016 |
| X9S | XDN | Handling | 09/21/2016 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 09/21/2016

| Product Start Date | Product End Date | Status | Product Name | Subscriber Name |
|---|---|---|---|---|
| 08/05/2018 | 08/05/2019 | Active | STARLINK Safety Plus 1 Year | [redacted] |

## Owner - Driver

**Owner** [redacted] (H) [redacted] (C) [redacted] (W) [redacted]
[redacted] (F) (E) [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 10/13/2016 **Owner** [redacted]

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 10/13/2016 | 10/13/2018 | Federal Emissions Performance Warranty | 24000 | Active |
| 10/13/2016 | 10/13/2019 | New Car Adjustment Coverage | 36000 | Active |
| 10/13/2016 | 10/13/2019 | Basic New Car Warranty | 36000 | Active |
| 10/13/2016 | 10/13/2019 | Warranty Brake Pad | 36000 | Active |
| 10/13/2016 | 10/13/2019 | New Car Wear Item Warranty | 36000 | Active |
| 10/13/2016 | 10/13/2019 | Federal Emissions Defect Warranty | 36000 | Active |
| 10/13/2016 | 10/13/2021 | Powertrain Warranty | 60000 | Active |
| 10/13/2016 | 10/13/2024 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 10/13/2016 | 10/13/2024 | California Emissions Extended Defect Warranty | 100000 | Active |
| 10/13/2016 | 10/13/2031 | California Emissions PZEV | 150000 | Active |
| 10/13/2016 | 10/13/2021 | Rust Perforation Warranty | 999999 | Active |
| 10/13/2016 | 10/13/2066 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner [redacted] Co-Owner

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 10/13/2016 | 10/13/2019 | Maint Maintenance 3yr/36,000 6,000 Mile Intervals | 3065639 | 462 | 193 | N/A | Active |
| 10/13/2016 | 10/13/2023 | New Gold Plus 7yr/100,000 $100 Deductible | 3065633 | 516 | 193 | Available | Active |

**Contract Owner** [redacted] Elmira, NY, [redacted]

## Coverages - Recalls, Warranty and SAS (Cont...)

### Vehicle Notes

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 10/13/2016 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Added Security | [redacted] | A | 050-402174 | JQA90 | 16722 | 12/11/2017 | 12/09/2017 | 12/09/2017 | 12/11/2017 | | | 0.00 | Error |
| Warranty Claim | [redacted] | A | 050-402174 | URC43 | 10778 | 07/28/2017 | 07/10/2017 | 07/26/2017 | 07/31/2017 | 74R134 | 08/04/2017 | 1516.91 | Paid |
| **Occupant Detection Control Module** | | | | | | | | | | | | | |
| Added Security | [redacted] | A | 020-020287 | JQK90 | 10626 | 07/12/2017 | 07/08/2017 | 07/08/2017 | 07/12/2017 | | 07/14/2017 | 119.34 | Paid |
| Added Security | [redacted] | A | 020-020287 | JQJ90 | 4585 | 02/23/2017 | 02/17/2017 | 02/17/2017 | 02/23/2017 | | 02/24/2017 | 77.39 | Paid |

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 3.40 | 0.00 | 0.00 | 0.00 | 241.26 | 792.37 | 0.00 | 792.37 | 0.00 | 1713.64 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 08/21/2018 | 08/21/2018 | 050-01-04 | 402174 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC5HG[redacted] | 429264 | 960401 | 26034 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH00 | 08/17/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
customer states that the SRS Light came on and stayed on.

**Technician's Findings and Repair**
The Retailer replaced the ODS Module last year and the Owner states that the SRS Light came on and the Passenger Present system did not work. We looked at the vehicle and found that 337 Ignition Counts ago the DTC B1650 and B1760 set and have not set since We found that all interior lights have been changed to LED Bulbs and the Horn is aftermarket. Since the issue occurred at start up I told the Tech to remove the LED bulbs and tell the Owner that the code set 337 Ignition Cycles ago and the LEDs could have caused the concern. If the light comes on again bring the vehicle back but we could not duplicate the concern..

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC5HG[redacted] | 10/13/2016 | 08/09/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 429264 | 6-Speed Manual | 2017 | HFE |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| WHC | 11 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 960401 |

Fiat

ATTENTION:
GENERAL MANAGER ☐
PARTS MANAGER ☐
CLAIMS PERSONNEL ☐
SERVICE MANAGER ☐

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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SUBARU

QUALITY DRIVEN® SERVICE

# SERVICE INFORMATION BULLETIN

**APPLICABILITY:** 2014-2018MY Forester

**SUBJECT:** Revised Diagnostic Procedure for DTC B1650

**NUMBER:** 07-108-16R

**DATE:** 04/18/16

**REVISED:** 05/22/18

## INTRODUCTION:

This Service Information Bulletin provides a revised troubleshooting procedure and tips to follow when diagnosing a DTC B1650- "Occupant Classification System Malfunction". This DTC may also be accompanied by B1760, B1761, B1771 or B1795 as found in the Occupant Detection control module. The new procedure is designed to help avoid unnecessary part (seat cushion assembly) replacements.

## SERVICE PROCEDURE / INFORMATION:

### IMPORTANT NOTES:

- The SSMIII (NOT SM4) must be used to diagnose the Occupant Detection System (ODS) . This requirement will remain until the January 2018 SM4 update is released. See table below.

| Control Unit | DTC | DTC Timing | SSM4 (DTC display-capable) | SSM3 (DTC display-capable) |
|---|---|---|---|---|
| Air Bag | B1650 | Current | Yes | Yes |
| | | Past | Yes | Yes |
| ODS | B1760 | Current | Yes | Yes |
| | | Past | No | Yes |
| ODS | B1771 | Current | Yes | Yes |
| | | Past | No | Yes |
| ODS | B1795 | Current | Yes | Yes |
| | | Past | No | Yes |

- **BEFORE** proceeding with diagnosis of any ODS-related DTC. Always check to see if the passenger seat cushion is wet, contains moisture or has been exposed to excessively humid conditions for some time. ALL WERE MEMORY CODES

*Continued...*

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

**Subaru of America, Inc. is ISO 14001 Compliant**
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

- If any moisture is confirmed, the cushion must be **completely** dried See procedures supplied later in this bulletin.
- It is VERY IMPORTANT to understand the occupant detection sensor mat is a sensitive component. For that reason, **NEVER** use a heat gun or a hair dryer in an attempt to "force dry" the seat cushion.

A "temporarily" wet seat cushion resulting from (as examples) a window being inadvertently left open during rainfall or possibly spilled food / drink possibly with a resulting clean-up using water and / or cleaning liquids can cause moisture to be left behind and B1650 (or a related DTC) to set. **This is the most common scenario and what can easily lead to an unnecessary seat cushion replacement.**

It is **VERY IMPORTANT** to thoroughly review this information with the customer during the Service write-up interview. Attempt to determine if this is an actual concern with the system or if outside influence (moisture) may well be the root cause of the condition BEFORE proceeding with further diagnosis or ordering any parts. Use the Owner's Manual wording as an additional reference for any discussions with the customer. If the memory is cleared and the seat cushion is not thoroughly dry, the code will likely reset once someone sits in the seat again. In this case, the system is operating as designed. If the seat is dry and the code is still current (not past), there may be a damaged component or connection causing the DTC.

**DRYING PROCEDURES:**

If the passengers' seat cushion is found wet or displays any staining, dry the seat cushion completely using natural air. Parking the vehicle in a sunny spot with windows slightly open is recommended. If necessary to speed the drying time, it is recommended to use the vehicle's Air Conditioner function:

- Park the vehicle in open area or use exhaust ventilation equipment
- Set the parking brake and start the engine
- Turn the A/C ON, set the blower fan to MAX, then direct airflow from the vents at the seat cushion
- Set A/C temperature to a comfortable room temperature (full heat is not required).
- Check the seat after some time to confirm it is fully dried.

**REMINDER:** The occupant detection sensor mat is a sensitive part. Use of a Hair Dryer or Heat Gun to dry the seat cushion is not allowed.

The following screen shot samples show the REVISED diagnostics which will be incorporated into the 2014MY and later Forester Service Manuals soon. The revised text is in red. This diagnostic flow must be followed anytime the above listed vehicles present with B1650, B1760, B1761, B1771, B1795 or any combination of these codes. Always record the step by step results for this diagnosis.

*Continued...*

ALL CHECKED OK

| Step | Check | Yes | No |
|---|---|---|---|
| 1. **CHECK DTC.**<br>Read the **DTC of the occupant detection system.** | Are any of **DTC B1760, B1761, B1771 and B1795** detected? | Perform the diagnosis according to DTC. | Go to step 2. |
| 2. **CHECK POOR CONTACT OF CONNECTORS.**<br>Check for poor contact of the connectors between the occupant detection control module and airbag control module. | Is there poor contact?<br>NO | Reconnect the connector. If condition is not improved, replace the rear body harness or the occupant detection system (passenger side cushion & frame assembly). | Go to step 3. |
| 3. **CHECK AIRBAG REAR HARNESS.**<br>1) Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.<br>2) Disconnect the connectors (AB59) and (AB53) under the passenger's seat.<br>3) Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18).<br>4) Connect the connector (1AP) in the test harness AP to the connector (AB53).<br>5) Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP.<br>**Connector & terminal**<br>**(6AG) No. 9 — (2AP) No. 1:**<br>**(6AG) No. 11 — (2AP) No. 2:** | Is the resistance less than 10 Ω?<br>.05<br>OK | Go to step 4. | Replace the rear body harness. |
| 4. **CHECK AIRBAG REAR HARNESS.**<br>Measure the resistance between connector (6AG) in the test harness AG and chassis ground.<br>**Connector & terminal**<br>**(6AG) No. 9 — Chassis ground:**<br>**(6AG) No. 11 — Chassis ground:**<br>**(6AG) No. 9 — (6AG) No. 11:** | Is the resistance 1 MΩ or more?<br>YES<br>OK | Go to step 5. | Replace the rear body harness. |
| 5. **CHECK OCCUPANT DETECTION HARNESS.**<br>1) Turn the ignition switch to ON.<br>2) Measure the voltage between connector(2AP) in the test harness AP and chassis ground.<br>**Connector & terminal**<br>**(2AP) No. 3 (+) — Chassis ground (–):** | Is the voltage 10 V or more?<br>OK | **Go to step 6.** | Check the battery voltage and fuse. If there is no fault, replace the rear body harness. |

*Continued...*

| Step | Check | Yes | No |
|---|---|---|---|
| 6. **CHECK AIRBAG SYSTEM DTC.**<br>1) Turn the ignition switch to OFF.<br>2) Reconnect the disconnected connector.<br>3) Turn the ignition switch to ON.<br>4) Read **Airbag System current DTC.** | Is **DTC B1650** detected? | If the condition is not improved, replace the occupant detection system (passenger side cushion & frame assembly).<br><br>If the condition is still not improved, then replace the airbag control module. | **The system is currently normal.** Check if any other DTC is detected. If there is no current DTC, perform Clear memory. |

**REFER TO THE LABOR TIME GUIDE ON SUBARUNET FOR APPLICABLE CLAIM CODING INFORMATION.**

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

I PERSONALLY think SEAT GOT WET. SO I took SEAT COVER OFF. ~~Be~~ UNDERSIDE LOOKED STAINED & MAT VERY WRINKLED THIS IS WHY I REPLACED SEAT

SUBARU
SUBARU

LOU FUSZ SUBARU WE ARE ST. LOUIS

**Lou Fusz Subaru**

900 N Lindbergh Blvd
Creve Coeur, MO 63141
(314) 993-5200

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 5:00 p.m. Saturday

| R/O Open Date | R/O Number |
|---|---|
| 7/30/18 | [redacted] |
| **Time Received** | **Time Promised** |
| 11:20 | 7/30 17:00 |
| **Current Mileage** | **Mileage Out** |
| 20146 | |
| **Estimate of Repairs** | **Service Advisor / Key Tag #** |
| | Brian Eaton/866 |

163

[redacted]

| Work Phone | Vehicle Identification Number |
|---|---|
| [redacted] | JF2SJAEC4HH[redacted] |
| | Delivery Date: 9/17/16 — In-Service Date: 9/17/16 |

| Year | Make | Model | Body | Color | License Number |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREMIUM CVT | ICE SILVER | |

S17258 ALLY VSC 84000 or 9/17/23 Ded 100

| Job Number | Description of Work | Code |
|---|---|---|
| 1. | CUSTOMER STATES<br>AIR BAG LIGHT COMING ON.<br>"ordered P/side Seat Bottom" URD-43 | CUS1<br>Customer Pay<br>Customer Pay |
| | 641393G002VH B'820-496 0.8 C820-201 0.9 | |
| 2. | COMPLIMENTARY RENTAL VEHICLE A $35 A DAY VALUE | RENTAL1<br>Customer Pay |
| 3. | TIRES<br>TPMS LIGHT ON.<br>patch TIRE Rt. Ft. (05) | TIRE1<br>Customer Pay<br>Customer Pay |
| 4. | | |
| 5. | | |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller n[redacted] any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

[redacted]

WARRANTY SUBMITTED AUG 07 2018

WARRANTY PAID AUG 08 2018

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)845-1009

# WARRANTY REPAIR ORDER

| Work Phone | R/O Open Date | R/O Number |
|---|---|---|
| [redacted] | 7/30/18 | [redacted] |
| | R/O Close Date | Cross Reference # |
| | 8/03/18 | Original |

UHLMANN, ANITA D
925 NANCY CAROL LN
SAINT LOUIS, MO 63122

| Body | Mileage In | Mileage Out |
|---|---|---|
| 2.5I PREMIUM | 20146 | 20147 |

| Year | Make | Model | License Number | Service Advisor |
|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | | Brian Eaton |

| Vehicle Identification Number | Color | | Delivery Date | In-Service Date |
|---|---|---|---|---|
| JF2SJAEC4HH[redacted] | ICE SILVER | | 9/17/16 | 9/17/16 |

S17258

| DESCRIPTION OF SERVICE AND PARTS | | | | COST | AMOUNT |
|---|---|---|---|---|---|
| Email: [redacted] | | | | | |
| #1 - MR CUS1: CUSTOMER STATES | | | | | |
| AIR BAG LIGHT COMING ON. | | | | | |
| Cause: ERRATIC OPERATION | | | | | |
| Op: 820496: (820201) (URD43) | | | | | |
| Tech: 483 | 1.70hrs @ 132.25 | | | 46.92 | 224.83 |
| Part: 64139SG002VH :CUSHION AY OCPANTRH | | | 1 | 480.01 | 931.22 |
| Sub-Total Labor: | 46.92 | 224.83 | | | |
| Sub-Total Parts: | 480.01 | 931.22 | | | |
| Sub-Total: | 526.93 | 1156.05 | | | |
| CHECKED OUT AND TESTED. REPLACED RIGHT SIDE | | | | | |
| SEAT BOTTOM. | | | | | |
| B820-496 0.8 C820-201 0.9 URD-43 | | | | | |

| | | | |
|---|---|---|---|
| ACCOUNT # | LABOR | 46.92 | 224.83 |
| | PARTS | 480.01 | 931.22 |
| METHOD | SUBLET | | .00 |
| | SHOP SUPPLIES | | .00 |
| | SALES TAX OR TAX I.D. | | .00 |
| RECEIPT # | DEDUCTIBLE | | .00 |
| | TOTAL DUE | 526.93 | 1156.05 |

© 1997 ENSION Information Systems, Inc.

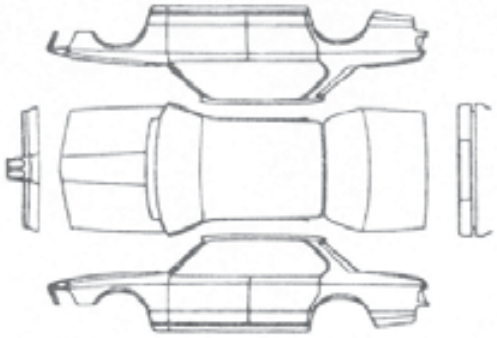
## QUALITY CONTROL SECTION

TECHNICIAN
QC INSPECTION

DATE _____ TIME _____

BY _____

## VEHICLE CHECK-IN



Show damage location above with codes:

- X Stone damage
- ○ Dent
- △ Scratch
- ▨ Collision damage
- ☐ Undercoating damage (note in remarks)

CUST. SIG X

## SCRAPPED PARTS

12600 RPL SEAT

## TECHNICIAN SECTION

COMPLAINT

B1760
B1821
B1650

CAUSE

PERFORM TSB 7-108-16R

CORRECTION

RPL LOWER SEAT BOTTOM

COMPLAINT

CAUSE

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. [redacted] | TIME | OFF |
|---|---|---|---|---|
| 0.8 | | OPER. NO. 483 | 18 AUG 2PM 5:19 | |
| | | EMP. NO. | ON 18 AUG 2PM 5:19 | |

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. [redacted] | TIME | OFF |
|---|---|---|---|---|
| 0.9 | | OPER. NO. 483 | 18 AUG 2PM 5:14 | |
| | | EMP. NO. | ON 18 AUG 2PM 5:14 | |

CORRECTION

RF TIRE 22 PSI NEEDS NAIL PATCHED

COMPLAINT

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. | 6 | TIME | OFF |
|---|---|---|---|---|---|
| .5 | | OPER. NO. 483 | | 18 AUG 2PM 5:14 | |
| | | EMP. NO. | | ON 18 AUG 2PM 5:14 | |

CAUSE

CORRECTION

[redacted] 866 782-2782

## QUOTES AND TIME STICKER SECTION

BOTH RF SEAT CODES

~~A~~

OPEN IN SIDE AIR BAG

ALL CODES ARE HISTORY CODES — LIGHT NOT ON

## TIME CLOCK

OFF
ON
OFF
OFF ~~ON~~
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

The Reynolds and Reynolds Company CC715207 © (07/13)



INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

# Consolidated Report



## Vehicle Inquiry Report

### Vehicle Information

**VIN:** HH[redacted]
**Carline:** Forester
**Model Year:** 2017
**Model Code:** HFF
**Description:** 2017 Forester 2.5i
**VIN Source:**
**Full VIN:** JF2SJAEC[redacted]
**Product Name:** HFF-13-C-ISM
**Disposal Date:**

### Attributes

**Trim:** 2.5i Premium
**Exterior Color:** ISM
**Interior Color:** BLC
**Option Code:** 13
**Option Description:** All-Weather Package
**Engine:** 2.5
**Engine #:** 415312
**Transmission:** CVT
**Transmission #:** 997289
**Body Style:** SUV
**Ignition Key:** 38599
**Spec:** C
**Turbo Indicator:** N

### Other Attributes

**Last Updated Miles:** 10
**Production Date:** 07/26/2016
**Warranty Start Date:** 09/17/2016
**Status:** Retail
**Manually Created:** N
**Created By:** DADMIN
**Last Updated Date:** 01/20/2018 13:30:00
**Last Updated Source:** STR
**Carrier Code:** 601-402-----
**Foreign VIN:** N

### Sales Information

**Sales Date:** 09/19/2016
**Retail Delivery Date:** 09/17/2016
**Sale Type:** L
**Sales Order Type:** Wholesale
**SOA Demo:**
**Dealer Demo:**
**Fleet Flag:** N
**Company:**

### Dealer Information

| | Allocated: | Selling: |
|---|---|---|
| | Lou Fusz Subaru - St Louis | Lou Fusz Subaru - St Louis |
| Dealer#: | 070844 | 070844 |
| Region: | 060 | 060 |
| Zone: | 01 | 01 |
| District: | 03 | 03 |

### Customer Pay Info - Retailer

| Dealer # | Dealer | RO Open Date | RO Closed Date | RO Mileage | Minacs Operation | Minacs Operation Description |
|---|---|---|---|---|---|---|
| 070[redacted] | Lou Fusz Subaru - St Louis | 04/17/2018 | 04/17/2018 | [redacted] | BG222 | ADVANCED ENGINE/FUEL CLEANER |
| 070[redacted] | Lou Fusz Subaru - St Louis | 04/17/2018 | 04/17/2018 | [redacted] | LOF3 | SYNTHETIC OIL CHANGE |
| 070[redacted] | Lou Fusz Subaru - St Louis | 04/17/2018 | 04/17/2018 | [redacted] | REC3 | 15,000 MILE RECOMMENDED SERVICE |
| 070[redacted] | Lou Fusz Subaru - St Louis | 09/15/2017 | 09/15/2017 | [redacted] | INSP1 | PERFORM COMPLIMENTARY VEHICLE INSPECTION |
| 070[redacted] | Lou Fusz Subaru - St | 09/15/2017 | 09/15/2017 | [redacted] | RENTAL1 | COMPLIMENTARY RENTAL VEHICLE A $35 A DAY VALUE |

Report Generated on 08/12/2018

# Vehicle Inquiry Report

| | | | | | | |
|---|---|---|---|---|---|---|
| | Louis | | | | | |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/19/2017 | 08/19/2017 | [redacted] | REC1 | RECOMMENDED SERVICES |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/19/2017 | 08/19/2017 | [redacted] | RENTAL1 | COMPLIMENTARY RENTAL VEHICLE A $35 A DAY VALUE |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/19/2017 | 08/19/2017 | [redacted] | TIRE4 | ROTATE TIRES |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/19/2017 | 08/19/2017 | [redacted] | LOF3 | SYNTHETIC OIL CHANGE |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/14/2017 | 08/14/2017 | [redacted] | ELT1 | ELECTRICAL |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/14/2017 | 08/14/2017 | [redacted] | INSP1 | PERFORM COMPLIMENTARY VEHICLE INSPECTION |
| 070[redacted] | Lou Fusz Subaru - St Louis | 08/14/2017 | 08/14/2017 | [redacted] | WASH1 | COMPLIMENTARY CAR WASH $12 VALUE |
| 070[redacted] | Lou Fusz Subaru - St Louis | 03/06/2017 | 03/06/2017 | [redacted] | LOF3 | 4 CYLINDER OIL CHANGE -SYNTHETIC OIL |
| 070[redacted] | Lou Fusz Subaru - St Louis | 03/06/2017 | 03/06/2017 | [redacted] | TIRE4 | ROTATE TIRES |
| 070[redacted] | Lou Fusz Subaru - St Louis | 02/14/2017 | 02/14/2017 | [redacted] | ELT1 | ELECTRICAL |
| 070[redacted] | Lou Fusz Subaru - St Louis | 09/15/2016 | 09/15/2016 | [redacted] | NITRO | NITRO |
| 070[redacted] | Lou Fusz Subaru - St Louis | 09/15/2016 | 09/15/2016 | [redacted] | PDI7 | PDI FORESTER |

Report Generated on 08/12/2018

# Techline Service Request

## SR Details

| | | | | | |
|---|---|---|---|---|---|
| **SR#** | TL1-[redacted] | **Failure Date** | 09/15/2017 | **Escalated** | |
| **Created Date** | 09/15/2017 | **Priority** | | **Section** | NDF - Specified Area |
| **Created By** | DJO1 | **RO#** | [redacted] | **Subsection** | Electrical |
| **SR Owner** | DJO1 | **Issue ID** | | **Fail Code** | UYF |
| **Last Modified Date** | 10/28/2017 | **Research Dept** | | **Fail Code Description** | Electrical System Performance |
| **Last Modified By** | DJO1 | **Counter Measures** | | **Tread** | Electrical System |
| **Status** | Closed-Resolved | **Closed By** | DJO1 | | |
| **Alert** | Not Applicable | **Closed Date** | 10/28/2017 | | |

**Condition** CS airbag system needs inspection on display at times when driving.

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Dealer Number** | 070[redacted] | **Dealer Address** | 900 N. Lindbergh Blvd. | **Dealer Phone** | (314) 993-5200 |
| **Dealer Name** | Lou Fusz Subaru - St Louis | **Dealer City** | Creve Coeur | **Technician First Name** | KEVIN |
| **Region** | 060 | **Dealer State** | MO | **Technician Last Name** | DOWLER |
| **Zone** | 01 | **Dealer Zip** | 63141 | **Account Name** | |
| **District** | 03 | | | | |

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | HH[redacted] | **Model Code** | HFF | **SR Miles** | 12676 |
| **Full VIN** | JF2SJAEC4HH[redacted] | **Engine Description** | 2.5 | **Emission Spec** | C |
| **Model Year** | 2017 | **Engine #** | 415312 | **Turbo Indicator** | N |
| **Carline** | Forester | **Transmission Description** | Continuously Variable Transmission | **Production Date** | 07/26/2016 |
| **Trim** | 2.5i Premium | **Transmission #** | 997289 | **Warranty Start Date** | 09/17/2016 |

Report Generated on 08/12/2018

# Techline Service Request

## Symptoms

| Primary | Symptom Type | Symptom | Reported On | Reported By |
|---|---|---|---|---|
| Y | DTC | B1650 | 09/15/2017 | DJO1 |

## SR Notes

**Created Date** 09/15/2017 **Created By** DJO1

**Note** Tech states code is not current. He cleard and no further issues. I advised to check the ODS for a code and explained the system. tech will check for current codes in ODS. If none he will discuss the possibility of a wet seat with the customer.

## Attachments

Report Generated on 08/12/2018

# Techline Service Request

## SR Details

| | | | | | |
|---|---|---|---|---|---|
| **SR#** | TL1-[redacted] | **Failure Date** | 07/30/2018 | **Escalated** | Y |
| **Created Date** | 07/30/2018 | **Priority** | | **Section** | Electrical |
| **Created By** | DSEL | **RO#** | [redacted] | **Subsection** | SRS Airbag & Pretentioners |
| **SR Owner** | PMELKO | **Issue ID** | | **Fail Code** | URC |
| **Last Modified Date** | 07/31/2018 | **Research Dept** | | **Fail Code Description** | Occupant Detection Control Module |
| **Last Modified By** | PMELKO | **Counter Measures** | | **Tread** | Airbag |
| **Status** | Open-Escalated | **Closed By** | | | |
| **Alert** | 2/10 Alert | **Closed Date** | | | |
| **Condition** | customer states airbag light coming on | | | | |

## Dealer Information

| | | | | | |
|---|---|---|---|---|---|
| **Dealer Number** | 070[redacted] | **Dealer Address** | 900 N. Lindbergh Blvd. | **Dealer Phone** | (314) 993-5200 |
| **Dealer Name** | Lou Fusz Subaru - St Louis | **Dealer City** | Creve Coeur | **Technician First Name** | DAN |
| **Region** | 060 | **Dealer State** | MO | **Technician Last Name** | Pestka |
| **Zone** | 01 | **Dealer Zip** | 63141 | **Account Name** | |
| **District** | 03 | | | | |

## Vehicle Information

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | HH[redacted] | **Model Code** | HFF | **SR Miles** | 20146 |
| **Full VIN** | JF2SJAEC4HH[redacted] | **Engine Description** | 2.5 | **Emission Spec** | C |
| **Model Year** | 2017 | **Engine #** | 415312 | **Turbo Indicator** | N |
| **Carline** | Forester | **Transmission Description** | Continuously Variable Transmission | **Production Date** | 07/26/2016 |
| **Trim** | 2.5i Premium | **Transmission #** | 997289 | **Warranty Start Date** | 09/17/2016 |

Report Generated on 08/12/2018

# Techline Service Request

## Symptoms

| Primary | Symptom Type | Symptom | Reported On | Reported By |
|---|---|---|---|---|
| Y | DTC | B1650 | 07/30/2018 | DSEL |
| | DTC | B1760 | 07/30/2018 | DSEL |
| | DTC | B1821 | 07/30/2018 | DSEL |

## SR Notes

**Created Date** 07/30/2018 **Created By** DSEL

**Note** The tech states that 8/19/17 the vehicle came in and found the passenger front seat was wet. They dried the seat overnight and released the vehicle. The vehicle came back on 9/15/17 with the same dtc so he replaced the seat. Now the vehicle is back with the same dtc and the B1821. The tech did the diag for the 1821 and didnt come up with any failures I asked for his results he doesnt have them. The tech states that the passenger seat had a bunch of stuff under the seat. I asked if there is any signs of moisture on the seat he states no. I advised him to double check with the customer and verify they are not putting any electrical devices on the seat and no aftermarket electrical devices are being used in the vehicle. The tech states that the customer is a lawyer and he is talking about lemon law the tech requests the case gets escalated to the fse.

## Attachments

Report Generated on 08/12/2018

# CLAIM DETAIL REPORT

**Region:** 060 **Zone:** 01 **Service District:** 03

**Dealer:** Lou Fusz Subaru - St Louis **Dealer #:** 070[redacted]

900 N. Lindbergh Blvd.

Creve Coeur MO [redacted]

---

**VIN:** HH[redacted] **Append:** N

**RO/Job:** [redacted] **Resulting Damage:** N

**Claim Type:** Warranty Claim

**Status Code:** CR Paid

**Reason Code:** 200 **Reason Code Desc:** Claim Posted To Parts Statement Files

**Technician Name:** KEVIN DOWLER **SA Name:** Christopher Petersen

**Labor Rate:** $132.25 **Retail Rate:** $155.00

**Misc Detail:** **Installed Serial#:**

**Removed Serial#:**

---

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 09/15/2017 | 10/10/2017 | URD43 | | 10/10/2017 | DADMIN | 10/10/2017 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| | | | | 09/17/2016 | | | 12,677 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

## LABOR INFORMATION

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 820201 | 0.9 | 0.0 | 0.0 | $0.00 | $113.85 |
| AIR BAG SYSTEM TESTING | | | | | |
| 820496 | 0.8 | 0.0 | 0.0 | $0.00 | $101.20 |
| ODS C M, LOAD CELL &/OR HARNESS R&R | | | | | |

## PART INFORMATION

| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|
| 64139SG002VH | 1 | 685.73 | 685.73 | 0.00 | $685.73 | Y | | |

## COMMENTS

| Created By | Note |
|---|---|
| SADMIN | air bag system replaced ods |

Report Generated on 08/12/2018

# CLAIM DETAIL REPORT

**Region:** 060 **Zone:** 01 **Service District:** 03

**Dealer:** Lou Fusz Subaru - St Louis **Dealer #:** 070[redacted]

900 N. Lindbergh Blvd.

Creve Coeur MO [redacted]

---

**VIN:** HH[redacted] **Append:** N

**RO/Job:** [redacted] **Resulting Damage:** N

**Claim Type:** Warranty Claim

**Status Code:** CR Paid

**Reason Code:** 200 **Reason Code Desc:** Claim Posted To Parts Statement Files

**Technician Name:** DAN Pestka **SA Name:** Brian Eaton

**Labor Rate:** $132.25 **Retail Rate:** $155.00

**Misc Detail:** **Installed Serial#:**

**Removed Serial#:**

---

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 07/30/2018 | 07/30/2018 | URD43 | | 08/07/2018 | DADMIN | 08/07/2018 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| | | | | 09/17/2016 | | | 20,146 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

## LABOR INFORMATION

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 820201 | 0.9 | 0.0 | 0.0 | $0.00 | $119.03 |
| AIR BAG SYSTEM TESTING | | | | | |
| 820496 | 0.8 | 0.0 | 0.0 | $0.00 | $105.80 |
| ODS C M, LOAD CELL &/OR HARNESS R&R | | | | | |

## PART INFORMATION

| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|
| 64139SG002VH | 1 | 685.73 | 685.73 | 245.49 | $931.22 | Y | | |

## COMMENTS

| Created By | Note |
|---|---|
| SADMIN | CUSTOMER STATES AIR BAG LIGHT IS COMING ON. TECH SCANNED FOR CODES - B1760, B1821, B1650. PERFORMED TSB 07-108-16R. REPLACED LOWER |

Report Generated on 08/12/2018

SEAT BOTTOM AS NEEDED. TESTED - LIGHT IS NOW OFF.

Report Generated on 08/12/2018

**End of Consolidated Report**

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | pmelko | 08/19/2018 | 08/19/2018 | 060-01-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | 415312 | 997289 | 201146 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/03/2018 | 64139SG002VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760, B1821

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Paul Melkowski | pmelko@subaru.com | -- |

**Customer's Description of Complaint**
CS-Air Bag warning light is coming on

**Technician's Findings and Repair**
Case was escalated to the FSE. FSE contacted the technician and requested he perform the diagnosis outlined in SB 07-108-16R and give an update of results. FSE contacted the tech and he said the diagnosis didn't lead him to the root cause of the faults. The codes were history codes in the module. The technician said he replaced the seat because he saw stains underneath the seat cover. FSE requested SSM4 files but there none in the SSM.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | 09/17/2016 | 07/26/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 415312 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| ISM | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

997289

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | jshi9542 | 08/25/2018 | 08/25/2018 | 060-04-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGWC8FH[redacted] | 862222 | 744838 | 43235 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULS42 | 08/25/2018 | 64139SG043VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
AIRBAG LIGHT ON

**Technician's Findings and Repair**
AIRBAG LIGHT STAY ON AFTER VEHICLE STARTS. RAN DIAG TREE, HARNESS CHECKS GOOD. REPLACED SEAT BOTTOM. VEHICLE MOVED CODE TO HISTORY ONCE NEW SEAT WAS INSTALLED. CLEARED HISTORY.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGWC8FH[redacted] | 08/31/2015 | 04/09/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 862222 | Continuously Variable Transmission | 2015 | FFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 32 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| 2 | 744838 |

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJAWC2HH[redacted] | | | | Title Alert | No | Recall Status | None Open | |
| Description | 2017 Forester 2.5i Touring - CVT - Ice Silver Metallic/Black | | | | | | Telematics Enabled | Gen 1 | |
| Option Description | Eyesight + Navigation System | | | | | | Sold Order | N | |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| HFJ | 33 | ISM/BLC | C | 696048 | 94092 | 167439 | Wholesale | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 04/11/2017 | 06/14/2017 | 06/14/2017 | 07/17/2017 | 07/17/2017 | 07/18/2017 | | | Telematics |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2017-06 | 06/14/2017 | 403 | 007 Baltimore | Shawna Sniezek | $34,545.00 |

| Allocated | Drafted | Sold By |
|---|---|---|
| 030230<br>FAULKNER SUBARU, INC 030230<br>330 STOKES PARK RD<br>BETHLEHEM PA 18016 | EST-030230<br>FAULKNER SUBARU, INC 030230<br>330 STOKES PARK RD<br>BETHLEHEM PA 18016 | EST-030230<br>FAULKNER SUBARU, INC 030230<br>330 STOKES PARK RD<br>BETHLEHEM PA 18016 |

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 06/06/2017 |
| | XNU | PZEV Badge | 06/06/2017 |
| | XN6 | Eyesight Window Cling | 06/06/2017 |
| | XN4 | StarLink Window Cling | 06/06/2017 |
| | XAA | PDI | 06/06/2017 |
| | X9M | Forester eyesight OIK | 06/06/2017 |
| | X43 | Roadside Assistance Label | 06/06/2017 |
| | QGM | Splash Guards | 06/06/2017 |

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | PGE | Rear Bumper Cover | 06/06/2017 |
| | BGA | All Weather Floor Mats | 06/06/2017 |
| | 0H2 | Mirror Compass w/ homelink | 06/06/2017 |
| | 04Q | Seat Back Protector | 06/06/2017 |
| XP6 | X2V | Black Cargo Tray | 06/06/2017 |
| XP6 | X9B | 2017 Forester OIK | 06/06/2017 |
| XP6 | XDN | Handling | 06/06/2017 |
| XP6 | XP4 | Black Mat | 06/06/2017 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 06/06/2017

| Product Start Date | Product End Date | Status | Product Name | Subscriber Name |
|---|---|---|---|---|
| 07/17/2017 | 07/16/2019 | Active | STARLINK Safety Plus and Security Plus 2 Year Intro | [redacted] |

## Owner - Driver

**Owner** [redacted] (H) [redacted] (C) [redacted] (W)
(F) (E) [redacted]

**Co-Owner** [redacted] (H) (C) (W)
(F) (E)

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 07/17/2017 **Owner** [redacted]

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 07/17/2017 | 07/17/2019 | Federal Emissions Performance Warranty | 24000 | Active |
| 07/17/2017 | 07/17/2020 | New Car Adjustment Coverage | 36000 | Active |
| 07/17/2017 | 07/17/2020 | Basic New Car Warranty | 36000 | Active |
| 07/17/2017 | 07/17/2020 | Warranty Brake Pad | 36000 | Active |
| 07/17/2017 | 07/17/2020 | New Car Wear Item Warranty | 36000 | Active |
| 07/17/2017 | 07/17/2020 | Federal Emissions Defect Warranty | 36000 | Active |
| 07/17/2017 | 07/17/2020 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 07/17/2017 | 07/17/2022 | Powertrain Warranty | 60000 | Active |
| 07/17/2017 | 07/17/2025 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 07/17/2017 | 07/17/2025 | California Emissions Extended Defect Warranty | 100000 | Active |
| 07/17/2017 | 07/17/2022 | Rust Perforation Warranty | 999999 | Active |
| 07/17/2017 | 07/17/2067 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.**

Owner Christine Krueger

Co-Owner Mitchell Krueger

### Added Security

### Vehicle Notes

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 07/17/2017 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * * PRIOR AUTHORIZATION is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

| | Totals | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Labor Totals | | | | | Part Totals | | | |
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 08/31/2018 | 08/31/2018 | 050-01-05 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC2HH[redacted] | 696048 | 167439 | 24632 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/29/2018 | 64139SG200VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 178403 | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the SRS Light is on.

**Technician's Findings and Repair**
While I was at the Retailer the service Advisor asked about ODS issues since he had two in on the same day. I told to verify that the Seats were not wet and theat the floor boards and carpers were not wet . If there was no water in the vehicle and the Code could not be cleared replace the ODS Cushion.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC2HH[redacted] | 07/17/2017 | 04/11/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 696048 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 33 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 167439 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | sern0766 | 09/05/2018 | 09/05/2018 | 050-02-02 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HG[redacted] | 685765 | 002936 | 9353 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/05/2018 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

## Customer's Description of Complaint

Customer states air bag light on dash. Passenger air bag light stays off at times while someone is in the seat. Red airbag light on/off on dash.

## Technician's Findings and Repair

Technician duplicated concern. At first, no light on dash, and then had someone sit in seat and light still wouldn't come on. Pulled into shop and checked All systems for any DTC. B1650 in Airbag system and B1760 in occupant detection system. Referred to TSB 07-108-16R, seat is not wet and does not need to be dried out which refers me to step one of the diagnostics in the bulletin. Step one asks to check for any relevant codes in ODS system, which B1760 was one of the relevant codes. Per this step, it refers you to use B1760 diagnostics. Now having this diagnostic tree, I had another technician sit in the seat and the airbag light came on but passenger airbag indicator changed to "on" from "off" as it recognized someone in the seat. Noticed in all system check that B1760 showed current and when the other technician got out of seat, the airbag light went off and status of code went to past. Step one of asks if airbag light illuminated and it did which sends me to step two. Step two asks if cushion is wet, Cushion was not wet which sends you to step four. The fourth step asks if DTC was current. DTC was current at one time which sends me to the fifth step. Fifth step asks to check for a poor connection. No poor connection which tells me to replace occupant detection system ( passenger's & frame assembly). Part on order.

## Attachments

Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| | 07/17/2017 | 04/11/2017 | Forester |

JF2SJAEC2HG[redacted]

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 685765 | 6-Speed Manual | 2017 | HFE |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| CBS | 11 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 002936 | | |

CUSTOMER #: [redacted]

[redacted]

INVOICE

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TOYOTA OF SARATOGA | NEW COUNTRY | SCION OF SARATOGA

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Body Shop NYS Reg. Shop # R707360

SERVICE ADVISOR: 205 WALTER MORRIS

| | | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|
| 17 | SUBARU FORESTER | JF2SJAEC3HH[redacted] | | 0/0 | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN17 DD | | | 17:00 15FEB17 | | | CHG | 31MAR17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 16:40 15FEB17 | 16:19 31MAR17 | DLR:31116 ENG:2.5_Liter |

| LINE | OPCODE | TECH | TYPE | HOURS | | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|
| A | BODY REPAIR | | | | | | | |
| | BR | BODY REPAIR | | | | | | |
| | | 682 | CIB | | | | 148.67 | 148.67 |
| 1 | 66135FJ020LL | | | | LID ASM FUSE | 13.70 | 13.70 | 13.70 |
| 1 | 66075FJ030LL | | | | COVER LOWER | 13.87 | 13.87 | 13.87 |
| 1 | 66075FJ050LL | | | | COVER LOWER | 8.68 | 8.68 | 8.68 |
| 1 | 51610SG1209P | | | | WHEEL APRON | 124.87 | 124.87 | 124.87 |
| 1 | 53029SG0509P | | | | RADIATOR P | 36.05 | 36.05 | 36.05 |
| 1 | 53029SG0109P | | | | RADIATOR | 31.10 | 31.10 | 31.10 |
| 1 | 64621SG000VH | | | | SEAT BELT | 297.63 | 297.63 | 297.63 |
| 1 | 84001SG280 | | | | HEADLAMP | 419.96 | 419.96 | 419.96 |
| 1 | FREIGHT | | | | OVERNIGHT | 73.51 | 73.51 | 73.51 |
| 1 | 73210SG010 | | | | CONDENSER | 359.96 | 359.96 | 359.96 |
| 1 | 73039TA030 | | | | ORING | 1.78 | 1.78 | 1.78 |
| 1 | 73039TA040 | | | | ORING | 1.78 | 1.78 | 1.78 |
| 1 | FREIGHT | | | | OVERNIGHT | 66.55 | 66.55 | 66.55 |
| 2 | 00289-1R134B | | | | R-134 FREON | 16.04 | 16.04 | 32.08 |
| 1 | 57731SG220 | | | | COVER FRONT | 3.50 | 3.50 | 3.50 |
| 1 | 57707SG000 | | | | BRKT FRONT | 27.85 | 27.85 | 27.85 |
| 1 | 57708SG000 | | | | MOLDING | 35.38 | 35.38 | 35.38 |
| 1 | 57704SG030 | | | | BUMPER FACE | 299.95 | 299.95 | 299.95 |
| 1 | 57722SG020 | | | | ENERGY ABSOR | 79.95 | 79.95 | 79.95 |
| 1 | 57711SG0109P | | | | BACK BEAM | 229.95 | 229.95 | 229.95 |
| 1 | 91165SG000 | | | | BRACKET | 18.18 | 18.18 | 18.18 |
| 1 | 57120SG0209P | | | | FENDER | 249.95 | 249.95 | 249.95 |
| 1 | 57160SG0009P | | | | EXT FENDER | 18.55 | 18.55 | 18.55 |
| 1 | 59110SG001 | | | | MUD GUARD | 58.97 | 58.97 | 58.97 |
| 1 | 53029SG0309P | | | | RADIATOR P | 36.05 | 36.05 | 36.05 |
| 1 | 98211SG090VH | | | | AIR BAG MODULE | 692.84 | 692.84 | 692.84 |
| 1 | 83196FJ030 | | | | STEERING RACK | 260.18 | 260.18 | 260.18 |
| 1 | 98301SG010LL | | | | AIR BAG MODULE | 431.34 | 431.34 | 431.34 |
| 1 | 98231SG000 | | | | SENSOR | 107.70 | 107.70 | 107.70 |
| 1 | 98221SG250 | | | | AIR BAG | 651.91 | 651.91 | 651.91 |
| 1 | 64621SG010VH | | | | SEATBELT | 297.63 | 297.63 | 297.63 |

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I acknowledge that you are not responsible for delays caused by availability of parts or delays in parts shipments by supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO $500.00, VISA, MASTERCARD, AND AMERICAN EXPRESS.
YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS ☐ SAVE
I ACCEPT AND UNDERSTAND THE COMPLETED AUTHORIZED REPAIRS.

SIGNED X _____

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSUR/DISCOUNT | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

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# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcrpaz | 09/06/2018 | 09/06/2018 | 020-01-05 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 423997 | 709192 | 32292 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI38 | 09/06/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1613, B1618, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| robert pazos | rpazos@sdcnynj.com | -- |

**Customer's Description of Complaint**
Airbag light comes on and off intermittently.

**Technician's Findings and Repair**
SM asked for FSE's advice on this vehicle. Vehicle was involved in a frontal impact. Compared parts replaced by body shop to list of components to replaced in the event of Driver AB deployment on SNET. Only component that seems that was not replaced according to the documents is the LH front SUB sensor  Vehicle has DTC's for both front sub sensors and a Occupant detection DTC  Advised the likelihood of damage to the Bulkhead harness is probable, Sub sensors wiring is contained in this harness  Advised to inspect harness properly for damage

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 10/04/2016 | 08/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 423997 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| IS1 | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

709192

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | jber1908 | 09/07/2018 | 09/07/2018 | 010-01-04 | 402[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 492784 | 759243 | 19064 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH85 | 09/07/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
Customer states when someone is sitting in the passenger seat and they turn themselve in the seat the passenger airbag off message will appear.

**Technician's Findings and Repair**
Sat in the drivers seat to check ODS operation. ODS is working properly at this time. Shifted in seat to check if ODS will turn off. ODS will not turn off at this time. Checked for any codes. No codes found in history at this time. ODS is working as designed.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 11/23/2016 | 10/10/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 492784 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 759243 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ahil5705 | 09/11/2018 | 09/11/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJALC8HH[redacted] | 346344 | 943850 | 34113 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD41 | 09/11/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
Customer states Airbag warning light is on.

**Technician's Findings and Repair**
Found TSB 07/108-16R. Perform Pinpoint test as per TSB. Check connector for poor contact.None found Checked Air Bag harness with Test harness1AG with 6AG Pin number 9 and pin 1 At 6AG pin 11 and pin 2 found 5 ohms. Test OK. Check 6AG harness pins 9 -11 to chassis ground 1.8M ohms Test OK Test harness 2AP pin 3 and chassis ground 12 4 V OK Checked Battery voltage OK 12.5. Cleared Memeory Recheck for codes. No codes found at this time.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJALC8HH[redacted] | 07/29/2016 | 05/28/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 346344 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 22 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 943850 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | kstu | 09/12/2018 | 09/12/2018 | 050-01-05 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 612471 | 126132 | 16965 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 09/12/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Karl Stuart | kstu@subaru com | |

**Customer's Description of Complaint**
Customer states that airbag light comes on when someone is sitting in the passengers seat

**Technician's Findings and Repair**
I started interview with tech by asking if he was familiar with TSB 07 108 16R Tech stated he was unaware. I advised tech that he needs to look it up and read it. I continued by asking tech if there were any signs of moisture in the cushion or the vehicle Dampness, musty smell, signs of windows being left open in rain, or stains on seat. Tech advised that there were not. Vehicle has not returned since the cushion was replaced

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 06/10/2017 | 01/28/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 612471 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 126132 |




DELPHI
SUBARU
170806
7

## Vehicle

| | | | | | |
|---|---|---|---|---|---|
| **VIN** | JF2SJAGC9HH[redacted] | **Title Alert** | **No** | **Recall Status** | **None Open** |
| **Description** | 2017 Forester 2.5i Premium - CVT - Quartz Blue Pearl/Gray | | | **Telematics Enabled** | Gen 1 |
| **Option Description** | All-Weather Package + EyeSight + BSD/RCTA + PRG | | | **Sold Order** | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| HFF | 15 | QBP/GRA | C | 652919 | 36684 | 144953 | Wholesale | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 03/06/2017 | 04/26/2017 | 04/26/2017 | 05/19/2017 | 05/19/2017 | 05/19/2017 | | | Telematics |

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 060-402277 | URD43 | 17997 | 09/04/2018 | 08/31/2018 | 08/31/2018 | 09/04/2018 | | 09/07/2018 | 870.07 | Paid |

**Load Cell Sensor Cushion Assembly**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 870.07 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 820201 | 119560 | 0.90 | 0.00 | 0.00 | 0.00 | 92.21 | AIR BAG SYSTEM TESTING |
| | 303708 | 119560 | 0.10 | 0.00 | 0.00 | 0.00 | 10.25 | CVT TORQ CONV RELEARN AFTER BATTERY DISCONNECT |
| | 820496 | 119560 | 0.80 | 0.00 | 0.00 | 0.00 | 81.97 | ODS C M, LOAD CELL &/OR HARNESS R&R |
| | **Totals:** | | 1.80 | 0.00 | 0.00 | 0.00 | 184.43 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | 64139SG060LL | 1 | 685.64 | 685.64 | 0.00 | 685.64 | Y | | CUSHION AY OCCUPANT RH |
| | **Totals:** | | | 685.64 | 0.00 | 685.64 | | | |

**Comments** C/S AIR BAG WARNING LIT IS COMING ON WHEN PERSON IS SETS IN THE PASS SEAT INTERAL FAULT INSIDE PASS SIDE SEAT CUSHION SENSING MAT.ODS CONTROL MODULE, LOAD CELL &/OR HARNESS.PERFORMED DIAG CODES WERE CURRENT FOUND IN OCCUPAN TDETECTION CODE B1760 OCCUPANT DETECTION MATT IN AIRBAG I FOUND CODE B1650 OCCUPANT DETECTION MATT WENT THROUGH DIAG TREE CHK CODES WERE CURRENT IN OCCUPANT DETECTION CHK PIN TENSION IN CONNECTOR BETWEEN AIRBAG MODULE AND OCCUPANT DETECTION MATT ALL GOOD THERE. CHK REAR AIRBAG HARNESS RESISTANCE IS LESS THAN 10 OHMS ALL GOOD THERE CHK RIGHT SIDE REAR AIRBAG HARNESS AND WAS LESS THAN 1 MEGA OHM ALL GOOD THERE. WENT AHAED AND CHK OCCUPANT DETEC.TEST DROVE FOR 3 MILES AND NO CODES ALL IS WORKING CLEARED CODES

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

## Claims Summary (Cont...)

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 060-402277 | UYG00 | 17658 | 08/22/2018 | 08/21/2018 | 08/21/2018 | 08/23/2018 | 70.74 | Error |

**Electrical Dash Light / Gauge**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 0.00 | 0.00 | 0.00 | 40.00 | 70.74 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 100009 | 119560 | 0.30 | 0.00 | 0.00 | 0.00 | 30.74 | CUSTOMER CONCERN NO REPAIR MADE |
| | Totals: | | 0.30 | 0.00 | 0.00 | 0.00 | 30.74 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | Totals: | | | 0.00 | 0.00 | 0.00 | | | |

**Comments** CUSTOMER STATES THE AIR BAG WARNING LIGHT HAS COME ON WHEN DRIVING WHEN SOMEONE WAS SETTING IN THE PASSENGER SEAT WITH SEAT BELT ONCAUSE: CUSTOMER CONCERN NO REPAIR MADE. CUSTOMER CONCERN NO REPAIR MADE, PERFORMED CONNECTOR AND RESISTANCE CHECKS ON CONNECTORS TO SENSING MAT AND ALL ARE WITHIN PROPER SPECS.PERFORMED DIAGNOSIS AND FOUND CODE B1760 OCCUPANT DETECTIONMATT HISTORY CODE WITH THROUGH AND FOUND NO LOOSE CONNECTORS EVERYTHINGPLUGGEDIN NO WIRES CLIPPED PIN TESNION IN CONNECTORS TO SENSOR MATTARE GOOD. SINCE ITS NOT CURRENT NO FURTHER DIAGNOSIS IS REQUIRED. TEST DROVE TO VERIFY CONCERN FOR 3 MILES COULD NOT DUPLICATE AT THIS TIME.OUT MILEAGE 17661.SSLP SUBARU SERVICE LOANER VEHICLE 1 DAY 40.00

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 060-402277 | UPB43 | 6743 | 11/13/2017 | 11/10/2017 | 11/10/2017 | 11/13/2017 | | 11/17/2017 | 153.93 | Paid |

**Valve, TPMS Transmitter**

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 153.93 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 880002 | 117219 | 0.50 | 0.00 | 0.00 | 0.00 | 51.23 | TPMS DIAGNOSIS |
| | 880210 | 117219 | 0.40 | 0.00 | 0.00 | 0.00 | 40.98 | VALVE, TPMS TRANSMITTER ONE R&R |
| | Totals: | | 0.90 | 0.00 | 0.00 | 0.00 | 92.21 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | 28103AJ00A | 1 | 61.72 | 61.72 | 0.00 | 61.72 | Y | | VALVE TPMS AY |
| | Totals: | | | 61.72 | 0.00 | 61.72 | | | |

**Comments** CUSTOMER STATES THE TIRE PRESSURE LIGHT IS COMING ON CAUSE: VALVE WORKINGINTERMITTENTLY.INSTALLED TPMS SENSOR DUE TO NOT BEING ABLE TO BE RELEARNED RELEARNED TPMS SENSOR ALL OKAY AT THIS TIME.

## Claims Summary (Cont...)

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 060-070291 | ZQQ42 | 1337 | 06/09/2017 | 06/07/2017 | 06/07/2017 | 06/09/2017 | | 06/09/2017 | 715.63 | Paid |

| Credits/Debits | Tax Amount | SAS Deduct | Paint/Mat Amount | Towing Amount | Rental Amount | Original Claim | Adjust Amount |
|---|---|---|---|---|---|---|---|
| | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 715.63 | 0.00 |

| Labor | Labor Oper # | Technician ID | Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Labor Description |
|---|---|---|---|---|---|---|---|---|
| | 67900 | 117219 | 0.40 | 0.00 | 0.00 | 0.00 | 37.20 | TELEMATICS SYSTEM TESTING & DIAGNOSIS |
| | 67901 | 117219 | 0.50 | 0.00 | 0.00 | 0.00 | 46.50 | TELEMATICS DATA COMMUNICATION MODULE R&R |
| | Totals: | | 0.90 | 0.00 | 0.00 | 0.00 | 83.70 | |

| Parts | Part Number | Unit Qty | Unit Cost | Extended Cost | Handling | Claim Parts | Failed Part | Return Code | Part Description |
|---|---|---|---|---|---|---|---|---|---|
| | 86229SG001 | 1 | 631.93 | 631.93 | 0.00 | 631.93 | Y | | TELEMATICS UNIT AY |
| | Totals: | | | 631.93 | 0.00 | 631.93 | | | |

**Comments**

A CUSTOMER STATES THE STARLINK IS SHOWING RED LIGHT ALL THE TIME. SOR PARTS CAUSE: ITEM 4 MODULE NOT RETGISTERING PROPERLY. REPLACED DCM BECAUSE OFPRIOR DIAGNOSIS ALL OKAY AT THIS TIME IT CAN TAKE UP TO 2 HOURS FOR TRANSFER OF SUBSCRIPTION.

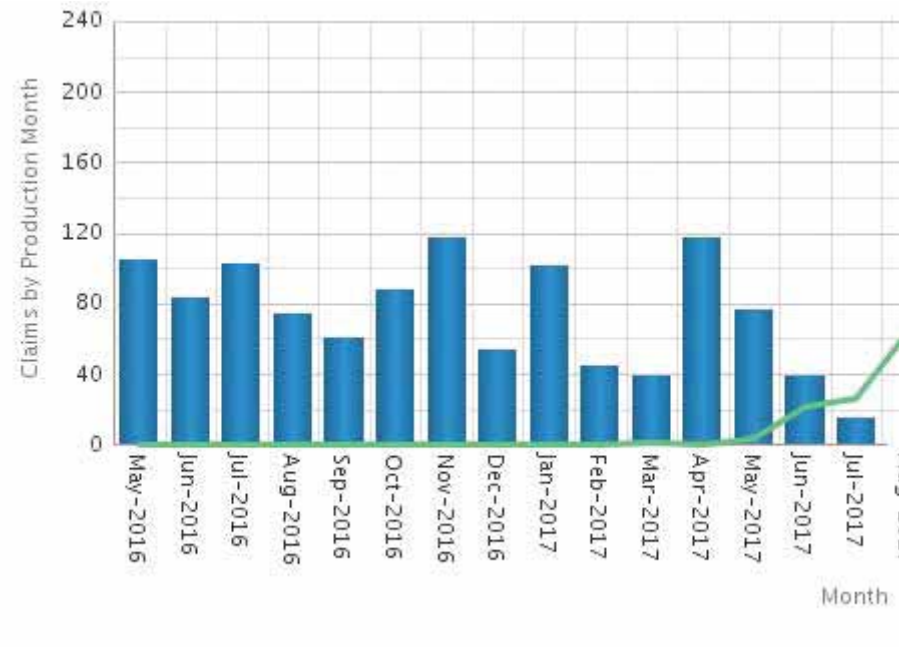
A CUSTOMER STATES THE STARLINK IS SHOWING RED LIGHT ALL THE TIME. SOR PARTS CAUSE: ITEM 4 MODULE NOT RETGISTERING PROPERLY. REPLACED DCM BECAUSE OFPRIOR DIAGNOSIS ALL OKAY AT THIS TIME IT CAN TAKE UP TO 2 HOURS FOR TRANSFER OF SUBSCRIPTION.OLD #SAB2161B8D

### Totals

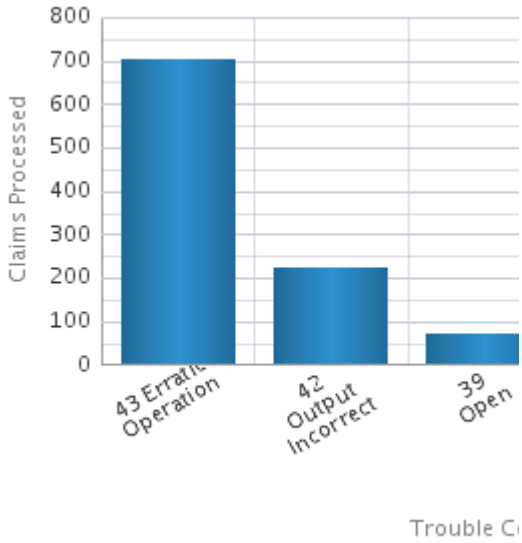
| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 3.90 | 0.00 | 0.00 | 0.00 | 391.08 | 1379.29 | 0.00 | 1379.29 | 0.00 | 1810.37 |

| District Type | Claim Type |
| --- | --- |
| FSE District | PW, WC |

## Claims by Repair and Production Month FSE



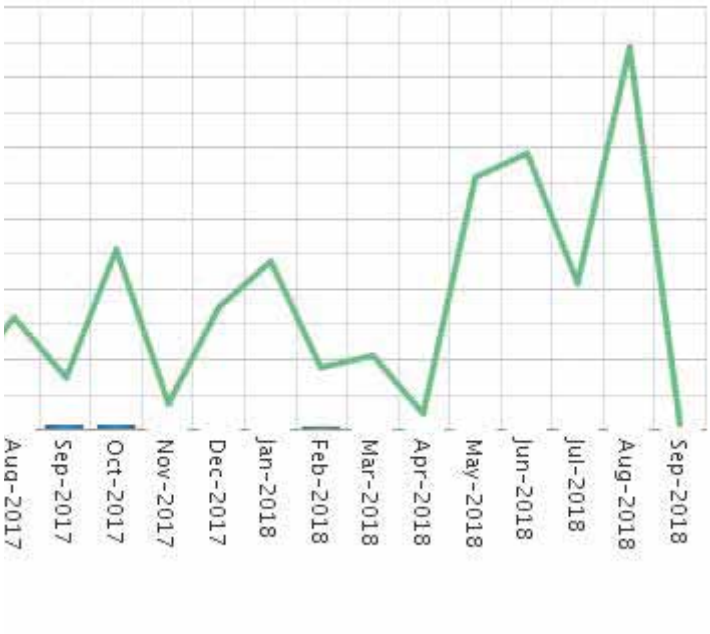

## Top 5 Failed Reasons FSE

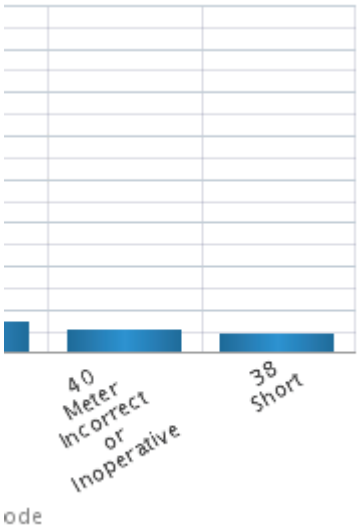



*** CONFIDENTIAL ***

**Primary Fail Part**

64139SG060LL CUSHION AY OCCUPANT RH

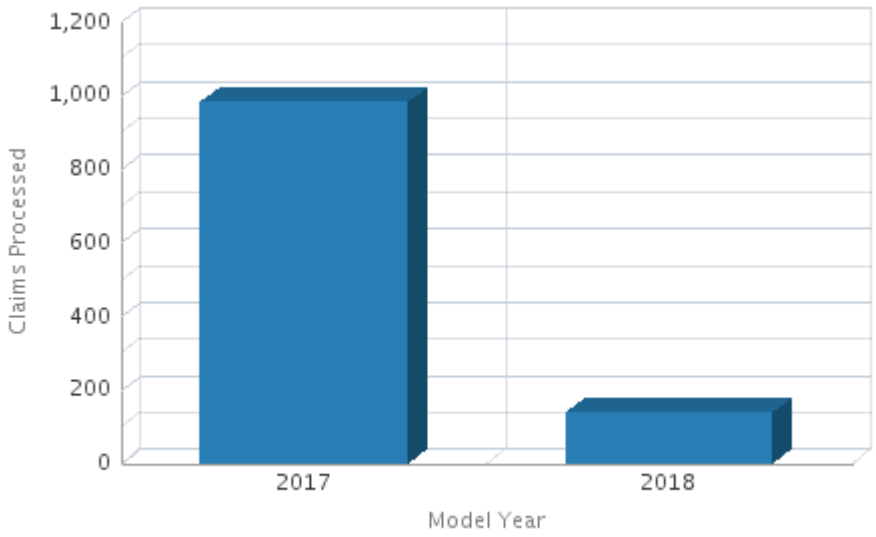



ode

| Fail Code | Model Year | [redacted] | Region |
|---|---|---|---|
| None | 2018, 2017 | | None |

## Claims by Model Year FSE




| | 2017 |
|---|---|
| Claims Processed | 983 |
| Average Mileage | 15754.69 |
| Average Costs | $1094.42 |
| Total Costs | $1,075,819.74 |

| Dealer | Posting Month | Vendor Code |
| --- | --- | --- |
| None | None | None |

| |
| --- |
| 2018 |
| 141 |
| 9538.32 |
| $1020.14 |
| $143,839.07 |

# VOUCHER REQUEST



**ATTENTION:** SUBARU SERVICE AND PARTS MANAGER(S)
**FROM:** SOA TECHNICAL SERVICES
**DATE ISSUED:** 09/12/2018
**REQUESTED BY:** Christian Rawski
**CREATED BY:** CRAWSK

**SHIP TO:** SOA Part Collection Center
3701 David Howarth Dr , Ste B
Lafayette IN 47909-9360
**ATTN:** Field Quality Assurance

**PLEASE RETURN THE BELOW LISTED PART(S) ALONG WITH THIS FORM TO THE ABOVE MENTIONED ADDRESS.**

**VIN:** HH[redacted]
**RO #:** [redacted]
**RETAILER #:** 402[redacted]
**RETAILER NAME:** Frank Fletcher Subaru

**PART(S):** Retailer must ship one part per package. Remember, it is ultimately the retailer's responsibility to ensure all parts in any package(s) are sufficiently protected to avoid damage during transport. Refer to Parts and Procedures Manual for additional information regarding warranty part returns.

| PART # | PART DESCRIPTION | REQUESTED QUANTITY | FAILED PART | HAZARDOUS | SHIP TOGETHER |
|---|---|---|---|---|---|
| 64139SG060LL | CUSHION AY OCCUPANT RH | 1 | ✓ | | |

**IMPORTANT: Please include a copy of the Repair Order in each package with the returned parts.**

**Shipping: Please ship the parts listed above using a UPS 3rd Party Billing account via Next Day Air. The UPS account number is 5E57E3 and Zip code is 08103 . (If weight and girth meet freight requirements, please resort to shipping via standard freight method. See the Policy and Procedures Manual Section 15.3.1.1 for additional information.)**



CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

**FRANK FLETCHER SUBARU**
908 Illinois Avenue
Joplin, MO 64801
(417) 625-5530
www.fletcherauto.com

SERVICE ADVISOR: 176 TRAVIS JONES

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| QUARTZ BLU | 17 | SUBARU FORESTER | JF2SJAGC9HH[redacted] | | 17994/17997 | T1492 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 19MAY17 DD | | | WAIT 31AUG18 | | 0.00 | CASH | 31AUG18 |

| R.O. OPENED | READY | OPTIONS: SOLD-STK:47391 ENG:2.5_Liter TRN:CVT |
|---|---|---|
| 09:06 31AUG18 | 11:03 31AUG18 | 1)YOKOHAMA 225/60/17 |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|
| A | CUSTOMER STATES THE AIR BAG WARNING LIGHT IS COMING ON WHEN PERSON IS SETTING IN THE PASSENGER SEAT | | | | | | | | | | |
| | CAUSE: INTERAL FAULT INSIDE PASSENGER SIDE SEAT CUSHION SENSING MAT | | | | | | | | | | |
| | CONCERN CODE: URD | | | | | | | | | | |
| | B820-496 ODS CONTROL MODULE, LOAD CELL &/OR HARNESS | | | | | | | | | | |
| | | 428 | W | 1.40 | 0.80 | 1320 | 8197 | | | 81.97 | 81.97 |
| | 1 64139SG060LL CUSHION AY OCCUPANT RH | | | | | 47995 | 68564 | 0 | 685.64 | 685.64 | 685.64 |
| | C820-201 AIR BAG SYSTEM TESTING | | | | | | | | | | |
| | | 428 | W | 0.00 | 0.90 | 1485 | 9221 | | | 92.21 | 92.21 |
| | C303-708 CVT TORQUE CONVERTER RELEARN | | | | | | | | | | |
| | | 428 | W | 0.00 | 0.10 | 165 | 1025 | | | 10.25 | 10.25 |
| | FC: 43 PART#: COUNT: | | | | | 47995 | 68564 | TPARTS | | | |
| | CLAIM TYPE: | | | | | | | | | | |
| | AUTH CODE: | | | | | | | | | | |
| | | | | | | 2970 | 18443 | TLABOR | | | |

PARTS: 685.64 LABOR: 184.43 OTHER: 0.00 TOTAL LINE A: 870.07

VERSION 1 (EMP# 428,31AUG18 10:48): 17994 PERFORMED DIAGNOSIS CODES WERE CURRENT FOUND IN OCCUPANT DETECTION CODE B1760 OCCUPANT DETECTION MATT AND IN AIRBAG I FOUND CODE B1650 OCCUPANT DETECTION MATT WENT THROUGH DIAGNOSIS TREE CHECKED CODES AND WERE CURRENT IN OCCUPANT DETECTION CHECKED PIN TENSION IN CONNECTOR BETWEEN AIRBAG MODULE AND OCCUPANT DETECTION MATT ALL GOOD THERE. CHECKED REAR AIRBAG HARNESS AND RESISTANCE IS LESS THAN 10 OHMS ALL GOOD THERE CHECKED RIGHT SIDE REAR AIRBAG HARNESS AND WAS LESS THAN 1 MEGA OHM ALL GOOD THERE. WENT AHAED AND CHECKED OCCUPANT DETECTION HARNESS VOLTAGE IS 11V SO IS GOOD THERE. SO THE FAULTY PART IS THE DETECTION MATT. REPLACED SEAT AND CUSHION AND FRAME ASSEMBLY FOR DETECTION MATT AND CLEARED CODES AND TEST DROVE WITH ANOTHER SITTING IN THE PASSENGER SEAT DETECTION MATT IS WORKING TEST DROVE FOR 3 MILES AND NO CODES ALL IS WORKING CLEARED CODES ALL GOOD AT THIS TIME. OUT MILEAGE 17997

VERSION 2 (EMP# 176,31AUG18 11:02): 17994 PERFORMED DIAGNOSIS CODES WERE CURRENT FOUND IN OCCUPANT DETECTION CODE B1760 OCCUPANT DETECTION

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIESARE SOLD AND ALL REPAIRSARE PROVIDEDBY THE DEALERSHIPAS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE,AND NEITHER ASSUMES OR AUTHORIZES ANY OTHER PERSONTO ASSUME FORIT ANY LIABILITY IN CONNECTIONWITH THE SALE OF ANY PARTS OR ACCESSORIESOR ANY REPAIRSPERFORMEDTO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIESOR REPAIRSARE THOSE WHICH MAY BE OFFEREDBY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCEUNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVERFROM THE DEALERSHIPANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
**SHOP SUPPLYCOSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed $30.00, to the Repair Order for shop supplies used in connection with this repair.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
WAIVER OF TRIAL BY JURY: THE PARTIESAGREETO WAIVE TRIAL BY JURY FORANY AND ALL CLAIMS, DISPUTESAND/OR CAUSES OF ACTION ARISING OUT OF, OR RELATING TO, THE VEHICLE OR THIS INVOICE, INCLUDING SERVICE TO THE VEHICLE OR REPRESENTATIONSOR OMISSIONS REGARDINGTHE VEHICLE. THE PARTIESAGREETO THIS WAIVER IN THE INTERESTOF AVOIDING, AMONG OTHER THINGS, DELAYS AND EXPENSES ASSOCIATED WITH JURY TRIALS.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES * | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.**

DealerCAP 2016©CDK Global, LLC (05/15) SERVICE INVOICE TYPE 2 - SIZE - "LIMITED WARRANTY" - STATE - MISSOURI - [redacted]

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

**FRANK FLETCHER SUBARU**
908 Illinois Avenue
Joplin, MO 64801
(417) 625-5530
www.fletcherauto.com

SERVICE ADVISOR: 176 TRAVIS JONES

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| QUARTZ BLU | 17 | SUBARU FORESTER | JF2SJAGC9HH[redacted] | | 17994/17997 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 19MAY17 DD | | | WAIT 31AUG18 | | 0.00 | CASH | 31AUG18 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 09:06 31AUG18 | 11:03 31AUG18 | SOLD-STK:47391 ENG:2.5_Liter TRN:CVT<br>1)YOKOHAMA 225/60/17 |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|

MATT AND IN AIRBAG I FOUND CODE B1650 OCCUPANT DETECTION MATT WENT THROUGH DIAGNOSIS TREE CHECKED CODES AND WERE CURRENT IN OCCUPANT DETECTION CHECKED PIN TENSION IN CONNECTOR BETWEEN AIRBAG MODULE AND OCCUPANT DETECTION MATT ALL GOOD THERE. CHECKED REAR AIRBAG HARNESS AND RESISTANCE IS LESS THAN 10 OHMS ALL GOOD THERE CHECKED RIGHT SIDE REAR AIRBAG HARNESS AND WAS LESS THAN 1 MEGA OHM ALL GOOD THERE. WENT AHAED AND CHECKED OCCUPANT DETECTION HARNESS VOLTAGE IS 11V SO IS GOOD THERE. SO THE FAULTY PART IS THE DETECTION MATT. REPLACED SEAT AND CUSHION AND FRAME ASSEMBLY FOR DETECTION MATT AND CLEARED CODES, ALSO PERFORMED CVT TORQ CONVERTER RELEARN AFTER BATTERY DISCONNECT AND TEST DROVE WITH ANOTHER SITTING IN THE PASSENGER SEAT DETECTION MATT IS WORKING TEST DROVE FOR 3 MILES AND NO CODES ALL IS WORKING CLEARED CODES ALL GOOD AT THIS TIME. OUT MILEAGE 17997

| | |
|---|---|
| COMPANY NAME | [redacted] |
| COMPANY PHONE | |
| POLICY NUMBER | TBD |
| POLICY TERM | 96 |
| EFFECTIVE DATE | 19 MAY 2017 |
| DEDUCTIBLE | 100.00 |
| MILEAGE LIMIT | |
| BEGIN MILES | 421 |
| END MILES | 100000 |
| COMPONENTS | |

| DATE | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|---|---|---|---|---|---|---|---|
| 08-31-18 | 09:24 | 10:48 | 1.40 | W | 428 | A | |

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| [redacted] | 18443 | 2970 | | 42/4641 | 68564 | 47995 | |
| | 87007 | ******* | | | | | |

COST, SALE, & COMP TOTALS 50965 87007 0

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*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed $30.00, to the Repair Order for shop supplies used in connection with this repair.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.
WAIVER OF TRIAL BY JURY: THE PARTIES AGREE TO WAIVE TRIAL BY JURY FOR ANY AND ALL CLAIMS, DISPUTES AND/OR CAUSES OF ACTION ARISING OUT OF, OR RELATING TO, THE VEHICLE OR THIS INVOICE, INCLUDING SERVICE TO THE VEHICLE OR REPRESENTATIONS OR OMISSIONS REGARDING THE VEHICLE. THE PARTIES AGREE TO THIS WAIVER IN THE INTEREST OF AVOIDING, AMONG OTHER THINGS, DELAYS AND EXPENSES ASSOCIATED WITH JURY TRIALS.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES * | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.**

DealerCAP 20[redacted]DK Global, LLC (05/15) SERVICE INVOICE TYPE 2 - SI2C - *LIMITED WARRANTY* - STATE - [redacted]

ACCOUNTING COPY

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | crawsk | 09/12/2018 | 09/12/2018 | 060-02 02 | 402[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | 652919 | 144953 | 17994 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/31/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Christian Rawski | crawsk@subaru.com | 6304608504 |

## Customer's Description of Complaint

Customer states: "The air bag warning light is coming on when person is setting in the passenger seat".

## Technician's Findings and Repair

Technician states: "Performed diagnosis codes were current found in occupant detection code B1760 occupant detection matt and in airbag I found code B1650 occupant detection matt went through diagnosis tree checked codes and were current in occupant detection checked pin tension in connector between airbag module and occupant detection matt all good there. Checked rear airbag harness and resistance is less than 10 ohms all good there checked right side rear airbag harness and was less than 1 mega ohm all good there. Went ahead and checked occupant detection harness voltage is 11V so is good there. So the faulty part is the detection matt. Replaced seat and cushion and frame assembly for detection matt and cleared codes and test drove with another sitting in the passenger seat detection matt is working test drove for 3 miles and no codes all is working cleared codes all good at this time". FSE found claim during monthly warranty claims review. Interviewed technician regarding repair of vehicle, seat was not wet and B1650 was current in airbag module when vehicle arrived second visit to have ODS seat bottom assembly replaced. Technician followed service bulletin 07-108-16R for diagnosis, technician recorded step four results incorrectly on repair order, he performed requested resistance checks and all checks were over 1M ohm. Trouble tree results as follows Step 1. No, Step 2. No, Step 3. Yes less than 10 ohms of resistance, Step 4. Yes over 1M ohm of resistance, Step 5. Yes 11V, Step 6. Yes B1650 current when vehicle arrived for ODS seat bottom assembly replacement. Vehicle was released to customer and has not returned for same concern. FSE performed visual inspection of ODS seat bottom, no moisture staining found on seat

cover. Inspected connectors AB61, AB59,AB60, and occupant detection sensor to module connectors, no visual damage to terminals or wiring. Retrieved SSM file on vehicle, Airbag CM data file 7 shows B1650 current on 08/31 trip count 2439. Fail code review for 17-18 MY Forester part number 64139SG060LL included. FSE requesting part be returned to PCC for further inspection and issuing TR.

**Attachments**

Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | 05/19/2017 | 03/06/2017 | Forester |
| **Original Engine #** | **Trans. Type Desc** | **Model Year** | **Model Code** |
| 652919 | Continuously Variable Transmission | 2017 | HFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| QBP | 15 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 144953 | | |

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# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | bbar6491 | 09/17/2018 | 09/17/2018 | 050-02-02 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJALCXJH[redacted] | YA52040 | 194925 | 8704 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 08/24/2018 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Hudson | jhudson@wilkinsautomotive.com | 4140 689 8090 |

**Customer's Description of Complaint**
C/S SRS light is on

**Technician's Findings and Repair**
ODS rf seat bottom failure. PICS rental auth [redacted], VOR [redacted]. Urgent: PICS states wont have part until 2 week of October 2018. Client has been in SSLP car since 8/24. Client is leaving for Florida for the winter on Oct 1, 2018. Refuses to drive car until issue is resolved. Please review, need PN sooner

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJALCXJH[redacted] | 02/24/2018 | 06/02/2017 | Forester |
| **Original Engine #** | **Trans. Type Desc** | **Model Year** | **Model Code** |
| YA52040 | Continuously Variable Transmission | 2018 | JFI |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| VRP | 22 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 194925 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ahil5705 | 09/21/2018 | 09/21/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJCXHH[redacted] | 694574 | 166796 | 20471 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 09/21/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
Customer states Air Bag light is on.

**Technician's Findings and Repair**
As per TSB 07-108-16R, follow trouble tree. Step 2. no poor contact. Step 3, Resistance is greater than 10  5 ohms  Step 4 Resistance is more than 1M  1 9 M Step 5 Voltage 10V or more  12 4 Step 6. DTC B1650 is Detected.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJCXHH[redacted] | 07/25/2017 | 04/10/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 694574 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 166796 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | tluj1175 | 09/25/2018 | 09/25/2018 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGECXHH[redacted] | 949373 | 915237 | 13515 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 09/25/2018 | 64139SG140VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Trey Lujan | TREYL@HMTRS.COM | 7194751922 |

**Customer's Description of Complaint**
CUSTOMER STATES THE PASSENGER SEAT BELT INDICATOR WILL DING WHEN NO ONE IS SITTING IN THE PASSENGER SEAT AND AT TIMES THE THE AIRBAG LIGHT DISPLAYS OFF WHEN THERE IS SOMEONE IN THE SEAT. CHECK AND ADVISE

**Technician's Findings and Repair**
FOUND CODE B1760 INSPECTED SEAT AND FOUND SEAT IS NOT WET/ PERFORMED TROUBLE TREE, SEAT BOTTOM WILL NEED REPLACED. SEAT BOTTOM IS ON BACK ORDER.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGECXHH[redacted] | 04/22/2017 | 01/17/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 949373 | Continuously Variable Transmission | 2017 | HFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 16 | C | Y |

| Engine Size | Original Trans # |
|---|---|

2 915237

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1[redacted] | cmos3491 | 09/25/2018 | 09/25/2018 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC1GG[redacted]2 | 204610 | 925024 | 35234 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC41 | 09/25/2018 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
CUSTOMER STATES THAT THE AIRBAG LIGHT IS STAYING ON CHECK AND ADVISE

**Technician's Findings and Repair**
THE AIR BAG LIGHT IS NOT ON AT THIS TIME. INSPECTED THE SCAN DATA AND FOUND THE SAME CODES AS LAST VISIT.B1760 AND B1650. THE CUSTOMER DOES HAVE THE SEAT COVER OFF AS RECOMMEND LAST VISIT. INSPECTED THE WIRING AND POWER AND GROUNDS ARE GOOD AND NO SHORTS IN THE ODS SYSTEM. FOLLOWED THE FLOW CHART AND IT IS RECOMMENDING NO ISSUES OR POOR CONNECTOR CONTACT. INSPECTED THE CONNECTORS AND THEY ARE ALL CONNECTED GOOD AND NO LOOSE CONNECTIONS. CALLED TECH LINE AND THEY SUGGESTED TO FOLLOW THE DIAG TREE AND THEY ALSO MENTIONED THE DTC DETECTING CONDITIONS AND CHECK THE SEAT HEATER. TECH LINE CASE #[redacted] INSPECTED THE CONNECTORS AGAIN AND ALSO CHECKED THE HEATED SEAT SYSTEM. THE CONNECTORS ARE GOOD NOTICED THE SEAT BOTTOM HEATS UP VERY SLOWLY AND TAKES A WHILE TO GET WARM THE SEAT BACK HEATS UP QUICKLY AND GETS HOT. CHECKED THE RESISTANCE IN THE THE SEAT HEATERS AND FOUND THE SEAT BOTTOM RESISTANCE WILL CHANGE FROM 8 OHM TO 7 OHMS BY PUSHING DOWN ON THE SEAT BOTTOM. IT WILL CHANGE MORE THAN 1 OHM WHEN SEATING IN THE SEAT. THE SEAT HEATER IS UNDER THE ODS SENSOR PAD AND CAN CAUSE INTERFERENCE WITH THE IF IT IS MALFUNCTIONING. REPLACED THE SET BOTTOM ASSEMBLY. CHECKED THE SEAT HEATER WHILE SITTING IN THE SEAT, THE RESISTANCE DOES NO CHANGE NOW. CHECKED CODES AND THE B1760 CLEARED ITSELF. CLEARED CODES AND TEST DROVE AND CHECKED THE ODS SYSTEM AND IT IS WORKING PROPERLY NOW.

**Attachments**
No Attachments Found

**VIN Remainder**

JF2SJADC1GG[redacted]

**Warranty Start Date**
03/15/2016

**Production Date**
01/22/2016

**Car Line**
Forester

**Original Engine #**

204610

**Trans. Type Desc**

6-Speed Manual

**Model Year**
2016

**Model Code**

GFE

**Color**

ISM

**Options**

11

**Emission Spec**

C

**Turbo**

N

**Engine Size**

2.5

**Original Trans #**
925024

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | crul4677 | 09/28/2018 | 09/28/2018 | 010-01-01 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAHC0GH[redacted] | 781331 | 733047 | 25965 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 09/28/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
air bag light on

**Technician's Findings and Repair**
found b1650 ods malf.replaced passenger seat bottom and verified works as designed.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAHC0GH[redacted] | 08/29/2015 | 06/27/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 781331 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 733047 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | rqui1487 | 09/28/2018 | 09/28/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 333978 | 940092 | 37395 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/28/2018 | 64139sg060ll | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
Srs Light on and received message to have srs inspected

**Technician's Findings and Repair**
Retrieve code follow bulletin 07 134 18 to no resolution Additionally follow service manual pinpoint test - no conclusion ? Seat not wet and no visible signs it was at any time . connections ok order seat bottom seat part backordered

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 08/22/2016 | 05/19/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 333978 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 940092 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ahil5705 | 09/28/2018 | 09/28/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 693375 | 165356 | 9961 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 09/28/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 619306 | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
Customer states Airbag light comes on.

**Technician's Findings and Repair**
As per TSB 07-108-16R, follow trouble Tree. Step 2 no poor contact. Step 3, Resistance is greater than 10  6 Ohms measured  Step 4 Resistance is more than 1M  1 8M measured  step 5 Voltage 10V or more. 12.5 measured. Step 6 B1650 is Detected.

**Attachments**
No Attachments Found

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| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 05/31/2017 | 04/07/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 693375 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 165356 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jcruz | 09/28/2018 | 09/28/2018 | 050-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGWC1JH[redacted] | CA41375 | 950078 | 12563 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/28/2018 | 64139SG220VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jesse Cruz | jcruz@subaru.com | 7865475954 |

**Customer's Description of Complaint**
C/S warning lights are on. SRS and Pass Occupancy.

**Technician's Findings and Repair**
FSE found part during 10 bin inspection. Technician contacted FSE for information and procedure in august. Tech followed bulletin for seat cushion. upon inspection, there were no signs of water intrusion on seat, followed TSB and replaced seat bottom. Vehicle is operating as designed.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGWC1JH[redacted] | 08/18/2017 | 05/16/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| CA41375 | Continuously Variable Transmission | 2018 | JFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CB2 | 32 | C | Y |

| Engine Size | Original Trans # |
| --- | --- |
| 2 | 950078 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | abeh8375 | 09/28/2018 | 09/28/2018 | 080-02-04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 640571 | 880234 | 15417 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYG00 | 09/28/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
CUSTOMER STATES THE AIR BAG LIGHT INTERMITTENTLY COMES ON AND OFF.

**Technician's Findings and Repair**
INSPECTED AND FOUND THAT NO LIGHTS ARE ON AT THIS TIME. VERIFIED THAT OCCUPANT DETECTION SYSTEM IS OPERATING AS DESIGN AT THIS TIME. SCANNED SYSTEM FOR CODES AND FOUND HISTORY CODE B1650 OCCUPANT DETECTION SYSTEM MALFUNCTION AND B1760 OCCUPANT DETECTION SENSOR MAT (WITH NO FREEZE FRAME DATA). INSPECTED PASSENGER SEAT CONNECTOR AND FOUND NO ISSUES OR CORROSION. INSPECTED PASSENGER SEAT COVERS AND FOUND IT TO BE DRY AT THIS TIME ( WETNESS CAN CAUSE ERRANT CODES TO BE SET). VEHICLE IS OPERATING AS DESIGN, NO CONCERN COULD BE DUPLICATED, AND NO REPAIRS HAVE BEEN MADE AT THIS TIME.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 04/08/2017 | 02/27/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 640571 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| JGM | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 880234 |

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJAJC0JH[redacted] | | | Title Alert | No | Recall Status | None Open | | |
| Description | 2018 Forester 2.5i Limited - CVT - Crystal White Pearl/Gray | | | | | Telematics Enabled | Gen 1 | | |
| Option Description | Standard Model | | | | | Sold Order | N | | |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| JFI | 21 | WHC/GRA | C | YA31326 | 33088 | 184619 | Wholesale | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 05/17/2017 | 06/26/2017 | 06/27/2017 | 10/20/2017 | 10/20/2017 | 10/20/2017 | | | Telematics |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2017-07 | 06/26/2017 | 408 | 007 Baltimore | Tom Shields | $31,111.00 |

**Allocated** 030130
CONCORDVILLE MOTORCAR, INC.
030130
452 WILMINGTON-WEST CHESTER PIKE
CONCORDVILLE PA 19331

**Drafted** EST-030130
CONCORDVILLE MOTORCAR, INC. 030130
452 WILMINGTON-WEST CHESTER PIKE
CONCORDVILLE PA 19331

**Sold By** EST-030112
MINOOKA SUBARU 030112
4141 BIRNEY AVE
MOOSIC PA 18507

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|
| [redacted] | 050-01-05-030169 Glanzmann Subaru | 050-01-04-030112 Minooka Subaru | Shields, Tom | Shintaku, Robert | 10/18/2017 | 10/19/2017 | INVENTORY |
| | 050-01-05-030130 Concordville Subaru | 050-01-05-030169 Glanzmann Subaru | Laraki, Mohamed | Onorata, Keith | 09/05/2017 | 09/05/2017 | INVENTORY |

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 06/22/2017 |
| | XN4 | StarLink Window Cling | 06/22/2017 |
| | XAA | PDI | 06/22/2017 |
| | X43 | Roadside Assistance Label | 06/22/2017 |

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| FD4 | 0FL | Ext Mirror w/ Light & BSD | 06/22/2017 |
| FD4 | 0H2 | Mirror Compass w/ homelink | 06/22/2017 |
| FD4 | MGA | Seat Back Cargo Net | 06/22/2017 |
| FD4 | PGE | Rear Bumper Cover | 06/22/2017 |
| XSF | X2U | Black Mat | 06/22/2017 |
| XSF | X2V | Black Cargo Tray | 06/22/2017 |
| XSF | XDN | Handling | 06/22/2017 |
| XSF | XY5 | 2018 Forester OIK | 06/22/2017 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 06/22/2017

| Product Start Date | Product End Date | Status | Product Name | Subscriber Name |
|---|---|---|---|---|
| 10/26/2017 | 10/20/2018 | Active | STARLINK Safety Plus and Security Plus 1 Year Intro | [redacted] |

## Owner - Driver

**Owner** [redacted] **(H)** [redacted] **(C)** **(W** [redacted]
**(F)** **(E)** [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 10/20/2017 **Owner** Cheryl Portas

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 10/20/2017 | 10/20/2019 | Federal Emissions Performance Warranty | 24000 | Active |
| 10/20/2017 | 10/20/2020 | New Car Adjustment Coverage | 36000 | Active |
| 10/20/2017 | 10/20/2020 | Basic New Car Warranty | 36000 | Active |
| 10/20/2017 | 10/20/2020 | Warranty Brake Pad | 36000 | Active |
| 10/20/2017 | 10/20/2020 | New Car Wear Item Warranty | 36000 | Active |
| 10/20/2017 | 10/20/2020 | Federal Emissions Defect Warranty | 36000 | Active |
| 10/20/2017 | 10/20/2020 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 10/20/2017 | 10/20/2022 | Powertrain Warranty | 60000 | Active |
| 10/20/2017 | 10/20/2024 | California Emissions Extended Defect Warranty | 70000 | Active |
| 10/20/2017 | 10/20/2025 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 10/20/2017 | 10/20/2022 | Rust Perforation Warranty | 999999 | Active |
| 10/20/2017 | 10/20/2067 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.**

Owner Cheryl Portas

Co-Owner

### Added Security

### Vehicle Notes

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 10/20/2017 **Owner** Cheryl Portas

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 050-030112 | UYG00 | 9693 | 09/17/2018 | 09/06/2018 | 09/06/2018 | 09/17/2018 | | 09/21/2018 | 18.05 | Paid |

**Electrical Dash Light / Gauge**

**Totals**

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 0.20 | 0.00 | 0.00 | 0.00 | 18.05 | 0.00 | 0.00 | 0.00 | 0.00 | 18.05 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ewalke | 09/30/2018 | 09/30/2018 | 050-01 04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC0JH[redacted] | YA31326 | 184619 | 9693 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 09/06/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that they got an email saying that Starlink sent them an email that the SRS System has an issue.

**Technician's Findings and Repair**
While I was at the Retailer the Service Manager asked me about the SRS System with the ODS Module. Stating that they Cleared the Code it did not come back is there anything that they should do? I told them based on the Techs inspection the issue appears to be that the Cushion got wet. and probably is now dried out.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC0JH[redacted] | 10/20/2017 | 05/17/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA31326 | Continuously Variable Transmission | 2018 | JFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| WHC | 21 | C | N |

**Engine Size**

2.5

**Original Trans #**

184619

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJALCXJH[redacted] | | | | | Title Alert | No | Recall Status | None Open |
| Description | 2018 Forester 2.5i Limited - CVT - Venetian Red Pearl/Gray | | | | | | | Telematics Enabled | Gen 1 |
| Option Description | Navigation System + Audio w/ Harman Kardon Amplifier and Speakers | | | | | | | Sold Order | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| JFI | 22 | VRP/GRA | C | YA71122 | 39444 | 204596 | Wholesale | A - Retail Sale |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 06/20/2017 | 08/14/2017 | 08/14/2017 | 10/19/2017 | 10/19/2017 | 10/19/2017 | | | SAS Telematics |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2017-08 | 08/14/2017 | 423 | 007 Baltimore | Kris Delosier | $32,614.00 |

| Allocated | Drafted | Sold By |
|---|---|---|
| 030149<br>W & L SUBARU 030149<br>535 POINT TOWNSHIP DRIVE<br>NORTHUMBERLAND PA 17857 | EST-030149<br>W & L SUBARU 030149<br>535 POINT TOWNSHIP DRIVE<br>NORTHUMBERLAND PA 17857 | EST-030149<br>W & L SUBARU 030149<br>535 POINT TOWNSHIP DRIVE<br>NORTHUMBERLAND PA 17857 |

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 08/10/2017 |
| | XV3 | KBB Window Cling | 08/10/2017 |
| | XN4 | StarLink Window Cling | 08/10/2017 |
| | XAA | PDI | 08/10/2017 |
| | X43 | Roadside Assistance Label | 08/10/2017 |
| | QGM | Splash Guards | 08/10/2017 |
| | QGH | Body Side Molding | 08/10/2017 |
| | PGE | Rear Bumper Cover | 08/10/2017 |

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## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | BGA | All Weather Floor Mats | 08/10/2017 |
| | 0H1 | Auto Dim Mirror W/ Compass | 08/10/2017 |
| | 04Q | Seat Back Protector | 08/10/2017 |
| XSF | X2U | Black Mat | 08/10/2017 |
| XSF | X2V | Black Cargo Tray | 08/10/2017 |
| XSF | XDN | Handling | 08/10/2017 |
| XSF | XY5 | 2018 Forester OIK | 08/10/2017 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 08/07/2017

| Product Start Date | Product End Date | Status | Product Name | Subscriber Name |
|---|---|---|---|---|
| 10/19/2017 | 10/19/2018 | Active | STARLINK Safety Plus and Security Plus 1 Year Intro | Thomas Propst |

## Owner - Driver

**Owner** [redacted] (H) [redacted] (C) (W [redacted]
[redacted] (F) (E) [redacted]

**Co-Owner** [redacted] (H) (C) (W)
[redacted] (F) (E)

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 10/19/2017 [redacted]

**Recalls**

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

**Service Programs**

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 10/19/2017 | 10/19/2019 | Federal Emissions Performance Warranty | 24000 | Active |
| 10/19/2017 | 10/19/2020 | New Car Adjustment Coverage | 36000 | Active |
| 10/19/2017 | 10/19/2020 | Basic New Car Warranty | 36000 | Active |
| 10/19/2017 | 10/19/2020 | Warranty Brake Pad | 36000 | Active |
| 10/19/2017 | 10/19/2020 | New Car Wear Item Warranty | 36000 | Active |
| 10/19/2017 | 10/19/2020 | Federal Emissions Defect Warranty | 36000 | Active |
| 10/19/2017 | 10/19/2020 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 10/19/2017 | 10/19/2022 | Powertrain Warranty | 60000 | Active |
| 10/19/2017 | 10/19/2024 | California Emissions Extended Defect Warranty | 70000 | Active |
| 10/19/2017 | 10/19/2025 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 10/19/2017 | 10/19/2022 | Rust Perforation Warranty | 999999 | Active |
| 10/19/2017 | 10/19/2067 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner [redacted] Co-Owner [redacted]

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 10/19/2017 | 10/19/2020 | Maint Maintenance 3yr/42,000 6,000 Mile Intervals | [redacted] | 463 | 18 | N/A | Active |

**Contract Owner** [redacted]

### Vehicle Notes

09/30/2018 21:21:27

## Coverages - Recalls, Warranty and SAS (Cont...)

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 10/19/2017 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 050-030149 | UYH00 | 7312 | 08/17/2018 | 08/08/2018 | 08/17/2018 | 08/17/2018 | | 08/17/2018 | 42.20 | Paid |
| **Electrical Operation** | | | | | | | | | | | | | |
| Added Security | [redacted] | A | 050-030149 | JQP90 | 5123 | 05/23/2018 | 05/22/2018 | 05/23/2018 | 05/23/2018 | | 05/25/2018 | 77.39 | Paid |
| Warranty Claim | [redacted] | A | 050-030149 | TYB00 | 471 | 11/16/2017 | 11/09/2017 | 11/16/2017 | 11/16/2017 | | 11/17/2017 | 40.13 | Paid |
| **Transaxle / Drive Line Noise** | | | | | | | | | | | | | |

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 1.50 | 0.00 | 0.00 | 0.00 | 119.83 | 39.89 | 0.00 | 39.89 | 0.00 | 159.72 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 09/30/2018 | 09/30/2018 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJALCXJH[redacted] | YA71122 | 204596 | 7488 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 08/09/2018 | 64139SG160LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the SRS Light is on while driving.

**Technician's Findings and Repair**
While I was at the Retailer they asked me about this vehicle due to the parts delay. I told them inspect the seat and see if the DTC would clear, If it does then the seat could just have gotten wet. If it doesn't then replace the cushion. They told me the DTC would not clear so they did order a ODS Module.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJALCXJH[redacted] | 10/19/2017 | 06/20/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA71122 | Continuously Variable Transmission | 2018 | JFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 22 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 204596 |

2.5

## Vehicle

| | | | |
|---|---|---|---|
| VIN | JF2SJAGC0JH[redacted] | Title Alert | No |
| Description | 2018 Forester 2.5i Premium - CVT - Dark Gray Metallic/Gray | Recall Status | None Open |
| Option Description | All-Weather Package + EyeSight + BSD/RCTA | Telematics Enabled | Gen 1 |
| | | Sold Order | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| JFF | 14 | DGM/GRA | C | YA37744 | 37126 | 188621 | Wholesale | A - Retail Sale |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 05/24/2017 | 07/07/2017 | 07/10/2017 | 07/29/2017 | 07/29/2017 | 07/31/2017 | | | SAS |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2017-07 | 07/07/2017 | 412 | 007 Baltimore | Kris Delosier | $29,693.00 |

| | | | |
|---|---|---|---|
| Allocated | 030149<br>W & L SUBARU 030149<br>535 POINT TOWNSHIP DRIVE<br>NORTHUMBERLAND PA 17857 | Drafted | EST-030149<br>W & L SUBARU 030149<br>535 POINT TOWNSHIP DRIVE<br>NORTHUMBERLAND PA 17857 |
| Sold By | EST-030149<br>W & L SUBARU 030149<br>535 POINT TOWNSHIP DRIVE<br>NORTHUMBERLAND PA 17857 | | |

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 07/06/2017 |
| | XZ4 | 2018 Forester EyeSight OIK | 07/06/2017 |
| | XN4 | StarLink Window Cling | 07/06/2017 |
| | XAA | PDI | 07/06/2017 |
| | X43 | Roadside Assistance Label | 07/06/2017 |
| | QGM | Splash Guards | 07/06/2017 |
| | PGE | Rear Bumper Cover | 07/06/2017 |
| | MGD | Cargo Tray | 07/06/2017 |

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## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | BGA | All Weather Floor Mats | 07/06/2017 |
| | 0H2 | Mirror Compass w/ homelink | 07/06/2017 |
| | 04Q | Seat Back Protector | 07/06/2017 |
| XSE | X2U | Black Mat | 07/06/2017 |
| XSE | XDN | Handling | 07/06/2017 |
| XSE | XY5 | 2018 Forester OIK | 07/06/2017 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 07/06/2017

**Product Start Date** **Product End Date** **Status** **Product Name** **Subscriber Name**

## Owner - Driver

**Owner** [redacted] (H) (C) [redacted] (W [redacted]
[redacted] (F) (E) [redacted]

**Co-Owner** [redacted] (H) (C) (W)
[redacted] (F) (E)

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 07/29/2017 **Owner** [redacted]

### Recalls

**Effective Date** **Expiration Date** **Coverage Type - Description** **Mileage** **Type** **Status**

### Service Programs

**Effective Date** **Expiration Date** **Coverage Type - Description** **Mileage** **Type** **Status**

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 07/29/2017 | 07/29/2019 | Federal Emissions Performance Warranty | 24000 | Active |
| 07/29/2017 | 07/29/2020 | New Car Adjustment Coverage | 36000 | Active |
| 07/29/2017 | 07/29/2020 | Basic New Car Warranty | 36000 | Active |
| 07/29/2017 | 07/29/2020 | Warranty Brake Pad | 36000 | Active |
| 07/29/2017 | 07/29/2020 | New Car Wear Item Warranty | 36000 | Active |
| 07/29/2017 | 07/29/2020 | Federal Emissions Defect Warranty | 36000 | Active |
| 07/29/2017 | 07/29/2020 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 07/29/2017 | 07/29/2022 | Powertrain Warranty | 60000 | Active |
| 07/29/2017 | 07/29/2024 | California Emissions Extended Defect Warranty | 70000 | Active |
| 07/29/2017 | 07/29/2025 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 07/29/2017 | 07/29/2022 | Rust Perforation Warranty | 999999 | Active |
| 07/29/2017 | 07/29/2067 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

[redacted]

**Confirm both vehicle mileage and coverage expiration date.** Owner Lyndsey Bettleyon Co-Owner Nicholas Fisher

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 07/29/2017 | 07/29/2023 | New Gold Plus 6yr/80,000 $100 Deductible<br>Cancelled: 07/31/2017 | 3453509 | 167 | 22 | Available | Terminated |

**Contract Owner** [redacted]

### Vehicle Notes

## Coverages - Recalls, Warranty and SAS (Cont...)

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 07/29/2017 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

### Totals

| Labor Totals | | | | | Part Totals | | | |
|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 09/30/2018 | 09/30/2018 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC0JH[redacted] | YA37744 | 188621 | 11306 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH00 | 09/14/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that they SRS Light is on.

**Technician's Findings and Repair**
The Tech and service Advisor brought this to my attention due to having had 5 vehicles show up within a 5 day period with the SRS Light on.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC0JH[redacted] | 07/29/2017 | 05/24/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA37744 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 188621 |

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJADC5GH[redacted] | | | | Title Alert | No | Recall Status | None Open | |
| Description | 2016 Forester 2.5i Premium - CVT - Jasmine Green Metallic/Gray | | | | | | Telematics Enabled | Gen 1 | |
| Option Description | All-Weather Package | | | | | | Sold Order | N | |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| GFF | 13 | JGM/GRA | C | 249463 | 37466 | 592307 | Wholesale | A - Retail Sale |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 03/02/2016 | 04/16/2016 | 04/18/2016 | 05/06/2016 | 05/06/2016 | 05/09/2016 | | | SAS |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2016-04 | 04/16/2016 | 290 | 007 Baltimore | Kris Delosier | $27,894.00 |

**Allocated** 030161
WYOMING VALLEY MOTORS 030161
1470 Hwy 315, Suite 2
PLAINS PA 18702

**Drafted** EST-030161
WYOMING VALLEY MOTORS
030161
1470 Hwy 315, Suite 2
PLAINS PA 18702

**Sold By** EST-030149
W & L SUBARU 030149
535 POINT TOWNSHIP DRIVE
NORTHUMBERLAND PA 17857

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|
| [redacted] | 050-01-04-030161<br>Wyoming Valley Subaru | 050-01-04-030149<br>W & L Subaru | Anthony, Paulette | Benner, Matthew | 04/29/2016 | 04/29/2016 | INVENTORY |

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | 04/14/2016 |
| | XNU | PZEV Badge | 04/14/2016 |
| | XN4 | StarLink Window Cling | 04/14/2016 |
| | XAA | PDI | 04/14/2016 |
| | X43 | Roadside Assistance Label | 04/14/2016 |
| | MGD | Cargo Tray | 04/14/2016 |

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | MGC | Vertical Cargo Net | 04/14/2016 |
| FZ6 | 04Q | Seat Back Protector | 04/14/2016 |
| FZ6 | BGA | All Weather Floor Mats | 04/14/2016 |
| FZ6 | OGA | Luggage Compartment Cover | 04/14/2016 |
| FZ6 | PGE | Rear Bumper Cover | 04/14/2016 |
| FZ6 | QGM | Splash Guards | 04/14/2016 |
| X7K | X2U | Black Mat | 04/14/2016 |
| X7K | X6B | 2016 Forester OIK | 04/14/2016 |
| X7K | XDN | Handling | 04/14/2016 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 04/14/2016

**Product Start Date** **Product End Date** **Status** **Product Name** **Subscriber Name**

## Owner - Driver

**Owner** [redacted] (H) [redacted] (C) (W)
[redacted] (F) (E) [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 05/06/2016 **Owner** [redacted]n

**Recalls**

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

**Service Programs**

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 05/06/2016 | 05/06/2018 | Federal Emissions Performance Warranty | 24000 | Expired |
| 05/06/2016 | 05/06/2019 | New Car Adjustment Coverage | 36000 | Active |
| 05/06/2016 | 05/06/2019 | Basic New Car Warranty | 36000 | Active |
| 05/06/2016 | 05/06/2019 | Warranty Brake Pad | 36000 | Active |
| 05/06/2016 | 05/06/2019 | New Car Wear Item Warranty | 36000 | Active |
| 05/06/2016 | 05/06/2019 | Federal Emissions Defect Warranty | 36000 | Active |
| 05/06/2016 | 05/06/2019 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 05/06/2016 | 05/06/2021 | Powertrain Warranty | 60000 | Active |
| 05/06/2016 | 05/06/2024 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 05/06/2016 | 05/06/2024 | California Emissions Extended Defect Warranty | 100000 | Active |
| 05/06/2016 | 05/06/2021 | Rust Perforation Warranty | 999999 | Active |
| 05/06/2016 | 05/06/2066 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|
| 09/07/2018 | 05/06/2026 | CVT - CVT Warranty Extension | 40000 | 60 | Active |

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner Robert Newman Co-Owner

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 05/06/2016 | 05/06/2022 | New Classic DM 6yr/100,000 $100 Deductible | [redacted] | 194 | 10 | N/A | Active |

**Contract Owner** [redacted]

### Vehicle Notes

09/30/2018 21:40:45

## Coverages - Recalls, Warranty and SAS (Cont...)

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 05/06/2016 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 050-030149 | UPB39 | 34284 | 12/06/2017 | 12/01/2017 | 12/06/2017 | 12/06/2017 | | 12/08/2017 | 133.95 | Paid |
| **Valve, TPMS Transmitter** | | | | | | | | | | | | | |
| Warranty Claim | [redacted] | A | 050-030149 | DSB46 | 25217 | 07/05/2017 | 06/28/2017 | 07/05/2017 | 07/05/2017 | | 07/07/2017 | 123.94 | Paid |
| **Compressor** | | | | | | | | | | | | | |
| Warranty Claim | [redacted] | A | 050-030149 | YZA00 | 19598 | 03/21/2017 | 03/17/2017 | 03/21/2017 | 03/21/2017 | | 03/24/2017 | 40.13 | Paid |
| **Body Interior Vibration** | | | | | | | | | | | | | |

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 2.90 | 0.00 | 0.00 | 0.00 | 232.74 | 65.28 | 0.00 | 65.28 | 0.00 | 298.02 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 09/30/2018 | 09/30/2018 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC5GH[redacted] | 249463 | 592307 | 48761 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH00 | 09/14/2018 | INVALID | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the SRS Light is on.

**Technician's Findings and Repair**
The Tech verified the concern and found a DTC for B1650 for the ODS system. The Tech and Advisor brought this to my attention on a recent contact.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC5GH[redacted] | 05/06/2016 | 03/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 249463 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 592307 |

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJADC5GH[redacted] | | | | Title Alert | No | Recall Status | None Open | |
| Description | 2016 Forester 2.5i Premium - CVT - Dark Gray Metallic/Gray | | | | | | Telematics Enabled | Gen 1 | |
| Option Description | All-Weather Package | | | | | | Sold Order | N | |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| GFF | 13 | DGM/GRA | C | 189488 | 33718 | 278251 | SSLP | S - SSLP |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 01/11/2016 | 02/29/2016 | 02/29/2016 | 02/29/2016 | 02/29/2016 | 02/29/2016 | | | |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | | 02/29/2016 | 277 | 007 Baltimore | | $27,894.00 |

Allocated N/A

Drafted EST-030294
ALEXANDER SUBARU INC.
030294
933 BROAD ST
MONTOURSVILLE PA 17754

Sold By EST-030294
ALEXANDER SUBARU INC. 030294
933 BROAD ST
MONTOURSVILLE PA 17754

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XNU | PZEV Badge | 02/25/2016 |
| | XN4 | StarLink Window Cling | 02/25/2016 |
| | XEH | Commercial Fleet Sticker | 02/25/2016 |
| | XAA | PDI | 02/25/2016 |
| | X43 | Roadside Assistance Label | 02/25/2016 |
| | MGD | Cargo Tray | 02/25/2016 |
| | MGC | Vertical Cargo Net | 02/25/2016 |

09/30/2018 21:53:10

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| FZ6 | 04Q | Seat Back Protector | 02/25/2016 |
| FZ6 | BGA | All Weather Floor Mats | 02/25/2016 |
| FZ6 | OGA | Luggage Compartment Cover | 02/25/2016 |
| FZ6 | PGE | Rear Bumper Cover | 02/25/2016 |
| FZ6 | QGM | Splash Guards | 02/25/2016 |
| X7K | X2U | Black Mat | 02/25/2016 |
| X7K | X6B | 2016 Forester OIK | 02/25/2016 |
| X7K | XDN | Handling | 02/25/2016 |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 02/25/2016

**Product Start Date** **Product End Date** **Status** **Product Name** **Subscriber Name**

## Owner - Driver

**Fleet Account** [redacted] **(H)** [redacted] **(C)** **(W)**

[redacted] **(F)** **(E** [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 02/29/2016 **Owner**

### Recalls

**Effective Date** **Expiration Date** **Coverage Type - Description** **Mileage** **Type** **Status**

### Service Programs

**Effective Date** **Expiration Date** **Coverage Type - Description** **Mileage** **Type** **Status**

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 02/29/2016 | 02/28/2018 | Federal Emissions Performance Warranty | 24000 | Expired |
| 02/29/2016 | 02/28/2019 | New Car Adjustment Coverage | 36000 | Active |
| 02/29/2016 | 02/28/2019 | Basic New Car Warranty | 36000 | Active |
| 02/29/2016 | 02/28/2019 | Warranty Brake Pad | 36000 | Active |
| 02/29/2016 | 02/28/2019 | New Car Wear Item Warranty | 36000 | Active |
| 02/29/2016 | 02/28/2019 | Federal Emissions Defect Warranty | 36000 | Active |
| 02/29/2016 | 02/28/2019 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 02/29/2016 | 02/28/2021 | Powertrain Warranty | 60000 | Active |
| 02/29/2016 | 02/29/2024 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 02/29/2016 | 02/29/2024 | California Emissions Extended Defect Warranty | 100000 | Active |
| 02/29/2016 | 02/28/2021 | Rust Perforation Warranty | 999999 | Active |
| 02/29/2016 | 02/28/2066 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|
| 09/07/2018 | 02/28/2026 | CVT - CVT Warranty Extension | 40000 | 60 | Active |

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner Co-Owner

### Added Security

### Vehicle Notes

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** Warranty Start 02/29/2016 Owner

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * * PRIOR AUTHORIZATION is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 050-030149 | BYF00 | 24250 | 02/27/2018 | 02/22/2018 | 02/27/2018 | 02/27/2018 | | 03/02/2018 | 42.20 | Paid |
| **Engine Performance / Driveability** | | | | | | | | | | | | | |
| Warranty Claim | [redacted] | A | 050-030294 | UAM39 | 3390 | 07/15/2016 | 07/12/2016 | 07/13/2016 | 07/15/2016 | | 07/15/2016 | 263.95 | Paid |
| **Blower Motor** | | | | | | | | | | | | | |

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 1.10 | 0.00 | 0.00 | 0.00 | 86.00 | 220.15 | 0.00 | 220.15 | 0.00 | 306.15 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 09/30/2018 | 09/30/2018 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC5GH[redacted] | 189488 | 278251 | 32215 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 09/13/2018 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
customer states that the SRS Light is on.

**Technician's Findings and Repair**
The Tech verified the DTC and could not clear the Code so he ordered the Seat Bottom Cushion. While I was at the Retailer the Tech and advisor brought this to my attention.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC5GH[redacted] | 02/29/2016 | 01/11/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 189488 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 278251 |

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJAEC5HH[redacted] | | | | | Title Alert | No | Recall Status | None Open |
| Description | 2017 Forester 2.5i Premium - CVT - Crystal Black Silica/Black | | | | | | | Telematics Enabled | Gen 1 |
| Option Description | All-Weather Package | | | | | | | Sold Order | N |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| HFF | 13 | CBS/BLC | C | 335546 | 32119 | 029869 | SDC | L - SMF Special Low Rate Program |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 05/23/2016 | | 07/06/2016 | 09/20/2016 | 09/20/2016 | 09/20/2016 | | | SAS |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | 2016-07 | | 315 | 011 Boston | Greg Doremus | |

**Allocated** 020177
SUBARU DISTRIBUTORS CORP
020177
6 RAMLAND ROAD
ORANGEBURG NY 10962

**Drafted** SDC-020177
SUBARU DISTRIBUTORS CORP
020177
6 RAMLAND ROAD
ORANGEBURG NY 10962

**Sold By** SDC-020224
JOHNSTONS SUBARU 020224
243 DOLSON AVENUE
MIDDLETOWN NY 10940

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | |
| | XNU | PZEV Badge | |
| | XDN | Handling | |
| | XA3 | Independent PDI | |
| | X9B | 2017 Forester OIK | |
| | X43 | Roadside Assistance Label | |
| | X2U | Black Mat | |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 07/06/2016

| Product Start Date | Product End Date | Status | Product Name | Subscriber Name |
|---|---|---|---|---|

## Owner - Driver

**Owner** [redacted]

(H) [redacted] (C) [redacted] (W)

(F) (E [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 09/20/2016 **Owner** Stanley Wong

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|
| 08/17/2016 | 08/17/2026 | WTJ70 - 2017 Forester CVTF Top Off | 999999 | Other | Completed |

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 09/20/2016 | 09/20/2018 | Federal Emissions Performance Warranty | 24000 | Expired |
| 09/20/2016 | 09/20/2019 | New Car Adjustment Coverage | 36000 | Active |
| 09/20/2016 | 09/20/2019 | Basic New Car Warranty | 36000 | Active |
| 09/20/2016 | 09/20/2019 | Warranty Brake Pad | 36000 | Active |
| 09/20/2016 | 09/20/2019 | New Car Wear Item Warranty | 36000 | Active |
| 09/20/2016 | 09/20/2019 | Federal Emissions Defect Warranty | 36000 | Active |
| 09/20/2016 | 09/20/2021 | Powertrain Warranty | 60000 | Active |
| 09/20/2016 | 09/20/2024 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 09/20/2016 | 09/20/2024 | California Emissions Extended Defect Warranty | 100000 | Active |
| 09/20/2016 | 09/20/2031 | California Emissions PZEV | 150000 | Active |
| 09/20/2016 | 09/20/2021 | Rust Perforation Warranty | 999999 | Active |
| 09/20/2016 | 09/20/2066 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|
| 09/07/2018 | 09/20/2026 | CVT - CVT Warranty Extension | 40000 | 60 | Active |

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner Stanley Wong Co-Owner

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 09/20/2016 | 09/20/2021 | New Gold Plus 5yr/100,000 $100 Deductible | 3042464 | 506 | 3 | Available | Active |

**Contract Owner** [redacted]

### Vehicle Notes

## Coverages - Recalls, Warranty and SAS (Cont...)

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 09/20/2016 **Owner** [redacted]

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Recall Campaign | [redacted] | F | 020-020224 | WTJ70 | 28 | 09/30/2016 | 09/15/2016 | 09/20/2016 | 09/30/2016 | | 09/30/2016 | 47.52 | Paid |

**2017 Forester CVTF Top Off**

### Totals

| Labor Totals | | | | | Part Totals | | | |
|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 0.30 | 0.00 | 0.00 | 0.00 | 29.69 | 17.83 | 0.00 | 17.83 | 0.00 | 47.52 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 09/30/2018 | 09/30/2018 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC5HH[redacted] | 335546 | 029869 | 34244 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH00 | 09/13/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states the SRS Light is on.

**Technician's Findings and Repair**
While I was a the Retailer the Tech and the Service Advisor asked for my opinion since they had 5 vehicle in for the same concern. The DTC set was a B1650.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC5HH[redacted] | 09/20/2016 | 05/23/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 335546 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 029869 |

## Vehicle

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| VIN | JF2SJAWC3JH[redacted] | | | | Title Alert | No | Recall Status | None Open | |
| Description | 2018 Forester 2.5i Touring - CVT - Ice Silver Metallic/Black | | | | | | Telematics Enabled | Gen 1 | |
| Option Description | Standard Model | | | | | | Sold Order | N | |

| Model | Option | Ext/Int | Spec | Engine # | Ign Key | Trans # | Sales Order Type | Sale Type |
|---|---|---|---|---|---|---|---|---|
| JFJ | 31 | ISM/BLC | C | Y721791 | 92251 | 179982 | SSLP | S - SSLP |

| Production | ETA | Drafted | Retail Delivery | Warranty Start | Retail Date | Retailer Demo | SOA Demo | Coverages / Subscriptions |
|---|---|---|---|---|---|---|---|---|
| 05/09/2017 | 06/19/2017 | 09/22/2017 | 09/25/2017 | 09/25/2017 | 09/25/2017 | | | SAS |

## Allocation and Inventory

| VON | Allo Month | Ship Arrival | Ship | Port | Sales Person | MSRP |
|---|---|---|---|---|---|---|
| [redacted] | | | 407 | 007 Baltimore | | $35,150.00 |

| Allocated | Drafted | Sold By |
|---|---|---|
| N/A | EST-401278<br>CIOCCA SUBARU 401278<br>4611 HAMILTON BLVD<br>ALLENTOWN PA 18103 | EST-401278<br>CIOCCA SUBARU 401278<br>4611 HAMILTON BLVD<br>ALLENTOWN PA 18103 |

## Trade History

| Trade ID | From Retailer | To Retailer | Offered By | Accepted By | Proposed Date | Accepted Date | Stage |
|---|---|---|---|---|---|---|---|

## Subaru Production Flexibility

| Original Model - Option-Spec-Color | Change Date | Change User | Changes to Model - Option-Spec-Color |
|---|---|---|---|

## Port Accessories

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| | XZK | Accy Promo Sticker | |
| | XZ4 | 2018 Forester EyeSight OIK | |
| | XN4 | StarLink Window Cling | |
| | XAA | PDI | |
| | X43 | Roadside Assistance Label | |
| | QGM | Splash Guards | 06/16/2017 |
| | BGA | All Weather Floor Mats | 06/16/2017 |
| | 04Q | Seat Back Protector | 06/16/2017 |

10/03/2018 09:53:52

## Port Accessories (Cont...)

| Package Code | Accy Code | Accessory Description | Date Installed |
|---|---|---|---|
| FD4 | 0FL | Ext Mirror w/ Light & BSD | 06/16/2017 |
| FD4 | 0H2 | Mirror Compass w/ homelink | 06/16/2017 |
| FD4 | MGA | Seat Back Cargo Net | 06/16/2017 |
| FD4 | PGE | Rear Bumper Cover | 06/16/2017 |
| XSH | X2V | Black Cargo Tray | |
| XSH | XDN | Handling | |
| XSH | XP4 | Black Mat | |
| XSH | XY5 | 2018 Forester OIK | |

## Telematics Subscription

**WIFI Subscription** Not Applicable **Commchecked** Yes - 06/15/2017

**Product Start Date** **Product End Date** **Status** **Product Name** **Subscriber Name**

## Owner - Driver

**Owner** [redacted] **(H)** [redacted] **(C)** **(W)** [redacted]
[redacted] **(F)** **(E)** [redacted]

## Coverages - Recalls, Warranty and SAS

**Confirm both Vehicle mileage and coverage expiration date.** **Warranty Start** 09/25/2017 [redacted]

### Recalls

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

### Service Programs

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Type | Status |
|---|---|---|---|---|---|

## Coverages - Recalls, Warranty and SAS (Cont...)

### Warranty

| Effective Date | Expiration Date | Coverage Type - Description | Mileage | Status |
|---|---|---|---|---|
| 09/25/2017 | 09/25/2019 | Federal Emissions Performance Warranty | 24000 | Active |
| 09/25/2017 | 09/25/2020 | New Car Adjustment Coverage | 36000 | Active |
| 09/25/2017 | 09/25/2020 | Basic New Car Warranty | 36000 | Active |
| 09/25/2017 | 09/25/2020 | Warranty Brake Pad | 36000 | Active |
| 09/25/2017 | 09/25/2020 | New Car Wear Item Warranty | 36000 | Active |
| 09/25/2017 | 09/25/2020 | Federal Emissions Defect Warranty | 36000 | Active |
| 09/25/2017 | 09/25/2020 | California Emissions Performance & Defect Warrant | 50000 | Active |
| 09/25/2017 | 09/25/2022 | Powertrain Warranty | 60000 | Active |
| 09/25/2017 | 09/25/2024 | California Emissions Extended Defect Warranty | 70000 | Active |
| 09/25/2017 | 09/25/2025 | Federal Emissions Extended Defect Warranty | 80000 | Active |
| 09/25/2017 | 09/25/2022 | Rust Perforation Warranty | 999999 | Active |
| 09/25/2017 | 09/25/2067 | Lifetime Seatbelt Warranty | 999999 | Active |

### Extensions

| Effective Date | Expiration Date | Coverage Type - Description | Addl Miles | Addl Months | Status |
|---|---|---|---|---|---|

### Exclusions

| Effective Date | Expiration Date | Exclusion Type Description | Status |
|---|---|---|---|

**Confirm both vehicle mileage and coverage expiration date.** Owner Richard Paashaus Co-Owner

### Added Security

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Plan Number | POS Mileage | Tire Protection | Status |
|---|---|---|---|---|---|---|---|
| 09/25/2017 | 09/25/2024 | Certified Pre-Owned Certified New Gold Plus 7yr/100,000 $100 Deductible 0-80mi | 3841701 | 334 | 5206 | N/A | Active |

**Contract Owner** [redacted]

### Vehicle Notes

10/03/2018 09:53:52

## Coverages - Recalls, Warranty and SAS (Cont...)

## Coverages - SES

**Confirm both vehicle mileage and coverage expiration date.** **Warranty Start** 09/25/2017 **Owner** Richard Paashaus

*** * * To process a SES GAP claim, please contact 1-800-741-4216, Option 2. If a GAP PLUS was sold, ask about the potential $1,000 benefit. * * ***

*** * *** **PRIOR AUTHORIZATION** **is required to process a SES OVP claim. Please contact 1-866-631-5924 * * ***

### SES Coverage

| Agreement Purchase | Agreement Expiration | Coverage Type - Description | Contract Number | Status |
|---|---|---|---|---|

## Claims Summary

| Claim Type | R/O | Job | Reg-Retailer | Claim Code | Mileage | Entry Date | Start Date | Completed Date | Proc Date | Auth Code | Posting Date | Net Claim Amount | Claim Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Warranty Claim | [redacted] | A | 050-401278 | URD42 | 9394 | 10/02/2018 | 09/20/2018 | 10/02/2018 | 10/02/2018 | 76R019 | | 1768.58 | Awaiting |

**Load Cell Sensor Cushion Assembly**

### Totals

| Labor Totals | | | | | Part Totals | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Labor Hours | Addl Hours | Sublet Hours | Sublet Amount | Claim Labor | Cost | Handling | Claim Parts | Total Adjustments | Total Claims |
| 1.70 | 0.00 | 0.00 | 0.00 | 181.10 | 866.84 | 360.64 | 1227.48 | 0.00 | 1768.58 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 10/03/2018 | 10/03/2018 | 050-01-04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC3JH[redacted] | Y721791 | 179982 | 9395 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 09/20/2018 | 64139SG200VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the SRS Airbag Light is on.

**Technician's Findings and Repair**
Tech verified the Concern and there is a DTC for a B1650 stored in the SDM. Tech ordered and replaced the ODS Module.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC3JH[redacted] | 09/25/2017 | 05/09/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| Y721791 | Continuously Variable Transmission | 2018 | JFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 31 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 179982 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jcos8885 | 10/03/2018 | 10/03/2018 | 010-01-05 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6JH[redacted] | Y721339 | 186778 | 17884 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 10/03/2018 | INVALID | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Joshua Costa | jcosta@longauto.com | -- |

**Customer's Description of Complaint**
Airbag light illuminates intermittently. Passenger airbag light on illuminates on when no one is there.

**Technician's Findings and Repair**
ODS seat bottom needed.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6JH[redacted] | 07/26/2017 | 05/20/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| Y721339 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 186778 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | cmor6969 | 10/02/2018 | 01/10/2019 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 521665 | 779789 | 19721 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 09/03/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
C/S SRS LIGHT COMES ON WHEN SOMEONE OVER 160LBS SITS ON THE PASS SEAT

**Technician's Findings and Repair**
RETRIEVE CODE FOLLOW BULLETIN 07-134-18 TO NO RESOLUTION. ALSO FOLLOWED SERVICE MANUAL PINPOINT TEST-NO CONCLUSION? SEAT WAS NOT WET AND HAD NO VISIBLE SIGNS IT WASWET AT ANYTIME. CONNECTIONS TO SEAT BOTTOMAND ODS SYSTEM WERE OK. SEAT BOTTOM BACK ORDERED

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 01/16/2017 | 11/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 521665 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

779789

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**Additional Comments**

(01/10/2019 09:48:41 - rbos3884) vin# HH[redacted]

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | cmor6969 | 10/02/2018 | 10/02/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 521665 | 779789 | 19721 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 10/02/2018 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
c/s anytime someone over 160lbs sits I pass. front seat srs light comes on

**Technician's Findings and Repair**
retrieve codes, follow bulletin 07-134-18 to no resolution. additionally follow service manual pinpoint test-no conclusion? seat not wet no visible signs it was wet at anytime. connections ok order seat bottom part backordered

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 01/16/2017 | 11/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 521665 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 779789 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcrpaz | 10/10/2018 | 10/10/2018 | 020-01-05 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | Y716127 | 165774 | 9205 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 10/10/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| robert pazos | rpazos@sdcnynj.com | -- |

**Customer's Description of Complaint**
While sitting in the passenger seat the Airbag light comes on and off.

**Technician's Findings and Repair**
SM inquired about this vehicle. Advised to follow bulletin 07-134-18 for proper diagnosis

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 07/03/2017 | 04/26/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| Y716127 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 165774 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jmarch | 10/11/2018 | 10/11/2018 | 050-03-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| NDF - Specified Area | Electrical |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3JH[redacted] | YD59250 | 052076 | 9653 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYH43 | 10/11/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Joe Marchica | jmarch@subaru.com | 321-439-4099 |

**Customer's Description of Complaint**
Customer states that the airbag light switches to odd after 2 hours of driving.

**Technician's Findings and Repair**
Technician was wondering if body sweat could cause issues with ODS system. Technician was advised by tech line that sweat could cause this problem  The technician remove d the seat cover to check for staining. Technician removed the seat cover and it was not wet and does not have any staining or contamination  Light is coming on after 3+ hours of driving, customer is a larger person Technician will find out if they have the seat heater on. Technician will update FSE with any findings.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3JH[redacted] | 06/12/2018 | 03/23/2018 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YD59250 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 052076 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcjpyl | 10/11/2018 | 10/11/2018 | 020-01 06 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC8HH[redacted] | Y718802 | 673524 | 11169 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/23/2018 | 64139SG200VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Pyle | jpyle@sdcnynj.com | -- |

**Customer's Description of Complaint**
Customer states the airbag light keeps coming on and off

**Technician's Findings and Repair**
Technician inspected and ordered seat bottom. FSE found diagnosis on RO did not follow technical bulletin 07-108-16R. FSE requested TB 07-108-16R to be complete and results sent to FSE for review.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC8HH[redacted]1 | 06/26/2017 | 04/28/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| Y718802 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 33 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 673524 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | sspi9769 | 10/17/2018 | 10/17/2018 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC5JH[redacted] | YA28562 | 183002 | 31681 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 10/17/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
CUSTOMER STATES THAT THE AIR BAD LIGHT FOR THE PASSENGER SEAT WILL RANDOMLY GO ON AND OFF WHEN SOMEONE IS SITTING IN THE PASSENGER SEAT. STATES STARLINK HAS ALSO EMAILED HER ABOUT A FAULT IN THE SRS SYSTEM. CHECK AND ADVISE

**Technician's Findings and Repair**
FOUND CODES B1760, B1650, ODS SYSTEM, FOLLOWED DIAG TREE AND ADDITIONAL TSB, NO VISIBLE SIGNS OF DAMAGE, WIRING IS ALL GOOD, MONITORED LIVE DATA AND ODS HAS INTERMITTENT SIGNAL, NEEDS SEAT BOTTOM REPLACED. ORDERED COMPLETE SEAT BOTTOM, MAY BE ON BACK ORDER

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC5JH[redacted] | 08/08/2017 | 05/15/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA28562 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| CBS | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

183002

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | crob7051 | 10/19/2018 | 10/19/2018 | 050-03-04 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC4HH[redacted] | 692599 | 165620 | 17991 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC39 | 10/19/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Chuck Robertson | crobertson@randymarion.com | 407-902-0198 |

**Customer's Description of Complaint**
Passenger airbag warning light comes on when adult passenger is seated in car and buckled in.

**Technician's Findings and Repair**
Occupancy detection open circuit. Seat bottom ordered, on back order.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC4HH[redacted] | 07/14/2017 | 04/07/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 692599 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 165620 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ahil5705 | 10/19/2018 | 10/19/2018 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3JH[redacted] | YA36317 | 188032 | 5673 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 10/19/2018 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
Customer states Air Bag light comes on.

**Technician's Findings and Repair**
Tech found TSB 07/108/16R. Perform pin point test as perTSB. Check connector for poor contact. Non found Checked air Bag harness with test harness 1AG with 6AG Pin number 9 and pin 1 At 6AG pin 11 and pin 2 found 5OHMS. Test OK. check 6AG harness pins 9-11 to chassis ground, 1.8 ohms Test OK Terst harness 2AP pin 3 and chassis ground 12 4 v OK Checked battery voltage OK12.5 Cleared memory Recheck codes. No codes found at this time.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3JH[redacted] | 10/14/2017 | 05/22/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA36317 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 188032 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | tpag3395 | 10/20/2018 | 10/20/2018 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC6GH[redacted] | 130557 | 814954 | 13759 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 10/20/2018 | INVALID | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Tyler Pagel | tyler.pagelfmx1@yahoo.com | 719-339-3572 |

**Customer's Description of Complaint**
CUSTOMER STATES THAT SOMETIMES SOMEONE WILL BE SITTING IN THE PASSENGER SEAT AND THE AIR BAG WILL STILL BE OFF. STATES THAT SOMETIMES THE AIR BAG WILL SAY ITS ON AND THE SEAT BELT WILL CHIME EVEN WHEN NO ONE IS SITTING THERE. CHECK AND ADVISE

**Technician's Findings and Repair**
FOUND IN PAST FAULTS CODE B1760 AND B1650/ TESTED PER TROUBLE TREE NO WATER OR MOISTER IN SEAT. SEAT RANDOMLY CHIMES AND SAID OCCUPANT DETECTED IN SEAT WHEN NO ONE WAS SITTING. NEEDS NEW SEAT BOTTOM HAVE SEEN COMPLAINT BEFORE. MALFUNCTION INTERMITTENTLY IN SEAT

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC6GH[redacted] | 01/01/2016 | 11/12/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 130557 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| VRP | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

814954

— - Had 2006 Forester (Floded)

Bought 18 Forester 62 yrs

| Adv: 270 GLEN SPINA | Tag [redacted] | License [redacted] | JF2SJARC5 JH[redacted] | Page 1 | Invoice [redacted] |
|---|---|---|---|---|---|

| Invoice to | Driver/Owner Information |
|---|---|
| [redacted] | [redacted] |

| For Office Use | | | Vehicle Information | |
|---|---|---|---|---|
| Odometer In: 4230 | Out: 4230 | Dist: JF1 WAR R W Final | 18 SUBARU FORESTER 2.5I LTD 4DR SUV WHITE | |
| | MFG: 086001 | | Stock#: OS180071 | |
| Begin: 09/19/18 | Done: 10/04/18 | Invoiced: 10/04/18 11:24 GS | Inservice: 09/21/17 | Sold: 09/21/17 |

Customer Concern

| | | Operation | Tech | Units | Amount |
|---|---|---|---|---|---|
| Concern 51 | CUSTOMER STATES SRS LIGHT STAYS ON | | | | |
| Cause | INTERNAL FAILURE | B820496 | 068 | 0.8 | 92.93 |
| Correction | TECH FOUND SRS LIGHT ON - TECH PREFORMED DIAG AND FOUND PASSENGER SIDE SEAT BOTTOM NEEDING TO BE REPLACED TECH REPLACED PASSENGER SIDE SEAT BOTTOM RESET LIGHT AND TEST DROVE ALL OK AT THIS TIME | | | | |
| 51-1 | TECH FOUND SRS LIGHT ON - TECH PREFORMED DIAG AND FOUND PASSENGER SIDE SEAT BOTTOM NEEDING TO BE REPLACED TECH REPLACED PASSENGER SIDE SEAT BOTTOM RESET LIGHT AND TEST DROVE ALL OK AT THIS TIME | C303708 | 068 | 0.1 | 11.62 |
| Comment | PICK AUTH NUMBER 74R107 - | | | | |

| Parts | Part Number | PO# | Note | Description | Qty | List | Sell | |
|---|---|---|---|---|---|---|---|---|
| | SUB 64139SG160LL | | | CUSHION AY OCCUPANT | 1 | 866.84 | 866.84 | 866.84 |
| | Parts: Count 1.00 Allowance: 199.37 | | | | | | | |
| | Tech 068 CERVANTES, EDWI | | | | | | | |
| | | | | COND CODE : URD | | | | |
| | | | | FAIL CODE : 43 | | | | |
| 51-1 | | | | COND CODE : URD | | | | |
| | | | | FAIL CODE : 43 | | | | |

| Subtotal | |
|---|---|
| PARTS | 866.84 |
| LABOR-MECHANICAL | 104.55 |
| TOTAL CHARGE FOR CONCERN | 971.39 |

Type: W

UCS©2004

Scanned with CamScanner

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | phay | 10/25/2018 | 10/25/2018 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC5JH[redacted] | YA48785 | 193244 | 4230 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 10/04/2018 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | 7654016802 |

**Customer's Description of Complaint**
Customer states SRS Light is "ON"

**Technician's Findings and Repair**
Technician confirmed SRS light is on. Technician states cannot recall any signs of outside influence/moisture  Technician installed new seat cushion, SRS light no longer "ON"  FSE will collect failed part. TR will be issued.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC5JH[redacted] | 09/21/2017 | 05/31/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA48785 | Continuously Variable Transmission | 2018 | JFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 193244 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | afil2042 | 10/25/2018 | 10/25/2018 | 010-01-02 | 010[redacted] |

**Section**
Electrical

**Sub Section**
SRS Airbag & Pretentioners

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC4HH[redacted] | 318232 | 022612 | 23507 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 10/25/2018 | 64139sg160ll | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
P1760

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

**Customer's Description of Complaint**
CUSTOMER STATES AIR BAG LIGHT ON

**Technician's Findings and Repair**
TECH SCANNED FOR CODES, FOUND P1760. TECH CHECKED SEAT, FOUND DRY, NO EVIDENCE OF MOISTURE, CHECKED UNDER SEAT, FOUND NO CONCERNS, FOUND SEAT BOTTOM FAULTY, PART IS NOW ON VOR ORDER.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC4HH[redacted] | 07/26/2016 | 05/07/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 318232 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 022612 |

2.5

## OCCUPANT DETECTION(DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC)

# DTC B1760 OCCUPANT DETECTION SENSOR MAT

**Diagnosis start condition:**
When the ignition voltage is 8 V — 16 V
**DTC detecting condition:**

- Occupant detection sensor is faulty.
- Occupant detection sensor circuit is open, shorted between terminals, shorted to power supply or shorted to ground.
- Seat heater circuit is open.
- Occupant detection control module is faulty.

### 1. CHECK AIRBAG WARNING LIGHT.

Check whether or not the airbag warning light illuminate.

Does it Illuminate?

| | |
|---|---|
| Yes | Go to 2. |
| No | Read the DTC, and if DTC 1760 is recorded as a past malfunction, Go to 3. |

### 2. CHECK STATUS OF PASSENGER'S SEAT.

Check if the passenger's seat cushion is wet.

Is it wet?

| | |
|---|---|
| Yes | Go to 3. |
| No | Go to 4. |

### 3. DRY PASSENGER'S SEAT.

Dry the passenger's seat well naturally.

Is it dry?

| | |
|---|---|
| Yes | Go to 4. |
| No | After drying well, Go to 4. |

### 4. CHECK DTC.

Read the DTC of the occupant detection system. Ref. to OCCUPANT DETECTION (DIAGNOSTICS)>Diagnostic Trouble Code (DTC)>OPERATION > OCCUPANT DETECTION SYSTEM.

Is DTC B1760 (current malfunction) displayed again?

| | |
|---|---|
| Yes | When DTC B1760 is displayed, Go to 5. |
| No | Clear the memory. Ref. to OCCUPANT DETECTION(DIAGNOSTICS)>Clear memory>OPERATION > OCCUPANT DETECTION SYSTEM. |

### 5. CHECK POOR CONTACT OF CONNECTORS.

Check for poor contact of connectors between the occupant detection control module and the occupant detection sensor.

Is there poor contact of connector?

| | |
|---|---|
| Yes | When the connector is not fully connected, reconnect the connector correctly. Replace the faulty harness if the connector is faulty. (Replace the occupant detection harness or replace the occupant detection system (passenger's & frame assembly)). Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT. |
| No | Replace the occupant detection system (passenger's & frame assembly). Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT. |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcjpyl | 10/26/2018 | 10/26/2018 | 020-01-06 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4JH[redacted] | YA38764 | 188248 | 17146 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 10/10/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Pyle | jpyle@sdcnynj.com | -- |

**Customer's Description of Complaint**
Customer states that the passenger airbag warning light intermittently comes on when someone is sitting in the passenger seat

**Technician's Findings and Repair**
Technician inspected and found that warning light would come on when sitting in passenger seat SRS DTC B1650 and ODS B1760 were current. Technician confirmed seat cushion was dry and not exposed to high humidity  Passenger seat connections were inspected, and no poor contact was present. Retailer order seat cushion

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC4JH[redacted] | 07/27/2017 | 05/23/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA38764 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| JGM | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

188248

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | eher5470 | 11/02/2018 | 11/02/2018 | 010-01-04 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC6HH[redacted] | 607728 | 124589 | 11935 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 11/02/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Edwin Hernandez | ehernandez@claycars.com | -- |

**Customer's Description of Complaint**
Customer states during the summer and Thursday she had to jump her vehicle in order for it to start. The airbag light is illuminated and the customer believes it is related to her battery issue. The customer states while the light is illuminated the car rides rough. afterwards when she tries to turn the vehicle on it doesn't work.

**Technician's Findings and Repair**
FOUND VEHICLE NEEDS PASSENGER SEAT ODS SYSTEM.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC6HH[redacted] | 04/17/2017 | 01/25/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 607728 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 23 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 124589 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | eher5470 | 11/02/2018 | 11/02/2018 | 010-01-04 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 599402 | 116221 | 9734 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC39 | 11/02/2018 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Edwin Hernandez | ehernandez@claycars.com | -- |

**Customer's Description of Complaint**
CUSTOMER STATES WHILE DRIVING FOR ABOUT 5 - 10 MIN --- AN ADULT IS SITTING IN FRONT PASS SEAT - WARNING FLASHES ON FOR A SECOND "AIRBAG MALFUNCTION" THEN EYE POPS UP AND THEN DISPLAYS "AIRBAG OFF" ---

**Technician's Findings and Repair**
FOUND PASSENGER ODS TO HAVE INTERNAL FAULT.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 04/26/2017 | 01/18/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 599402 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 116221 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dpag | 12/12/2018 | 12/12/2018 | 050-03-04 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 403328 | 989068 | 21180 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI41 | 12/12/2018 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Page | dpag@subaru.com | -- |

**Customer's Description of Complaint**
CS: Air Bag light is on, check and advise.

**Technician's Findings and Repair**
Retailer found customer had spilled liquid on the seat. When the vehicle was presented the liquid had all dried, code was in history Retailer explained to customer the issue was caused by the liquid spilled on the seat. Retailer has cleared the code and road tested vehicle to ensure proper operation with no further issues

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 09/24/2016 | 07/18/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 403328 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 989068 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcjpyl | 12/21/2018 | 12/21/2018 | 020-01-06 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 387970 | 047100 | 35917 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 10/06/2018 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Pyle | jpyle@sdcnynj.com | -- |

**Customer's Description of Complaint**
Customer states airbag light came back on.

**Technician's Findings and Repair**
Technician Perform diagnosis as per B1650 trouble tree, check poor contact of connectors all ok, seat bottom not wet, check rear harness with harness adapter resistance readings below 1 ohm ok, measure to ground ok 1M (OL), occupant harness ok replaced seat bottom, clear code test operation all ok  Technician supplied SSM4 attached, no other information is available

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 08/27/2016 | 07/05/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 387970 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 047100 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | bvra8132 | 01/03/2019 | 01/03/2019 | 020-01-03 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | 339842 | 942870 | 23055 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 01/03/2019 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
-22, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Brian Vranch | bvranch@ramseysubaru.net | 2012581525 |

**Customer's Description of Complaint**
SRS AIR BAG LIGHT IS ON

**Technician's Findings and Repair**
TECH DUPLCIATED CONCERN PERFORMED TESTING FOUND B1650 IN SYSTEM NEEDS ODS VOR # [redacted] NO ETA ON PART

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | 08/09/2016 | 05/23/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 339842 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 942870 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | kste4245 | 01/19/2019 | 01/19/2019 | 010-01 04 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | Y719074 | 178501 | 25070 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 01/19/2019 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Katie Stewart | katie@planetsubaru.com | -- |

**Customer's Description of Complaint**
Customer states passenger side airbag light keeps coming on and off

**Technician's Findings and Repair**
Tech pulled codes B1693 and B1650 for faulty passenger side seat bottom (occupancy detection system malfunction). Replaced passenger side load cell sensor cushion assembly.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 06/26/2017 | 04/28/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| Y719074 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 178501 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 01/17/2019 | 01/17/2019 | 050-04-01 | 402[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGWC0JH[redacted] | CA57917 | 956901 | 15503 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 09/06/2018 | 64139SG220VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
During claims review, FSE found this claim.

**Technician's Findings and Repair**
FSE interviewed technician to verify if he was aware of TSB 07-108-16R and found that he was not. FSE then explained how to verify if the seat bottom needs to be replaced or dried out Technician will review the TSB before another repair.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGWC0JH[redacted] | 10/11/2017 | 06/09/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| CA57917 | Continuously Variable Transmission | 2018 | JFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| W1C | 32 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| | 956901 |

2

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | apor | 01/29/2019 | 01/29/2019 | 060-04-04 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXJH[redacted] | YA35028 | 187275 | 15481 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 01/29/2019 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alex Portillo | apor@subaru com | |

**Customer's Description of Complaint**
passenger air bag is off when passenger is riding in front seat

**Technician's Findings and Repair**
Pass side seat load sensor not reading occupant, reviewed findings with tech while at dealer and verified techs findings. Part on back order until April 15 2019, customer in rental. Reviewed with tech, QMR entered

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXJH[redacted] | 08/02/2017 | 05/20/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA35028 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 187275 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | ostran | 02/19/2019 | 02/19/2019 | 060-02 01 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXJH[redacted] | YE50823 | 693940 | 6592 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 01/15/2019 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1826

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states the airbag light is illuminated.

**Technician's Findings and Repair**
Technician inspected vehicle and verified customer concern. Vehicle has current code for B1650 and B1826 in history. Service director informs FSE during retailer visit that this occurred after the vehicle had the cloth removed and leather installed. FSE advised retailer that this would not be a warrantable repair in which it was understood. Service director inquired about the lengthy backorder in which he was instructed to complete an URFCA due to the backorder status.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXJH[redacted] | 08/30/2018 | 06/26/2018 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YE50823 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| JGM | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

693940

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 02/15/2019 | 02/15/2019 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC1JH[redacted] | YA57501 | 968482 | 13718 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 02/09/2019 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
-21, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the Air Bag Warning Light has been on and off.

**Technician's Findings and Repair**
Tech found a B1650 DTC and he could not get the Code to Clear ordered and replaced the Passenger Seat Cushion.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC1JH[redacted] | 07/24/2017 | 06/08/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA57501 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 968482 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | sluk5286 | 02/19/2019 | 02/19/2019 | 060-02-01 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 499542 | 086906 | 18031 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 02/19/2019 | 64139sg060ll | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Steven Lukason | tonkatrucks11@gmail.com | 320-258-5050 |

**Customer's Description of Complaint**
warning chime dings then says off then dings and said on husband buckled up the whole time they drive

**Technician's Findings and Repair**
1650 fault present

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 12/10/2016 | 10/14/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 499542 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 086906 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ewalke | 04/05/2019 | 04/05/2019 | 050-01-04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | | Trans # | Mileage |
|---|---|---|---|
| JF2SJAECXHH[redacted] | [redacted] 479946 | 080361 | 26177 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YAG03 | 04/05/2019 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the Air Bag Light will turn off while driving when a passenger is sitting in the front seat.

**Technician's Findings and Repair**
Tech found that there is a B1650 code stored and that there are no visiible stain on the seat and that the carpet is not wet. He ordered a Seat Cushion for the vehicle due to the stored DTC.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 11/26/2016 | 09/29/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 479946 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 080361 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | sdcsnic | 04/08/2019 | 04/08/2019 | 020-01-01 | 020145 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 401683 | 987598 | 41707 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/05/2019 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Nichol | snichol@sdcnynj.com | -- |

## Customer's Description of Complaint
Customer states, that the SRS on the passenger side goes on and off intermittently

## Technician's Findings and Repair
Retailer found two front seats covered in aftermarket seat covers and underneath the cover of passenger seat there was a fluid stain on left bolster  Retailer found the presence of multiple water bottles of various levels of fullness and or sealed caps installed throughout vehicle most notably at time of diagnosis several on and under passenger seat  Technician retrieved SSM4 data for B1650 and B1760 stored in Airbag control unit and occupant detection control unit, indicating a past failure to detect passenger seated in passenger seat  FSE FSE has found, multiple opened and some drained bottles of water throughout interior of vehicle most notably passenger front floor, under passenger front seat and on passenger front seat  FSE noted worn front seat covers installed with bungee type straps to seat upholstery. FSE noted history DTC's in Airbag control unit and occupation control unit B1650 and B1760 respectively  FSE noted stain on left seat bottom bolster indicating a liquid was spilled in this area at some time. FSE partially removed passenger seat trim on seat bottom to determine if water staining continued to ODS pad and it has not  FSE cleared all presence of all water bottles from passenger seat area and removed seat cover from passenger front seat, retrieved data from past failures and cleared all DTC after determining seat cushion was no longer wet and noted no recurrence when water is not present and seat cover is removed. FSE continued diagnosis of DTC as per Subaru TSB 07 108 16R and found there is no need to replace cushion per procedure as this is the result of covering and water spillage in the past and now is dry and unencumbered by seat covering  FSE completed MFW report and will attach when completed

## Attachments
No Attachments Found

**VIN Remainder**
JF2SJAEC8HH[redacted]

**Warranty Start Date**
09/09/2016

**Production Date**
07/16/2016

**Car Line**
Forester

**Original Engine #**
401683

**Trans. Type Desc**
Continuously Variable Transmission

**Model Year**
2017

**Model Code**
HFF

**Color**
IS1

**Options**
13

**Emission Spec**
C

**Turbo**
N

**Engine Size**
2.5

**Original Trans #**
987598

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | apor | 04/23/2019 | 04/23/2019 | 060-04-04 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC1HH8[redacted] | [redacted]701711 | 169681 | 20655 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/18/2019 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alex Portillo | apor@subaru.com | -- |

**Customer's Description of Complaint**
SRS light

**Technician's Findings and Repair**
Tech code B1650 , tech will replace pass seat bottom, vehicle not withing date of manufacture for collection  Vehicle to be repaired and returned to customer  Reviewed by phone with FSE

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC1HH[redacted] | 05/31/2017 | 04/14/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 701711 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| SBM | 34 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 169681 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | apor | 04/23/2019 | 04/23/2019 | 060-04-04 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 503963 | 768591 | 17981 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/18/2019 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alex Portillo | apor@subaru com | |

**Customer's Description of Complaint**
SRS light is on

**Technician's Findings and Repair**
Tech found code B1650, tech to replace the complete pass seat and ship to the PCC, tech to order all parts to assemble replacement seat. Reviewed with FSE

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 12/13/2016 | 10/19/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 503963 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 768591 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | rontko | 04/23/2019 | 04/23/2019 | 080-01 04 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC3GH[redacted] | 148302 | 263600 | 37201 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/12/2019 | 64139SG002VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Randal Ontko | rontko@subaru.com | 6029200252 |

**Customer's Description of Complaint**
customer states passenger seat airbag off light stays on when a person is in the seat. Intermittent operation.

**Technician's Findings and Repair**
Conducted TSB 07-108-16R. Seat cushion is not wet. Seat will be OK for a few miles of driving and then fail. Replaced seat cushion.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC3GH[redacted] | 06/17/2016 | 11/26/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 148302 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| BBM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 263600 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | kste4245 | 04/23/2019 | 04/23/2019 | 010-01 04 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 539600 | 795307 | 17204 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 04/23/2019 | INVALID | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Katie Stewart | katie@planetsubaru.com | -- |

**Customer's Description of Complaint**
Customer states check airbag system light came on

**Technician's Findings and Repair**
Tech found code B1650. Found passenger front load cell sensor cushion faulty. Replaced passenger front seat bottom.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 01/25/2017 | 11/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 539600 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 795307 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | jsha | 05/17/2019 | 05/17/2019 | 050-04-01 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC3GH[redacted] | 293587 | 915456 | 37909 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 05/17/2019 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | 9047047404 |

**Customer's Description of Complaint**
CEL on

**Technician's Findings and Repair**
Retailer advised FSE on concern. FSE is arranging a special collection for the seat assembly to be shipped to PCC

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC3GH[redacted] | 05/27/2016 | 04/07/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 293587 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 915456 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | rontko | 05/21/2019 | 05/21/2019 | 080-01 04 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC3GH[redacted] | 148302 | 263600 | 40212 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 04/23/2019 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Randal Ontko | rontko@subaru.com | 6029200252 |

**Customer's Description of Complaint**
customer states airbag light is on

**Technician's Findings and Repair**
Code 1650 Followed TSB #07-108-16R Seat bottom and module need to be replaced. Replaced seat bottom. Airbag light went off. No codes.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC3GH[redacted] | 06/17/2016 | 11/26/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 148302 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| BBM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 263600 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | psom9517 | 05/17/2019 | 05/17/2019 | 060-02-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWCXJH[redacted] | YA54607 | 196283 | 21872 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URJ43 | 05/17/2019 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
00

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

**Customer's Description of Complaint**
CUSTOMER STATES THE SEAT CHIME KEEPS GOING ON

**Technician's Findings and Repair**
COULD NOT DUPLICATE CUSTOMER CONCERN. CHECKED FOR ANY DTC CODES AND NONE WERE FOUND IN THE SYSTEM. CHECKED FOR ANY LOOSE OR CUT WIRES AND NONE WERE FOUND.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWCXJH[redacted] | 07/25/2017 | 06/06/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA54607 | Continuously Variable Transmission | 2018 | JFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CB2 | 32 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 196283 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | msan3827 | 06/28/2019 | 06/28/2019 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC6HH[redacted] | 705922 | 172840 | 18994 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/28/2019 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
customer states passenger airbag light is on,with someone on seat still says off

**Technician's Findings and Repair**
scanned for codes and found b1760 and b1650,referanced bulletin 07-108-16r and went through revised diagnostics Followed diag chart for b1760 at step 5 disconnected connector and visually checked for connection issues,upon reconnection code went to history on next key cycle.contacted techline case number [redacted] and was advised to try to duplicate condition again minor rust spotting on seat frame

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC6HH[redacted] | 06/14/2017 | 04/19/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 705922 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| SBM | 34 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 172840 |

# Quality Monitoring Report

SUBARU

**QMR Id**
QMR1 [redacted]

**Created By**
msan3827

**Report Date**
06/28/2019

**Last Updated**
06/28/2019

**Reg-Zn-Dst**
020-01-04

**Dealer**
[redacted]165

**Section**
Electrical

**Sub Section**
SRS Airbag & Pretentioners

**VIN**
JF2SJAWC6HH[redacted]

**Engine #**
705922

**Trans #**
172840

**Mileage**
18994

**Failure Code**
URD43

**Failure Date**
06/28/2019

**Failed Part #**

**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**
[redacted]

**Customer's Description of Complaint**
customer states airbag light is on again

**Technician's Findings and Repair**
scan for codes found b 1650 and b1760 stored in airbag and occupant detection module bolth as history referanced bulletin 07 108 16r and followed diag chart for b1760 diag chart led to no repair,clear memory and return.contacted techline case number [redacted].was provided with a list of questions for customer before any further diagnosis

**Attachments**
No Attachments Found

---

**VIN Remainder**
JF2SJAWC6HH[redacted]

**Warranty Start Date**
06/14/2017

**Production Date**
04/19/2017

**Car Line**
Forester

**Original Engine #**
705922

**Trans. Type Desc**
Continuously Variable Transmission

**Model Year**
2017

**Model Code**
HFJ

**Color**
SBM

**Options**
34

**Emission Spec**
C

**Turbo**
N

**Engine Size**

**Original Trans #**

| | |
|---|---|
| 2.5 | 172840 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | sdcjcol | 07/08/2019 | 07/08/2019 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC6HH[redacted] | 705922 | 172840 | 18994 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/28/2019 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Colamarino | jcolamarino@sdcnynj.com | 8455218739 |

**Customer's Description of Complaint**
Customer states air bag light is on again.

**Technician's Findings and Repair**
Airbag light not on when tech got to vehicle.Tech found DTC's B1650 and B1750 in history. Tech found debris under pass seat. Performed TSB 07-108-16r and found condition has returned to normal and no faults were found. SM has decided to replace pass seat bottom for customer satisfaction due to airbag light coming on twice.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC6HH[redacted] | 06/14/2017 | 04/19/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 705922 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| SBM | 34 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 172840 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | msan3827 | 07/09/2019 | 07/09/2019 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAKC9GH[redacted] | 127103 | 813048 | 48081 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| WQZ61 | 07/09/2019 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
customer states airbag light was on

**Technician's Findings and Repair**
followed 1760 diag chart per manual no problem was found at step 4 cleared memory and returned.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAKC9GH[redacted] | 02/05/2016 | 11/10/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 127103 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 22 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 813048 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | clan8222 | 07/10/2019 | 07/10/2019 | 010-01-04 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 699971 | 168475 | 34013 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 07/10/2019 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
air bag light keeps coming on

**Technician's Findings and Repair**
duplicated customer concern found incorrect metering wrong numbers determined that the seat bottom on the passenger side was bad installed new part ok

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 08/10/2017 | 04/12/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 699971 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 168475 |





# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | dzwa | 07/23/2019 | 07/23/2019 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4JH[redacted] | YA75401 | 206778 | 34189 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/17/2019 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | 4848800332 |

**Customer's Description of Complaint**
CUSTOMER STATES AIRBAG LIGHT IS ON.

**Technician's Findings and Repair**
TECHNICIAN FOUND B1650 ODS MALFUNCTION. TECHNICIAN RECREATED LIGHT AND REPLACED CUSHION ASSEMBLY FOR ERRATIC OPERATION FSE inspected part found rust on the frame indicating the seat got wet. Part is available upon request

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC4JH[redacted] | 09/05/2017 | 06/23/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA75401 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 206778 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1 [redacted] | kste4245 | 07/23/2019 | 07/23/2019 | 010-01 04 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAXC0GH[redacted] | 250177 | 592856 | 40082 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 07/23/2019 | INVALID | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Katie Stewart | katie@planetsubaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag light is on.

**Technician's Findings and Repair**
Tech found code for faulty passenger side occupant detection. REplaced passenger side seat bottom

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAXC0GH[redacted] | 04/28/2016 | 03/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 250177 | Continuously Variable Transmission | 2016 | GFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 32 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 592856 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | msan3827 | 07/24/2019 | 07/24/2019 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC1HH[redacted] | 694533 | 166654 | 12375 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 07/24/2019 | INVALID | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Mark Sandola | msandola@rugesauto.com | 8458767074 |

**Customer's Description of Complaint**
airbag light is on intermittent

**Technician's Findings and Repair**
scaned for codes and found B1650,and B1760 stored as current codes.Referenced bulletin 07-108-16r,at step 2 where it states check for poor connection,before unplugging and inspecting connection I just moved the connector and the code went to history.I then unplugged the connector and saw no visible damage.unable to determine which side of the connector is causing the issue,will need to replace seat base and Rh side harness and re evaluate.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC1HH[redacted] | 07/18/2017 | 03/31/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 812088 | Continuously Variable Transmission | 2017 | HFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 16 | C | Y |

**Engine Size**

2

**Original Trans #**

939550

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1[redacted] | afil2042 | 08/08/2019 | 08/08/2019 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 455382 | 729613 | 33214 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 08/08/2019 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
CUSTOMER STATES AIR BAG LIGHT IS ON

**Technician's Findings and Repair**
TECH SCANNED FOR CODES, FOUND B1650 OCCUPANT DETECTION SYSTEM MALFUNCTION AND B1760 OCCUPANT DETECTION SENSOR MAT. TECH CHECKED CONDITION OF PASSENGER SEAT, FOUND DRY AND NO STAINING, CHECKED FOR POOR CONTACT OF CONNECTORS, FOUND OK, CHECKED AIR BAG REAR HARNESS, FOUND OK, CHECKED OCCUPANT DETECTION HARNESS, FOUND OK. TECH HAS REPLACED OCCUPANT DETECTION SYSTEM FOR PASSENGER SIDE PER SUBARU INSTRUCTIONS, CLEARED CODE.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 11/03/2016 | 09/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 455382 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| IS1 | 15 | C | N |

**Engine Size**

2.5

**Original Trans #**

729613

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | sdcjcol | 08/09/2019 | 08/09/2019 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical Location Grids | Body Wiring - Wire Harness |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC1HH[redacted] | 812088 | 939550 | 12375 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 07/23/2019 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Colamarino | jcolamarino@sdcnynj.com | 8455218739 |

**Customer's Description of Complaint**
Customer states airbag light on intermittently.

**Technician's Findings and Repair**
Part found during 10 bin inspection. Tech found DTC B1760 and B150 current. Tech suspects poor connection in AB59-AB53 See techs QMR1-[redacted] Tech replaced passenger seat bottom and rear harness. Both parts will be collected and shipped to PCC.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC1HH[redacted] | 07/18/2017 | 03/31/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 812088 | Continuously Variable Transmission | 2017 | HFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 16 | C | Y |

| Engine Size | Original Trans # |
| --- | --- |
| 2 | 939550 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | afil2042 | 08/13/2019 | 08/15/2019 | 010-01-02 | 010270 |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC5HH[redacted] | 602313 | 122999 | 34596 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 08/13/2019 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
CUSTOMER STATES AIR BAG LIGHT ON

**Technician's Findings and Repair**
TECH SCANNED FOR CODES, FOUND B1760 OCCUPANT DETECTION SENSOR MAT. TECH CHECKED SEAT, FOUND DRY AND NO WATER STAINING, CHECKED CONNECTIONS, FOUND OK, DETERMINED FAILURE OF RIGHT FRONT OCCUPANT DETECTION MAT.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC5HH[redacted] | 08/03/2017 | 01/21/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 602313 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 122999 |

**Additional Comments**

(08/15/2019 14:09:02 - afil2042) TECH REPLACED PART #: 64139SG160LL, CUSTOMER COMPLAINT NOW RECTIFIED.

# Quality Monitoring Report

**QMR Id**
QMR1-[redacted]

**Created By**
rmas1970

**Report Date**
08/19/2019

**Last Updated**
08/19/2019

**Reg-Zn-Dst**
020-01-03

**Dealer**
020[redacted]

**Section**
Electrical

**Sub Section**
SRS Airbag & Pretentioners

**VIN**
JF2SJAEC9JH[redacted]

**Engine #**
YA74280

**Trans #**
206160

**Mileage**
21110

**Failure Code**
UYG00

**Failure Date**
08/19/2019

**Failed Part #**
--

**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

**Reporter Name**
RICHARD MASTRO

**Reporter Email**
benedictservice@citlink.net

**Reporter Phone Number**
607-334-2224

**Customer's Description of Complaint**
customer states air bag light on

**Technician's Findings and Repair**
tech looked at vehicle and no air bag light on scanned computer found history code B1650 check did not find pertinent bulletin no problem found

**Attachments**
No Attachments Found

---

**VIN Remainder**
JF2SJAEC9JH[redacted]

**Warranty Start Date**
09/11/2017

**Production Date**
06/23/2017

**Car Line**
Forester

**Original Engine #**
YA74280

**Trans. Type Desc**
Continuously Variable Transmission

**Model Year**
2018

**Model Code**
JFF

**Color**
WHC

**Options**
13

**Emission Spec**
C

**Turbo**
N

**Engine Size**

**Original Trans #**
206160

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | afil2042 | 08/30/2019 | 08/30/2019 | 010-01-02 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 339154 | 943587 | 67634 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 08/30/2019 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
CUSTOMER STATES AIR BAG LIGHT ON

**Technician's Findings and Repair**
TECH SCANNED FOR CODES, FOUND B1760 OCCUPANT DETECTION SENSOR MAT. TECH CHECKED RIGHT FRONT SEAT FOR MOISTURE, FOUND NONE AND NO EVIDENCE OF MOISTURE PREVIOUSLY, CHECKED FOR CONTACT AT CONNECTORS AND FOUND OK, CHECKED AIR BAG REAR HARNESS, FOUND OK. HAVE ORERED RIGHT FRONT SEAT FRAME ASSEMBLY

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 08/30/2016 | 05/24/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 339154 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 943587 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | afei1529 | 09/05/2019 | 09/05/2019 | 060-02-04 | 402[redacted] |

| Section | Sub Section |
|---|---|
| Body | Front Seat |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC2JH[redacted] | YA48272 | 303471 | 7955 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 09/05/2019 | INVALID | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alan Feist | kfoss@kupper-subaru.com | |

**Customer's Description of Complaint**
customers states the red airbag light is on and the passenger airbag light is of when someone is sitting in the passenger front seat

**Technician's Findings and Repair**
hooked monitor up ck code found b1650 perform diag unplugged connectors under seat and airbag control module ck wiring found ok ck to see if seat was wet seat was ok customer said seat did not get wet perform diag according to bulletin 07-108-16R FOUND BAD SEAT AND FRAME ASSEMBLY.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC2JH[redacted] | 09/14/2017 | 05/31/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| YA48272 | Continuously Variable Transmission | 2018 | JFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 303471 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR1-[redacted] | ttek7533 | 09/05/2019 | 09/05/2019 | 060-02-04 | 402[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | SRS Airbag & Pretentioners |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 696989 | 167225 | 31675 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 09/05/2019 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
CUSTOMER STATES AIRBAG LIGHT COMES ON.

**Technician's Findings and Repair**
FOUND CODE FOR ODS SENSOR MAT. FOLLOWED DIAGNOSIS AND FOUND SEAT BOTTOM NEEDED TO BE REPLACED. REPLACED SEAT BOTTOM AND VERIFIED CODES WERE GONE. REPLACING SEAT BOTTOM CORRECTED THE ISSUE. BEEN SEEING QUITE A FEW OF THESE HAVING THE SAME ISSUE IN RECENT WEEKS.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 06/23/2017 | 04/11/2017 | Forester |
| **Original Engine #** | **Trans. Type Desc** | **Model Year** | **Model Code** |
| 696989 | Continuously Variable Transmission | 2017 | HFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DGM | 14 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 167225 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | rste2245 | 04/29/2013 | 04/29/2013 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7EH[redacted] | -- | -- | 4487 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 04/29/2013 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| RUSSELL STEVENS | SUBTECH@DREYERREINBOLD.COM | -- |

**Customer's Description of Complaint**
PASSENGER AIR/BAGSEAT SENSOR IS VERY SENSOTIVE , A PIECE OF MAIL ORA CELL PHONE WILL TURN THE SEAT BELT WARNING LIGHT ON

**Technician's Findings and Repair**
I TESTED ANOTHER VEHICLE TO CHECK THAT THE SENSITIVITY IS NORMAL ANOTHER VEHICLE DOES THE EXACT SAME THING , THE SEAT IS WORKING AS DESIGNED . THER IS NO MALFUNCTION AT THIS TIME BUT I THOUGHT I WOULD REPORT A CUSTOMER COMPLAINT . AT THIS TIME THE CUSTOMER HAS BEEN TOLD THAT IT IS A NORMAL CONDITION

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7EH[redacted] | 03/15/2013 | 01/24/2013 | Forester |
| **Original Engine #** | **Trans. Type Desc** | **Model Year** | **Model Code** |
| 605283 | Continuously Variable Transmission | 2014 | EFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DGM | 02 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 500156 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | gbor1203 | 09/26/2013 | 09/26/2013 | 020-01-06 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC0EH[redacted] | -- | -- | 12443 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 09/21/2013 | 64139SG000LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| glenn bortle | mwilliams@vanbortelsubaru.com | -- |

**Customer's Description of Complaint**
air bag light coming on and off

**Technician's Findings and Repair**
tech verified code b1650, traced to the occupant classification system malfunction faulty detection sensor

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC0EH[redacted] | 04/29/2013 | 02/26/2013 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 663830 | Continuously Variable Transmission | 2014 | EFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHI | 02 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 703141 |

CUSTOMER #: [redacted]

[redacted]

[redacted]

*ACCOUNTING*

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

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Phone: (626) 626-4800
Fax: (626) 626-4880
www.puentehillssubaru.com

BUS: CELL:

SERVICE ADVISOR: 1148 BRIAN MCBRIDE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 14 | SUBARU FORESTER | JF2SJAJC4EH[redacted] | [redacted] | 6559/6581 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 19SEP13 DD | | | 17:00 06DEC13 | | 130.00 | CASH | 06DEC13 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 10:14 06DEC13 | 16:01 06DEC13 | |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|
| A | CUSTOMER STATES RATTLL FROM CENTER OF DASH AREA AT BASE OF WINDSHILED WHEN DRIVING OVER BUMPS (LIKE A SPEED BUMP) - CHECK & ADVISE | | | | | | | | | | |
| | CONCERN CODE: | | | | | | | | | | |
| | 60SUZ DASH COVER MOUNT LOOSE | | | | | | | | | | |
| | 100883 | | W | 0.00 | 1.40 | 3500 | 15540 | | | 155.40 | 155.40 |
| | | | | | | 0 | | 0 TPARTS | | | |
| | | | | | | 3500 | | 15540 TLABOR | | | |
| | 6559 DASH COVER MOUNT LOOSE AT BASE OF WINDSHILD ON LEFT SIDE INSTALLED FOAM AT DASH COVER MOUNT BEHIND LEFT FRONT SPEAKER AREA - TEST DROVE AFTER REPAIRS - TEST DRIVE GOOD. (JS - FSE) B911-001 1.0 - C911-031 .4 - F/C YFC-03 | | | | | | | | | | |
| B | CUSTOMER STATES DRIVER'S WINDOW DOES NOT STOP WHEN PUSHING BUTTON DOWN LIKE THE SUN ROOF OPERATES - CHECK & ADVISE | | | | | | | | | | |
| | CONCERN CODE: | | | | | | | | | | |
| | 51SUZ NORMAL OPERATION | | | | | | | | | | |
| | 100883 | | W | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| | | | | | | 0 | | 0 TPARTS | | | |
| | | | | | | 0 | | 0 TLABOR | | | |
| | 6559 NO FAULT FOUND NORMAL OPERATION - EXPLAINED OPERATION TO CUSTOMER - NO REPAIRS ATTEMPTED (JS - FSE) | | | | | | | | | | |
| C | CUSTOMER STATES AIR BAG OFF WARNING LIGHT COMES ON WHEN PASSEGER IS RIDING IN RIGHT FRONT SEAT AT TIMES - CHECK & ADVISE | | | | | | | | | | |
| | CONCERN CODE: | | | | | | | | | | |
| | 51SUZ NORMAL OPERATION | | | | | | | | | | |
| | 100883 | | W | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| | | | | | | 0 | | 0 TPARTS | | | |
| | | | | | | 0 | | 0 TLABOR | | | |
| | 6559 SYSTEM OPERATION AS DESIGNED SEAT COVERS INSTALLED ON FRONT SEATS. NO CODES IN SYSTEM. WORKS AS PER DESIGN AND INTENT WITH OUIT SEAT COVER. RECOMMEND REMOVAL OF SEAT COVER. NO REPAIRS ATTEMPTED (JS - FSC) | | | | | | | | | | |
| D | CUSTOMER STATES WINDOWS SCREECH WHEN ROLLING DOWN AT TIMES (SEEMS TO BE COMING FROME THE SIDE CHANNELS THAT THE GLASS RUNS IN) - CHECK & ADVISE | | | | | | | | | | |

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

X _____
CUSTOMER SIGNATURE

**Notice to Consumer: Please read important information on back.** BAR # ARD00263087 EPA # CAL000356393

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

*ACCOUNTING*

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

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SERVICE ADVISOR: 1148 BRIAN MCBRIDE

BUS: CELL:

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 14 | SUBARU FORESTER | JF2SJAJC4EH[redacted] | 7BSF217 | 6559/6581 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 19SEP13 DD | | | 17:00 06DEC13 | | 130.00 | CASH | 06DEC13 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 10:14 06DEC13 | 16:01 06DEC13 | |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|
| CONCERN CODE: | | | | | | | | | | | |
| | 61SUZ UNABLE TO DUPLICATE | | | | | | | | | | |
| | 100883 | W | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| | 1 MSA5M1422K 2014 FOR NAV SD CARD UPDA | | | | | 13672 | 19141 | 0 | 191.41 | 191.41 | 191.41 |
| | | | | | | 13672 | 19141 | TPARTS | | | |
| | | | | | | 0 | 0 | TLABOR | | | |
| 6559 NO NOISES FOUND DURING INSPECTION DRIVERS SIDE FRONT & REAR WHEN ROLLING DOWN - MOSTLY WHEN WET - UNABLE TO DUPLICATE. OPERATING AS PER DESIGN AND INTENT - NO REPAIRS ATTEMPTED. (JS - FSC) | | | | | | | | | | | |
| E CHECK AND ADJUST TIRE PRESSURES PER CARB REQUIREMENTS | | | | | | | | | | | |
| CAUSE: CHECK AND SET TIRE PRESSURES TO SPECIFICATION | | | | | | | | | | | |
| CONCERN CODE: | | | | | | | | | | | |
| | TP CHECK AND ADJUST TIRE PRESSURES PER CARB REQUIREMENTS | | | | | | | | | | |
| | 100883 | W | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| | | | | | | 0 | 0 | TPARTS | | | |
| | | | | | | 0 | 0 | TLABOR | | | |
| 6559 SET TIRE PRESSURES TO 36 PSI FRONT & 34 PSI REAR. | | | | | | | | | | | |
| F** CUSTOMER REQUESTS F-10 AUDIO/NAV UPDATE PER TSB 15-166-13R | | | | | | | | | | | |
| CONCERN CODE: | | | | | | | | | | | |
| | 52 CUSTOMER REQUESTS F-10 AUDIO/NAV UPDATE PER TSB 15-166-13R | | | | | | | | | | |
| | 100883 | W | | 0.00 | 0.30 | 750 | 3330 | | | 33.30 | 33.30 |
| | | | | | | 0 | 0 | TPARTS | | | |
| | | | | | | 750 | 3330 | TLABOR | | | |
| 6559 "AHA" AUDIO/NAVE UPDATE PERFORMED AUDIO UPDATE AS PER TSB 15-166-13R - A067-330 .3 - F/C ZPP-48 | | | | | | | | | | | |
| G** CUSTOMER CALLED AFTER DROPPING OFF VEHICLE - STATED PLASTIC TRIM AT BOTTOM RIGHT CORNER OF WINDSHIELD IS LOOSE - CHECK & ADVISE | | | | | | | | | | | |
| CONCERN CODE: | | | | | | | | | | | |
| | 61SUZ INTER/EXTER TRIM | | | | | | | | | | |
| | 100883 | W | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| | | | | | | 0 | 0 | TPARTS | | | |

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

X _____
CUSTOMER SIGNATURE

**Notice to Consumer: Please read important information on back.** BAR # AR000269087 EPA # CA1000356353

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

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DUPLICATE 1
PAGE 3
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SERVICE ADVISOR: 1148 BRIAN MCBRIDE

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| | 14 | SUBARU FORESTER | JF2SJAJC4EH[redacted] | [redacted] | 6559/6581 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 19SEP13 DD | | | 17:00 06DEC13 | | 130.00 | CASH | 06DEC13 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 10:14 06DEC13 | 16:01 06DEC13 | |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 0 | 0 | TLABOR | | |

6559 FOUND TRIM LOOSE RE-SECURED LOOSE TRIM AT BASE OF WINDSHIELD
ON RIGHT SIDE OF COWL.
THANK YOU, PLEASE CALL BRIAN
IF YOU HAVE ANY QUESTIONS.
HAVE A GREAT DAY.

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| [redacted] | 18870 | 4250 | | 2480 | 19141 | 13672 | |
| | 38011 | ******* | | | | | |

COST, SALE, & COMP TOTALS 17922 38011 0

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X _____
CUSTOMER SIGNATURE

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

**Notice to Consumer: Please read important information on back.** BAR # ARD00263087 EPA # CAL000356353

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jsci | 12/06/2013 | 12/06/2013 | 080-04-02 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC4EH[redacted] | -- | -- | 6581 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC48 | 12/06/2013 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Sciolla | jsci@subaru com | |

**Customer's Description of Complaint**
Cust states pass side air bag light does not always come on with his wife in the seat, repeat concern

**Technician's Findings and Repair**
Inspection request from CDS by FSE We checked all the vehicle systems for codes and found none We then observed the pass air bag indicator on the dash and with the scan tool. Placing your hands on the bare seat bottom activates the passenger air bag on within 3 seconds Placing your hands on the seat bottom covered, the pass air bag never turns on thus indicating the insulating effect of the seat covers The system is operating as per design and intent and the recommendation is to remove the seat covers from both seats as they can possibly interfere with side air bag deployment if needed

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC4EH[redacted] | 07/18/2013 | 04/23/2013 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 714746 | Continuously Variable Transmission | 2014 | EFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| MBP | 10 | C | N |

**Engine Size**

2.5

**Original Trans #**

715427

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | rher3265 | 04/02/2014 | 04/02/2014 | 080-02-01 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXEH4[redacted] | 661307 | 562001 | 31278 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 04/01/2014 | 64139SG000LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| RYAN HERRLE | RHERRLE@CARRAUTO.COM | -- |

**Customer's Description of Complaint**
) CUSTOMER STATES THE PASSENGER SIDE AIR BAG IS ON WITHOUT SOMEONE IN SEAT OR NY OTHER OBJECTS IN SEAT. THE SEAT BELT CHIMES WHEN DRIVING

**Technician's Findings and Repair**
FOUND PASS AIR BAG INDICATOR ON WITH NO ONE IN SEAT.NO MOISTURE FOUND AND NO LOOSE CONNECTIONS FOUND.NO DTC FOUND IN ANY SYSTEM.FOUND BELT TENSIONER WORKING.FOUND WIRING TO ABS MODULE TO ODS HARNESS TO TEST GOOD.ORDERED SEAT BOTTOM ASSEMBLY.SPOKE WITH RICK AT TECHLINE,CASE#[redacted]. NO ADDITIONAL INFO WAS FOUND.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXEH[redacted] | 05/02/2013 | 02/25/2013 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 661307 | Continuously Variable Transmission | 2014 | EFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 12 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 562001 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | msch1230 | 08/27/2014 | 08/27/2014 | 080-03-01 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6EH[redacted] | -- | -- | 9870 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/25/2014 | 64139SG000LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| MARK SCHULTZ | mark@santacruzsubaru.com | -- |

**Customer's Description of Complaint**
SRS LIGHT CAME ON WHILE DRIVING

**Technician's Findings and Repair**
TECH NOTED CODE STORED (BB1760) CASE # [redacted] TECH REPLACE PASSSENGERS OCUPANT SEAT CUSTION-PART WAS BACK ORDERED-RENTAL CHARGE WAS $979.89-AUTH ON RENTAL FROM PICS(76R282)

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6EH[redacted] | 10/20/2013 | 09/14/2013 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 074188 | Continuously Variable Transmission | 2014 | EFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 02 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 370632 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | sern0766 | 04/15/2016 | 04/15/2016 | 050-02-02 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAVC3GH[redacted] | 217560 | 287503 | 658 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/11/2016 | 64139SG042VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
Airbag light on and SRS caution light. Airbag off, Passenger side goes off with passenger in seat.

**Technician's Findings and Repair**
DTC B1650 occupant classification system malfunction, B1760 Sensor mat abnormal in occupant detection system, DTC B1650 refers me to DIAG of B1760. First step is to check for poor connection. No poor connection, which advises me to replace ODS. Replaced ODS and cleared codes. No codes have returned.

**Attachments**
Click to view documents

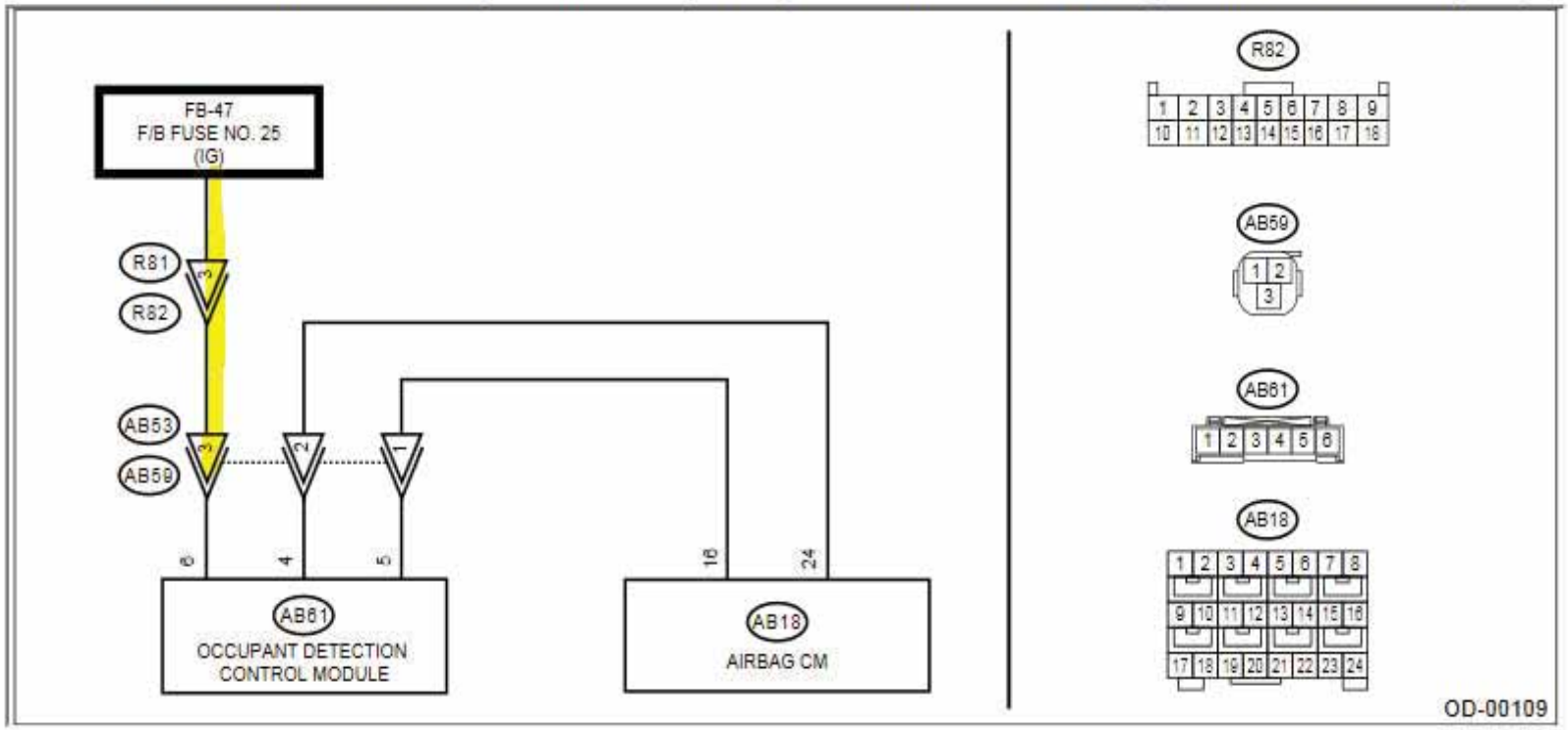
| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAVC3GH[redacted] | 03/24/2016 | 02/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 217560 | Continuously Variable Transmission | 2016 | GFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 31 | C | N |

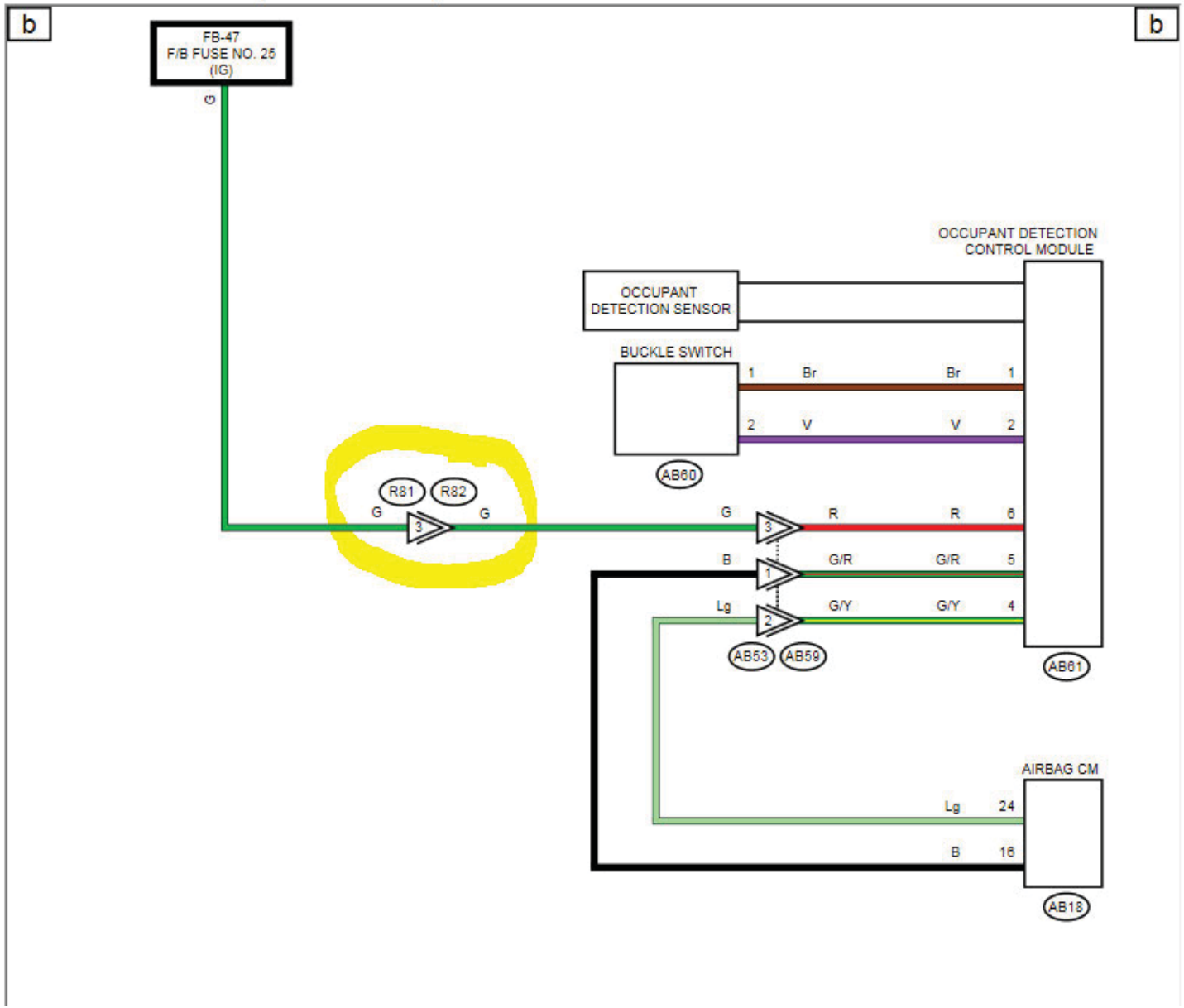
| Engine Size | Original Trans # |
|---|---|
| 2.5 | 287503 |

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC)



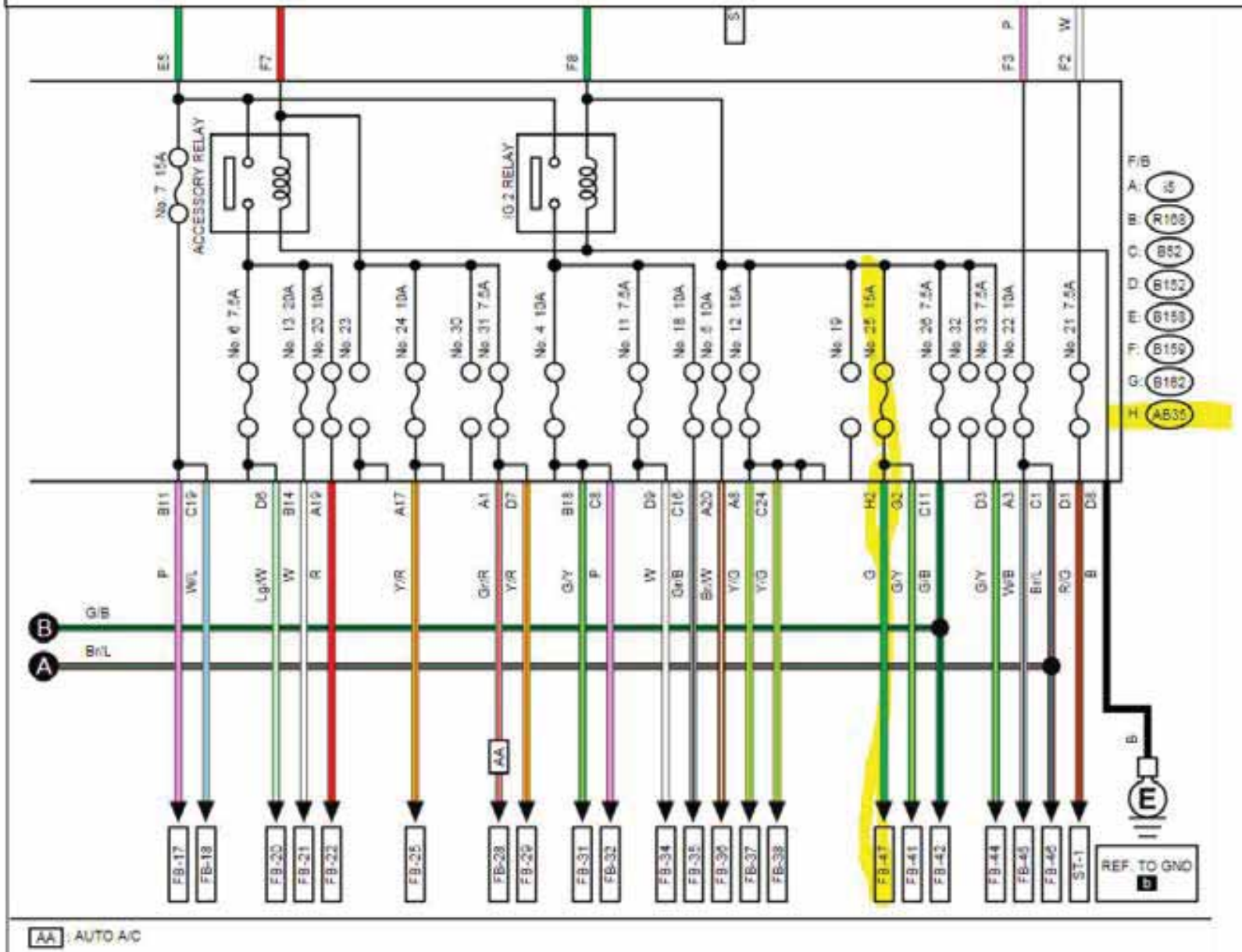

**Zero voltage at Connector AB53 Pin No. 3**

WIRING SYSTEM > Occupant Detection System




**Zero voltage at Connector R81 Pin No.3**

**Fuse No. 25 supply power to the ODS and the Air Bag control modules had 12.14v at each side of fuse. The Green wire at Connector AB35 Pin # 2 at the fuse panel had backed out of the connector.**



# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dhec | 04/26/2016 | 04/26/2016 | 080-04-02 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJABC2GH[redacted] | -- | -- | 1888 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| VIH39 | 04/26/2016 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Don Heck | dhec@subaru.com | -- |

**Customer's Description of Complaint**
Customer states Air Bag/SRS light is on

**Technician's Findings and Repair**
FSE followed up on a request for help from the Service Manager- CRS Case SR 1-1[redacted]-TL Case TL1 [redacted] FSE contacted technician and reviewed TT results No communication with the ODS control module-Technician never made it to step 5 which checks for voltage to the ODS control unit using the AP test harness Checked for voltage at the AP test harness pin 3 to ground, zero volts-Checked fuse F/B No.25, fuse had 12.14 volts on both legs-Advised to back track to find the loss of the voltage in that circuit Sent tech directions via email Tech found zero volts at R81 Pin No. 3, next step was to check for voltage at F/B fuse box at connector AB35 Pin No. 2, technician found the pin had backed out of the connector Tech reinserted the pin and rechecked the system Communication was restored and fault code was cleared

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJABC2GH[redacted] | 12/12/2015 | 10/10/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| | | 2016 | |

090466 Continuously Variable Transmission GFB

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 02 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 793004 |








SRS AIRBAG

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | snermil | 09/06/2016 | 09/06/2016 | 010-01-03 | 010[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC8GG[redacted] | 197477 | 924386 | 3449 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC48 | 06/23/2016 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

## Customer's Description of Complaint

Customer states airbag light is on, another dealer said passenger side seat sensor if faulty. SOP IS HERE

## Technician's Findings and Repair

Went to retailer 010243 Customer states airbag light on, tech has pulled code B1650 from system Tech has replaced rear wiring harness, airbag control unit and seat bottom. Upon inspection of vehicle, we found aftermarket leather seat covers When tech replaced seat bottom, he swapped aftermarket leather, ODS mat and foam from original seat bottom into new one. So the bad ODS mat was never replaced The ODS mat was damaged during leather install I had the tech swap leather cover into new seat bottom in the parts dept, clear codes and road test. The aftermarket covers have smaller AIRBAG labels on seat backs and zippers on seat back sides

## Attachments

Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC8GG[redacted] | 05/19/2016 | 01/16/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 197477 | 6-Speed Manual | 2016 | GFE |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| VRP | 11 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 924386 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | mede8689 | 09/30/2016 | 09/30/2016 | 050-02-01 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGXCXGH[redacted] | -- | -- | 15924 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UQF16 | 09/29/2016 | 64139SG043VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| MEREDITH EDEN | MEREDITH.EDEN@BROWNSCAR.COM | -- |

**Customer's Description of Complaint**
SRS LIGHT IS ON WHEN PASSENGER SEAT IS NOT OCCUPIED, NOT ARMED WHEN SEAT IS OCCUPIED.

**Technician's Findings and Repair**
B1650 IS GOING TO NEED POWER SEAT FRAME ASSY WITH OCCUPANT DETECTION PART IS ON NATIONAL BACKORDER WITH AN ETA OF 11/1/16. CUSTOMER IS OFF ROAD URFCA FILED, FIELD REP NOTIFIED.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGXCXGH[redacted] | 12/29/2015 | 11/02/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 811546 | Continuously Variable Transmission | 2016 | GFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 32 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| 2 | 794507 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | atew | 11/22/2016 | 11/22/2016 | 060-03-04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | -- | -- | 5078 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 10/04/2016 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1795

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Austin Tewksbury | atew@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that SRS light is coming on. Customer also stated that the passenger seatbelt light is coming on when no one is sitting in the passenger seat  Technician pulled codes and reported DTC b1795 ECU internal Circuit fault. Tech checked powers and grounds and all circuits checked out good

**Technician's Findings and Repair**
Technician replaced passenger seat bottom cushion and frame and issue was resolved  Tech test drove with the customer and no further issues were reported.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 08/06/2016 | 06/16/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 368506 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 962669 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 12/06/2016 | 12/11/2016 | 060-02 04 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJABC8HH[redacted] | | | 492 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD39 | 09/20/2016 | 64139SG102LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Olaf Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer reports air bag light came on.

**Technician's Findings and Repair**
Observed in Warranty by Carline report and performed Fail code review along with TR inquiry. Found previous TR's for similar concern, noticed that the part superseded and part in question is superseded part. May require further review

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJABC8HH[redacted] | 09/16/2016 | 07/13/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 398840 | Continuously Variable Transmission | 2017 | HFB |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 02 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 049736 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jspe8216 | 02/09/2017 | 02/09/2017 | 050-02-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAACXHG[redacted] | 428176 | 958839 | 4634 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UZH85 | 02/07/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

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

**Customer's Description of Complaint**
cust states when he puts his cell phone in the passenger front seat the airbag light comes on

**Technician's Findings and Repair**
system is operating as designed-no repair attempt has been made-have explained system operation to customer customer dissatisfied and wants to be contacted by someone from SOA

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAACXHG[redacted] | 10/05/2016 | 08/08/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 428176 | 6-Speed Manual | 2017 | HFA |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 01 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 958839 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | kdot4532 | 03/01/2017 | 03/01/2017 | 080-03-01 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC3HH[redacted] | -- | -- | 1733 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 02/27/2017 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| KATHY DOTTAI | KATHYD@SANTACRUZSUBARU.COM | -- |

**Customer's Description of Complaint**
CUSTOMER STATES IF HER HUSBAND IS SITTING IN THE FRONT PASSANGERS FRONT SEAT WHEN IT IS STARTED THE AIRBAG LIGHT WILL SHOW OFF, IF SHE STARTS THE VEHICLE AND THEN HE GETS IN IT SEEMS TO WORL OK. PLEASE CHECK AND ADVISE

**Technician's Findings and Repair**
INSPECTED FOR CUSTOMER CONCERN OF THE VEHICLE PASSENGER SIDE AIR BAG LIGHT W=ONT TURN ON WHEN CAR IS TURN ON AND CUSTOMER IS SITTING IN SEAT AND WILL WORK WHEN CAR IS ON THEN CUSTOMER SEAT ON FOUND CODE B1760 OCCUPATION SENSOR MAT AND B1650 DETECTION SYSTEM MALFUNCTION CALLED TECH LINE CASE#[redacted] TOLD ME TO REPLACE SEAT BOTTOM

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC3HH[redacted] | 11/11/2016 | 09/21/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 470395 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 077046 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | rwil | 03/03/2017 | 03/03/2017 | 080-04-03 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | -- | -- | 8114 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 02/04/2017 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Robert Wilkes | rwil@subaru com | |

**Customer's Description of Complaint**
Customer states the airbag light is on  This is the third time it has been on with no resolution to the issue.

**Technician's Findings and Repair**
Technician verified that the airbag light was on this visit. Found B1650 stored in memory. Previous visits were the same with only B1650 stored in memory  Technician claims the seat base was wet on first visit but not on subsequent visits. However companion DTC for moisture in seat sensor was never stored  FSE was asked by CRS to inspect vehicle  FSE looked at previous data that was stored in retailer's SSM4 files. Also inspected vehicle. Only DTC that was ever set was B1650. Technician followed trouble tree for B1650 at FSE's request and passed all steps but the last one that recommended replacing the harness and seat base. FSE believed the harness was good as all testing was good and requested dealer to order ODS Module/Seat base  Parts were ordered and installed, still waiting to hear back if there are any further issues.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 07/30/2016 | 06/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 352455 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 034672 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | aber | 03/29/2017 | 03/29/2017 | 060-02-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC2GH[redacted] | -- | -- | 12963 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Anthony Bertucci | aber@subaru.com | -- |

**Customer's Description of Complaint**
Customer states ODS light on.

**Technician's Findings and Repair**
Found code B1670. FSE was was questioned about vehicle and code not clearing. FSE advised to follow TSB regarding 14 16 Forester B1760 Tech followed TSB and replaced ODS seat/frame Code was cleared.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC2GH[redacted] | 05/07/2016 | 01/13/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 192814 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 530039 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | aba3 | 04/20/2017 | 04/20/2017 | 080-01-02 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC5HH[redacted] | -- | -- | 1553 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | -- | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alan Barton | aba3@subaru com | |

**Customer's Description of Complaint**
Passenger seat belt ring goes off even when no passengers is present

**Technician's Findings and Repair**
While at retailer for a different reason Service Manager requested FSE assist tech FSE requested check for codes. No codes present in any system. Tech states condition quit after car was driven into shop and now the tech cannot duplicate condition FSE requested tech verify seat shows occupant present. Could not duplicate concern at this time.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC5HH[redacted] | 01/27/2017 | 11/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 538182 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 790784 |

2.5

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HYUNDAI SUBARU SUZUKI ISUZU

Metro-Dade Repair Shop No. MVR1653 Florida Repair Shop No. MVO3423

CUSTOMER #: [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

SERVICE ADVISOR: 1738 VALDEZ, ALAN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| WHITE | 16 | SUBARU FORESTER | JF2SJADC7GH[redacted] | | 10518/ | [redacted] |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 02JUL16 DD | | | 17:00 01MAY17 | | | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:39235 |
|---|---|---|
| 01MAY2017 07:46 | | |

| LINE OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|
| # A 129 | | WSU94 | CUSTOMER STATES PASSENGER AIR BAG SHUTS OFF WHILE DRIVING FOR ABOUT 5 MINUTES OR MORE WITH OCCUPANT IN SEAT AND INFORMATION INDICATOR LIGHT COMES ON. \|CC: |
| | | | B1650 Occupant Detection System malfunction |
| | | | Continue with trouble free |
| # B HYU | | WSU94 | LOANER CAR \|CC: |

Case# [redacted]

[redacted]

I agree that I shall be liable for all costs of collection, if required, including reasonable attorney's fees, court costs and fees, and shall pay interest on the unpaid balance at the highest rate permitted by Florida law.
ANY CONTROVERSY OR CLAIM ARISING OUT OF, OR RELATING TO THIS AGREEMENT, OR A BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION UNDER THE LAWS OF THE STATE OF FLORIDA, IN ACCORDANCE WITH THE RULES THEN IN FORCE OF THE AMERICAN ARBITRATION ASSOCIATION, AND ANY JUDGEMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.
I certify that I have read and understand this entire Repair Order, and have entered my signature below with the full knowledge and intent that I shall comply with the terms herein. I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cau

SIGNED: [redacted]

PLEASE READ CAREFULLY CHECK ONE OF THE

**This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
***FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida.

ESTIMATE/DIAGNOSTIC FEE:
$_____ /OR HOURLY AT
$_____ PER HOUR

**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: _____ SIGNED: X _____

INSURANCE COMPANY

DEALER VEHICLE INQUIRY
FOR DEALER: jcruz

---

Vin JF2-SJADC7 GH[redacted]
Description (GFF C WHC) 2016 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFF | 13 | WHC/GRA | C | 307698 | 37209 | 018432 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | 9123 | 306 | 008 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 20-Apr-2016 | 07-Jun-2016 | 02-Jul-2016 | 06-Jul-2016 | 02-Jul-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 07/02/2016 | 07/02/2017 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
SUBARU OF PEMBROKE PINES 400145
16100 PINES BLVD

PEMBROKE PINES FL 33027

SOLD BY:
---
SUBARU OF PEMBROKE PINES 400145
16100 PINES BLVD

PEMBROKE PINES FL 33027

PORT ACCESSORIES
---

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | BGA | All Weather Floor Mats | 06-Jun-2016 | A |
| | H8B | Wheel Lock Kit | 06-Jun-2016 | A |
| | JCB | Leather Shift Knob | 06-Jun-2016 | A |
| | X43 | Roadside Assistance Label | 06-Jun-2016 | A |
| | XAA | PDI | 06-Jun-2016 | A |
| | XN4 | StarLink Window Cling | 06-Jun-2016 | A |
| | XNU | PZEV Badge | 06-Jun-2016 | A |
| | XZK | Accy Promo Sticker | 06-Jun-2016 | A |
| FYM | KGB | Dim Mirror/Com w/Homelink | 06-Jun-2016 | A |
| FYM | MGA | Seat Back Cargo Net | 06-Jun-2016 | A |
| FYM | PGE | Rear Bumper Cover | 06-Jun-2016 | A |
| FYM | QGJ | Ext Mirror w Appro Lt/Compass | 06-Jun-2016 | A |
| X7K | X2U | Black Mat | 06-Jun-2016 | A |
| X7K | X6B | 2016 Forester OIK | 06-Jun-2016 | A |
| X7K | XDN | Handling | 06-Jun-2016 | A |

OWNER:
---
[redacted]

[redacted]

CO-OWNER:
---

(H) [redacted]
(W) [redacted]
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: jcruz

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJADC7 GH[redacted] | 2016.0 | GFF | (GFF C WHC) 2016 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 400[redacted] | 400[redacted] | 02-Jul-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Cal Defect | 07/02/16 | 07/02/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | New Car Basc | 07/02/16 | 07/02/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | New Car Wear | 07/02/16 | 07/02/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Fed Defect | 07/02/16 | 07/02/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | New Car Adj | 07/02/16 | 07/02/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Fed Perform | 07/02/16 | 07/02/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Life Seatblt | 07/02/16 | 07/02/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Rust Perf | 07/02/16 | 07/02/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |

WC Fed Ext Deft 07/02/16 07/02/24 80000 N
Federal Emissions Extended Defect Warranty

WC SULEV 07/02/16 07/02/31 150000 N
California Emissions PZEV

WC Brake Pad 07/02/16 07/02/19 36000 N
Warranty Brake Pad

WC Powertrain 07/02/16 07/02/21 60000 N
Powertrain Warranty

WC Cal Ext Deft 07/02/16 07/02/24 100000 N
California Emissions Extended Defect Warranty

SA Maint Maintenance 07/02/16 07/02/18 N
2yr/24,000 6,000 Mile Intervals

SA New Gold Plus 07/02/16 07/02/23 N
7yr/70,000 $100 Deductible

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| 2928584 | 4609 | Active | 10 | 11 | [redacted] |

Effective Date 07/02/16 [redacted]
Expr Date 07/02/18 Expr Mileage 24000 [redacted]
Transfer Date Cancel Date No Tire Protection

| | | | | | |
|---|---|---|---|---|---|
| 2930903 | 523 | Active | 100 | 11 | [redacted] |

Effective Date 07/02/16 [redacted]
Expr Date 07/02/23 Expr Mileage 70000 [redacted]
Transfer Date Cancel Date Tire Protection Available

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: jcruz

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJADC7 GH[redacted] | 2016.0 | 13 | GFF | (GFF C WHC) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 400[redacted] | 400[redacted] | 02-Jul-2016 | 02-Jul-2016 | C | WHC/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 07/02/16 | 07/02/18 | Active | [redacted] |
| 07/02/16 | 07/02/23 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted] A | 050-040587 | UYG00 | | 2259 | 08/23/16 |
| 2 | WC | [redacted] B | 050-040587 | AVA42 | | 2259 | 08/23/16 |
| 3 | SA | [redacted] A | 050-040587 | JQW90 | | 5341 | 11/28/16 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/22/16 | 08/22/16 | D | 08/23/16 | USER | | 126074 |
| 2 | 08/22/16 | 08/22/16 | D | 08/23/16 | USER | | 126074 |
| 3 | 11/18/16 | 11/18/16 | D | 11/28/16 | USER | | 145946 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/26/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 08/26/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 12/02/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 55.00 | 0.00 | 55.00 |
| 2 | 143.50 | 0.00 | 143.50 |
| 3 | 77.39 | 0.00 | 77.39 |

TOTAL CLAIMS FOR VEHICLE JF2SJADC7GH[redacted] 275.89

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100009 | 0.50 | 0.00 | 0.00 | 0.00 | 55.00 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| 2 | 001101 | 1.00 | 0.00 | 0.00 | 0.00 | 110.00 |
| | A/C SYSTEM UNDER/OVER CHARGE REPAIR | | | | | |
| 3 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| | TOTALS | 2.00 | 0.00 | 0.00 | 0.00 | 202.50 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | | |
| 2 | SOA635015 | 1 | 8.24 | 8.24 | 0.00 | 8.24 | Y | |
| | REFRIGERANT R134A | | | | | | | |
| 2 | SOA635016 | 1 | 25.26 | 25.26 | 0.00 | 25.26 | N | |
| | PAG OIL DH-PR - EXCEPT DENSO | | | | | | | |
| | TOTALS | | | | | 33.50 | 0.00 | 33.50 |
| 3 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 3 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 3 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 33.50 | 0.00 | 33.50 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | C/S AT TIMES AIRBAG LIGHT COMES ON, THEN "SERVICE PASS AIR BAG" DISPLAYS ON CENTER CONSOLE FOLLOWED BY THE PASS A/B OFF MESSAGE COMES ON (THIS HAPPENS WHEN SOMEONE OVER 150LBS IS SITTING IN THE FRONT PASS SEAT) CK SYS DTC B1650 IN HISTORY, UNABLE TO DUPLICATE CONCERN. HOWEVER DID FIND CUSTOMER LEAVES SUNSHADE THAT IS MADE OUT OF CONDUCTIVE MATERIAL (SPACE BLANKET/FOIL) IN BETWEEN SEAT AND CENTER CONSOLE, THIS COULD BE CONDUCTING ELECTRICITY THROUGH THE PERSON AND GROUND OUT THE OCCUPANCY CLASSIFICATION SENSOR SYS. ADVISED CUSTOMER TO PLACE SUNSHADE IN BACK SEAT WHEN NOT IN USE. IF PROBLEMPERSISTS TO RETURN FOR FURTHER DIAG. |
| 2 | C/S AT TIMES AC DOES NOT COOL. VERIFY CONCERN, FOUND A/C SYS LOW ON REFRIGERANT AT .35KG. PERFORM SYS LEAK CHECK, PASSED. RECHARGE SYS TO SPECS, OKAY AT THIS TIME |
| 3 | OIL AND FILTER CHANGE, TIRE ROTATION |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jcruz | 05/08/2017 | 05/08/2017 | 050-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC7GH[redacted] | -- | -- | 10518 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI38 | 05/01/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jesse Cruz | jcruz@subaru.com | -- |

**Customer's Description of Complaint**
CS Passenger air bag shuts off while driving for about 5 minutes with occupant in front passenger seat and information indicator light comes on

**Technician's Findings and Repair**
Technician verified customer complaint and proceeded with trouble tree diagnosis TT diagnosis indicated to replace the occupant classification sensor / seat base. This vehicle only has code b1650. Technician requested that FSE verify trouble tree information while visiting retailer and FSE proceeded to follow the technician as he did step by step trouble tree diag. FSE recommended replacement of OCS and seat base as per the part numbers on parts list Technician Issued TL1 [redacted] - FSE updated / Closed Case. Parts have been ordered.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC7GH[redacted] | 07/02/2016 | 04/20/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 307698 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 018432 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jdal | 05/18/2017 | 05/18/2017 | 050-01-05 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | -- | -- | 3814 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 05/16/2017 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| John Dale | jdal@subaru com | |

**Customer's Description of Complaint**
Check engine light came on with starlink notification

**Technician's Findings and Repair**
Found seat cushion output incorrect  Necessary to replace the seat bottom to repair

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 10/03/2016 | 08/05/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 425590 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 060882 |

DEALER VEHICLE INQUIRY
FOR DEALER: phay

---

Vin JF2-SJAGC2 HH[redacted]
Description (HFF C DGM) 2017 Forester 2.5i Premium
Option Description All-Weather Package + EyeSight + BSD/RCTA

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 14 | DGM/GRA | C | 388586 | 37306 | 048327 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | 2850 | 320 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 05-Jul-2016 | 10-Aug-2016 | 24-Sep-2016 | 26-Sep-2016 | 24-Sep-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 09/24/2016 | 09/24/2017 | STARLINK Safety Plus 1 Year Trial | Robert Ramos |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: A Sold Order: N

ALLOCATED:
---
NORTH PARK SUBARU 040833 040833
9207 SAN PEDRO AVE

SAN ANTONIO TX 78216

SOLD BY:
---
GILLMAN SUBARU 040910 040910
16048 INTERSTATE 35 N

SELMA TX 78154

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0H2 | Mirror Compass w/ homelink | 03-Aug-2016 | A |
| | BGA | All Weather Floor Mats | 03-Aug-2016 | A |
| | MGD | Cargo Tray | 03-Aug-2016 | A |
| | OGA | Luggage Compartment Cover | 03-Aug-2016 | A |
| | PGE | Rear Bumper Cover | 03-Aug-2016 | A |
| | X43 | Roadside Assistance Label | 03-Aug-2016 | A |
| | X9M | Forester eyesight OIK | 03-Aug-2016 | A |
| | XAA | PDI | 03-Aug-2016 | A |
| | XN4 | StarLink Window Cling | 03-Aug-2016 | A |
| | XN6 | Eyesight Window Cling | 03-Aug-2016 | A |
| | XNU | PZEV Badge | 03-Aug-2016 | A |
| | XZK | Accy Promo Sticker | 03-Aug-2016 | A |
| X9S | X2U | Black Mat | 03-Aug-2016 | A |
| X9S | X9B | 2017 Forester OIK | 03-Aug-2016 | A |
| X9S | XDN | Handling | 03-Aug-2016 | A |

OWNER:
---
[redacted]

CO-OWNER:
---

(H[redacted]
(W[redacted]
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAGC2 HH[redacted] | 2017.0 | HFF | (HFF C DGM) 2017 Forester 2.5i Premium | 14 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040[redacted] | 040[redacted] | 24-Sep-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Powertrain | 09/24/16 | 09/24/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Brake Pad | 09/24/16 | 09/24/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | New Car Wear | 09/24/16 | 09/24/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Rust Perf | 09/24/16 | 09/24/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Life Seatblt | 09/24/16 | 09/24/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Ext Deft | 09/24/16 | 09/24/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | SULEV | 09/24/16 | 09/24/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Fed Perform | 09/24/16 | 09/24/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |

WC Cal Defect 09/24/16 09/24/19 50000 N
California Emissions Performance & Defect Warrant

WC Fed Defect 09/24/16 09/24/19 36000 N
Federal Emissions Defect Warranty

WC Cal Ext Deft 09/24/16 09/24/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Basc 09/24/16 09/24/19 36000 N
Basic New Car Warranty

WC New Car Adj 09/24/16 09/24/19 36000 N
New Car Adjustment Coverage

SA Maint Maintenance09/24/16 09/24/18 N
2yr/24,000 6,000 Mile Intervals

R/C WTJ70 08/17/16 08/17/26 999999 Open
2017 Forester CVTF Top Off

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| 3039384 | 4609 | Active | | 59 | [redacted] |

Effective Date 09/24/16 [redacted]
Expr Date 09/24/18 Expr Mileage 24000 [redacted]
Transfer Date Cancel Date No Tire Protection

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VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAGC2 HH[redacted] | 2017.0 | 14 | HFF | (HFF C DGM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040[redacted] | 040[redacted] | 24-Sep-2016 | 24-Sep-2016 | C | DGM/GRA |

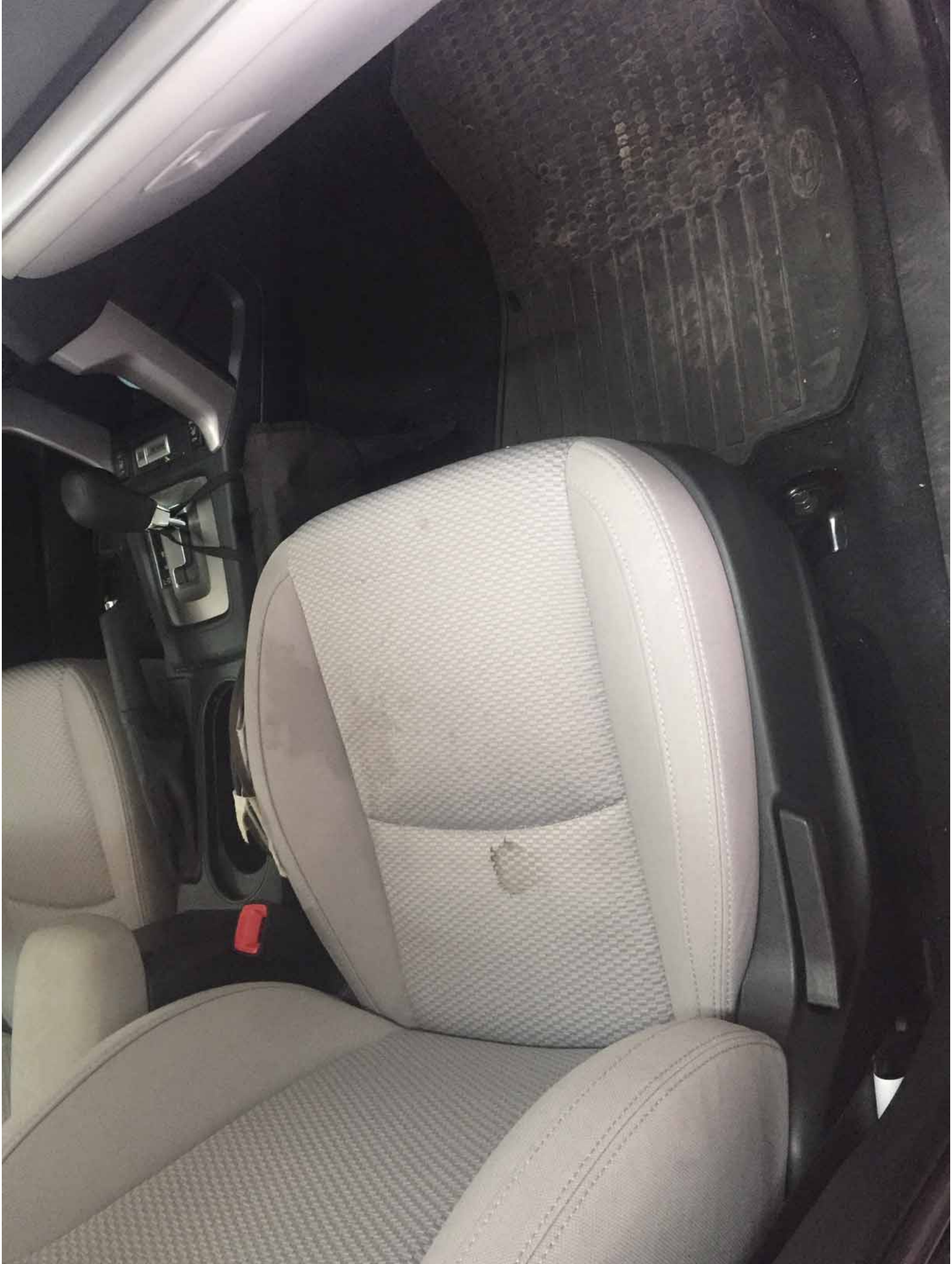
SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 09/24/16 | 09/24/18 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| ****** | No Claim Information | | ****** | | | | |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|



[redacted]

# BERT OGDEN

4221 SOUTH HIGHWAY 281
**EDINBURG, TEXAS 78539**
PH. (956) 381-4444
www.bertogden.com

SUBARU | BUICK | GMC TRUCK | mazda | ISUZU

CELL: [redacted]

| | | | |
|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR: NATHANIEL BARBOSA 406634 | TAG NO. [redacted] | INVOICE DATE: 05/19/17 |
| [redacted] | LABOR RATE | LICENSE NO. | MILEAGE: 7,224 / COLOR |
| | YEAR / MAKE / MODEL: 17/SUBARU/FORESTER/4DR 2.5T PREM CVT | | DELIVERY DATE / DELIVERY MILES |
| | VEHICLE I.D. NO.: J F 2 S J A G C 2 H H [redacted] | | SELLING DEALER NO. / PRODUCTION DATE |
| | F.T.E. NO. / P.O. | | R. O. DATE: 03/30/17 |
| | COMMENTS | | MO: [redacted] |

LABOR & PARTS----------

**J# 1 03PNZ *LOF** — TECH(S):100175 166646 — WARRANTY

CUSTOMER REQUESTS: LUBE OIL AND FILTER.
REQUIRED MAINTENANCE ITEM.
PERFORMED LUBE OIL AND FILTER SERVICE. CHECKED AND TOPPED OFF FLUIDS.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE | |
|---|---|---|---|---|---|
| JOB # 1 | 5 | SQA427V0400 | BULK 0W-20 S | | WARRANTY |
| JOB # 1 | 1 | 803916010 | GASKET | | WARRANTY |
| JOB # 1 | 1 | 15208AA15A | OIL FILTER C | | WARRANTY |
| | | | JOB # 1 TOTAL PARTS | | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | | 0.00 |

**J# 2 05PNZ01 *ROTATE TIRES** — TECH(S):100175 166646 — WARRANTY

CUSTOMER REQUESTS:ROTATE TIRES
REQUIRED MAINTENANCE ITEM.
ROTATED TIRES

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE | |
|---|---|---|---|---|---|
| | | | JOB # 2 TOTAL PARTS | | 0.00 |
| | | | JOB # 2 TOTAL LABOR & PARTS | | 0.00 |

**J# 3 05PNZ MPVI** — TECH(S):100175 166646 — 0.00

CUSTOMER AGRRES TO FULL VEH. INSPECITON.
PERFORM SUBARU INSPECTION

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE | |
|---|---|---|---|---|---|
| | | | JOB # 3 TOTAL PARTS | | 0.00 |
| | | | JOB # 3 TOTAL LABOR & PARTS | | 0.00 |

**J# 4+57PNZ CAMPAIGNS** — TECH(S):100175 — WARRANTY

Added Operation (NATHANB @ 03/30/2017 07:50)
CUSTOMER REQUESTS THAT R/C WTJ70 BE PERFORMED.
PERFORM RECALL WTJ70
TOP OF CVTF ALL OK

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE | |
|---|---|---|---|---|---|
| | | | JOB # 4 TOTAL PARTS | | 0.00 |
| | | | JOB # 4 TOTAL LABOR & PARTS | | 0.00 |

**J# 5+26PNZ *BODY ELECT DIAGNOSI** — TECH(S):100175 — WARRANTY

Added Operation (NATHANB @ 03/30/2017 08:03)
CUSTOMER STATES THAT PASSENGER AIRBAG SENSOR ONLY WORKS CERT AIN TIMES. CHECK AND ADVISE.
CHECK VEH FOR AIR BAG LIGHT ON FOUND CODE B1650 OCCUPANT DET ECTION SYS MALFUNCTION CHECK SENSOR FOUND SENSOR ON PASS SID CHECK HARNESS WAS IN GOOD CONDTION FOUND SENSOR NEEDS TO BE REPLACE
REPLACE SENSOR ON PASS SIDE PROGAMMED SENSOR TO SEAT CHECK OPRATTION ALL OK


**LIMITED WARRANTY**

The repairs performed on this work order and the parts put on said vehicle in connection therewith are performed and sold on a limited warranty as follows:

Said work and OEM parts are warranted for a period of 12 months from the date of order or 12,000 miles whichever may first occur. All other warranties both express and implied shall be limited to 12 months or 12,000 miles. Bert Ogden, disclaims any other warranty except as set out above and does not authorize any other person to assume for it any liability in connection with said work or parts.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In consideration of repair and/or service work on the motor vehicle described herein, performed or to be performed by Bert Ogden (DEALER), and as security for the payment of charges for said work, CUSTOMER, whose signature appears hereon, either as Owner or Agent of Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL) CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitute a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

1. Failure of CUSTOMER to pay DEALER'S charges in full at the time possession of COLLATERAL is returned to CUSTOMER or, in the event CUSTOMER is approved for credit by DEALER, failure to pay DEALER'S charges in full within thirty (30) days from date of DEALER'S invoice.
2. Any time DEALER believes that the prospect for payment of the obligation secured hereby is impaired.

In the event of default, DEALER shall have the right at DEALER'S option to repossess and sell, without Court Order, COLLATERAL at public or private sale, and DEALER may be the Purchaser at such sale for reasonable value, and CUSTOMER shall pay all reasonable attorney's fees and costs of repossession, storage and sale of COLLATERAL. In the event repossession occurs, CUSTOMER agrees to surrender Title Certificate to COLLATERAL and assign same to DEALER. CUSTOMER authorizes DEALER, in event of default, to repossess COLLATERAL without demand, and for this purpose to enter upon any premises where the COLLATERAL is located. DEALER shall, in addition, have all the rights and remedies provided by the Uniform Commercial Code.

CUSTOMER hereby acknowledges that this combined Security Agreement and Charge Account Agreement was completed before signature by CUSTOMER and a copy hereof was delivered to CUSTOMER at the time of signing.

Notice pursuant to §70.001, Texas Property Code
I am the person or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a check or money order for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the check or money order has no account or account on which it is drawn has closed.

**THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.**


SERVICE DEPT. HOURS:
7:30 A.M. TO 6:00 P.M.
Monday thru Friday

PARTS DEPT. HOURS:
7:30 A.M. TO 5:00 P.M.
Monday thru Friday

REORDER - THE EPHESIANS GROUP 956-783-4448 ITEMBBOECINV

# BERT OGDEN

4221 SOUTH HIGHWAY 281
**EDINBURG, TEXAS 78539**
PH. (956) 381-4444
www.bertogden.com

SUBARU · BUICK · GMC TRUCK · mazda · ISUZU

[redacted]

CELL: [redacted]

| | | | | |
|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR: NATHANIEL BARBOSA 406634 | TAG NO. [redacted] | INVOICE DATE: 05/19/17 | |
| [redacted] | LABOR RATE | LICENSE NO. | MILEAGE: 7,224 / | COLOR / STOCK NO. |
| | YEAR / MAKE / MODEL: 17/SUBARU/FORESTER/4DR 2.5I PREM CVT | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO.: J F 2 S J A G C 2 H H [redacted] | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R. O. DATE: 03/30/17 | |
| | COMMENTS | | MO: [redacted] | |

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---|---|---|---|---|---|---|
| JOB # 5 | 1 | 64139SG060LL | CUSHION AY O | | | |
| | | | JOB # 5 TOTAL PARTS | | | 0.00 |
| | | | JOB # 5 TOTAL LABOR & PARTS | | | 0.00 |

J# 6+27PNZ *BODY MECH DIAGNOSIS TECH(S):100175 0.00

Added Operation (NATHANB @ 03/30/2017 08:03)
CUSTOMER STATES THAT THE VEH. SHAKES AT SPEEDS OVER 60MPH
CHECK AND ADVISE.
CHECK VEH FOR SHAKE TEST DROVE VEH NO SHAKES FELT AT THIS TI
ALL OK

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | |
|---|---|---|---|---|---|---|
| | | | JOB # 6 TOTAL PARTS | | | 0.00 |
| | | | JOB # 6 TOTAL LABOR & PARTS | | | 0.00 |

| SUBLET | PO# | VEND INV# | INV.DATE | DESCRIPTION | |
|---|---|---|---|---|---|
| JOB # 1 | [redacted] | | 03/30/17 | CARWASH | INTERNAL |
| JOB # 1 | | | 03/31/17 | RENTAL | INTERNAL |
| JOB # 1 | | | 05/19/17 | CARWASH | INTERNAL |
| | | | | TOTAL - SUBLET | 0.00 |

TOTALS

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE...
FOR BUICK/GMC PLEASE CALL CHRIS H @ 956-215-6321
FOR MAZDA CALL KEVIN C @ 956-457-2285

| | |
|---|---|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| **TOTAL INVOICE $** | **0.00** |

THE SIGNATURE BELOW ACKNOWLEDGES RECEIPT OF THE MOTOR VEHICLE DESCRIBED HEREIN AND THE OPPORTUNITY TO INSPECT AND/OR RETAIN. REMOVED OR REPLACED PARTS.

SERVICE ADVISOR DELIVERY EXPLANATION. SIGNATURE

_____
CUSTOMER SIGNATURE

**LIMITED WARRANTY**

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I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection, in consideration of repair and/or service work on the motor vehicle described herein, performed or to be performed by Bert Ogden (DEALER), and as security for the payment of charges for said work, CUSTOMER, whose signature appears hereon, either as Owner or Agent or Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL). CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitute a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

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SERVICE DEPT. HOURS:
7:30 A.M. TO 6:00 P.M.
Monday thru Friday

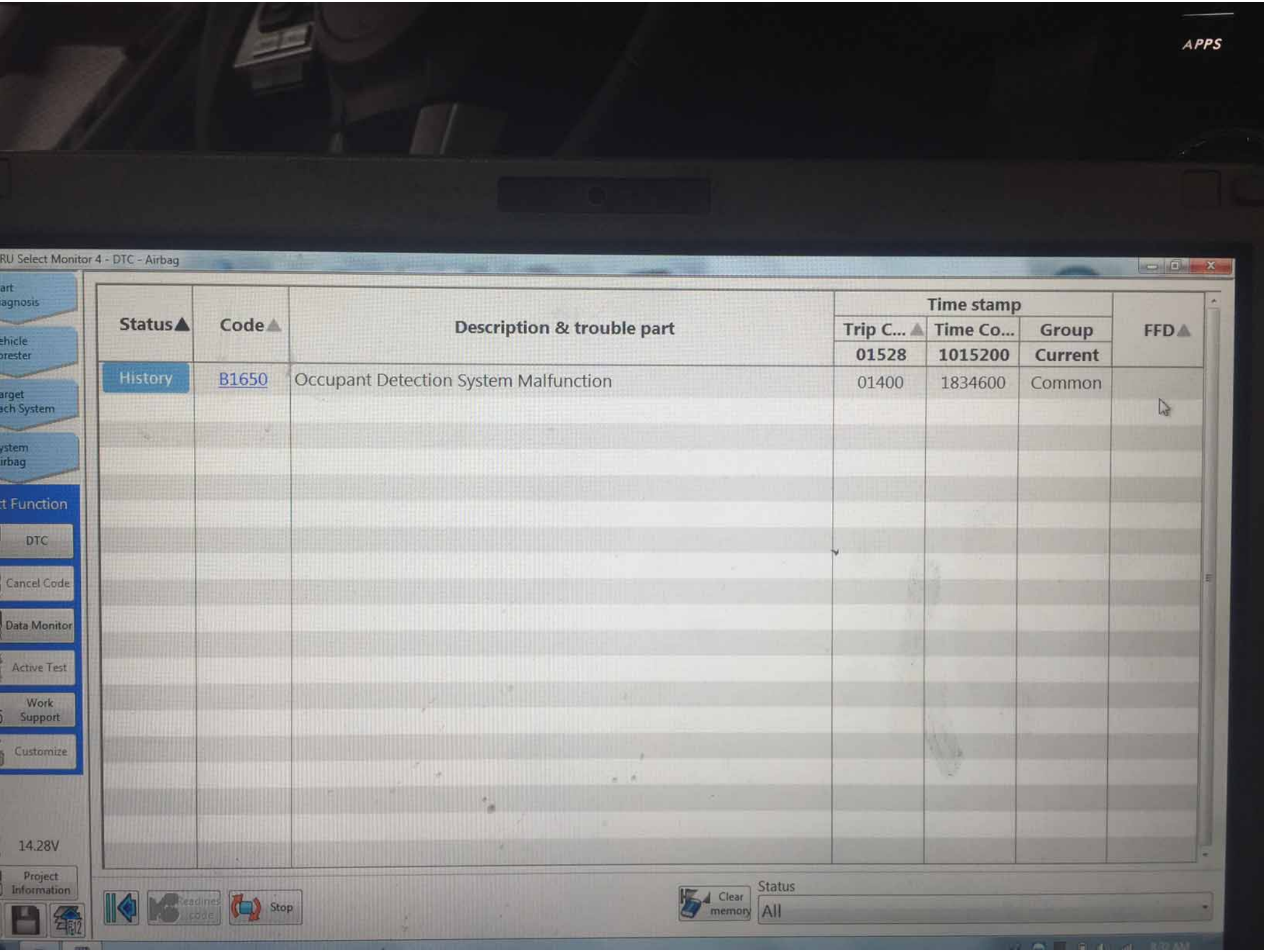
PARTS DEPT. HOURS:
7:30 A.M. TO 5:00 P.M.
Monday thru Friday

REORDER - THE EPHESIANS GROUP 956-793-4440 ITEM#BOE-CNW



ACCOUNTING COPY

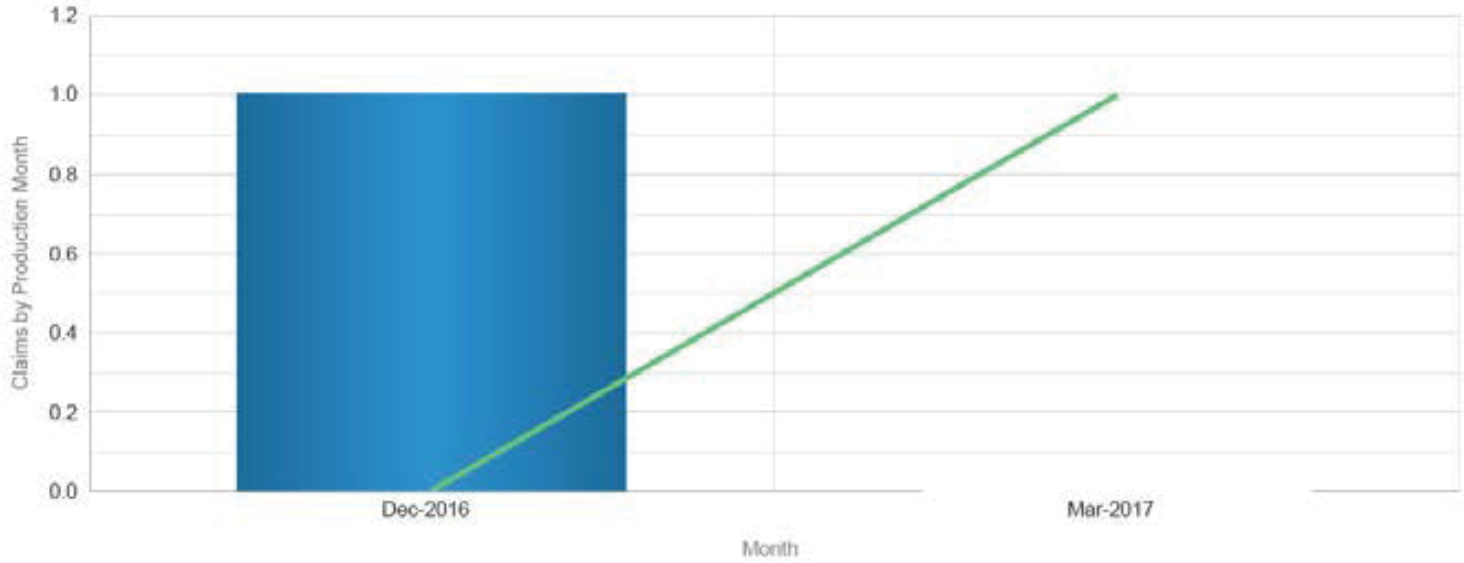
[ END OF INVOICE ] 04:38pm



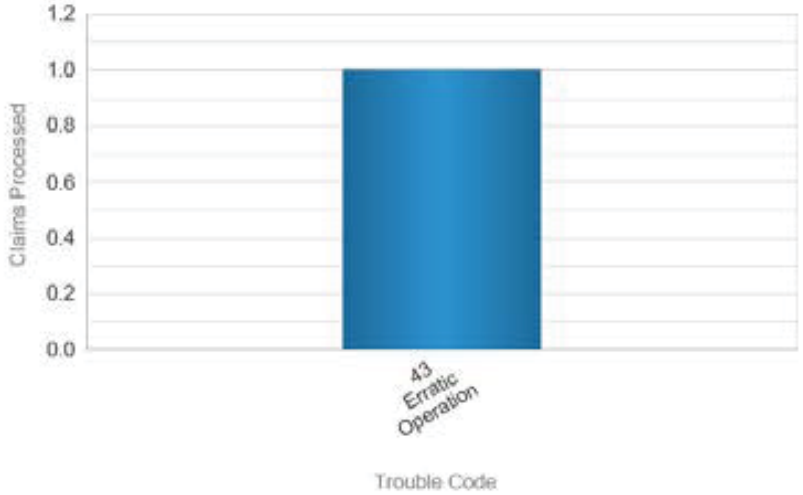

| Status | Code | Description & trouble part | Time stamp | | | FFD |
|---|---|---|---|---|---|---|
| | | | Trip C... | Time Co... | Group | |
| | | | 01528 | 1015200 | Current | |
| History | B1650 | Occupant Detection System Malfunction | 01400 | 1834600 | Common | |

| District Type | Claim Type | Primary Fail Part | Fail Code | Model Year | Carline | Region | Dealer | Posting Month | Vendor Code |
|---|---|---|---|---|---|---|---|---|---|
| FSE District | PW, WC | 64139SG060LL CUSHION AY OCCUPANT RH | None | 2017 | None | None | None | None | None |

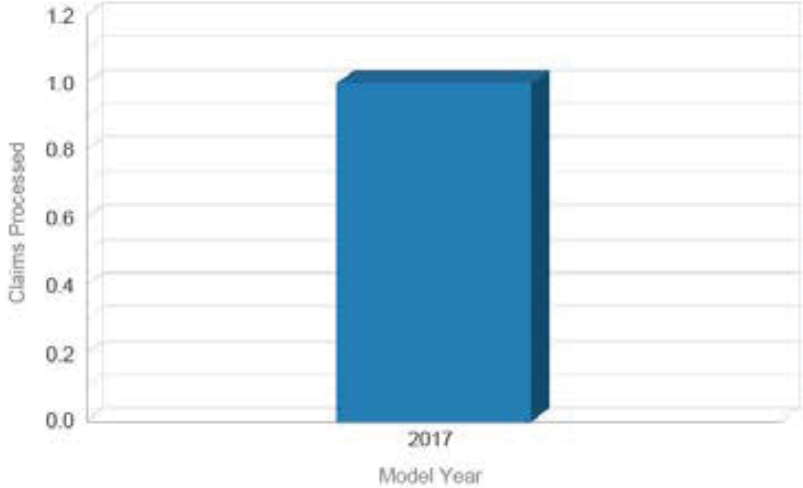
## Claims by Repair and Production Month FSE




## Top 5 Failed Reasons FSE




## Claims by Model Year FSE




| | 2017 |
|---|---|
| Claims Processed | 1 |
| Average Mileage | 233.00 |
| Average Costs | $899.06 |
| Total Costs | $899.06 |

*** CONFIDENTIAL ***

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 05/19/2017 | 05/19/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC2HH[redacted] | -- | -- | 7224 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 03/30/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that passenger side airbag sensor only works certain times.

**Technician's Findings and Repair**
Technician confirmed B1650 code. Technician did not refer to TSB 07-108-16. Technician not able to send SSM4 data, however, attached is a photo of the DTC B1650 No FFD available Technician condemned ODS module, no additional troubleshooting was performed. There are signs of multiple spill on the seat surface Customer was not interviewed to determine if other items are placed on the seat cushion during vehicle operation. FSE will enter TR #FQPH0517ODSB1650-01. FSE will collect failed part and return to the PCC for further evaluation

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC2HH[redacted] | 09/24/2016 | 07/05/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 388586 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| DGM | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

048327

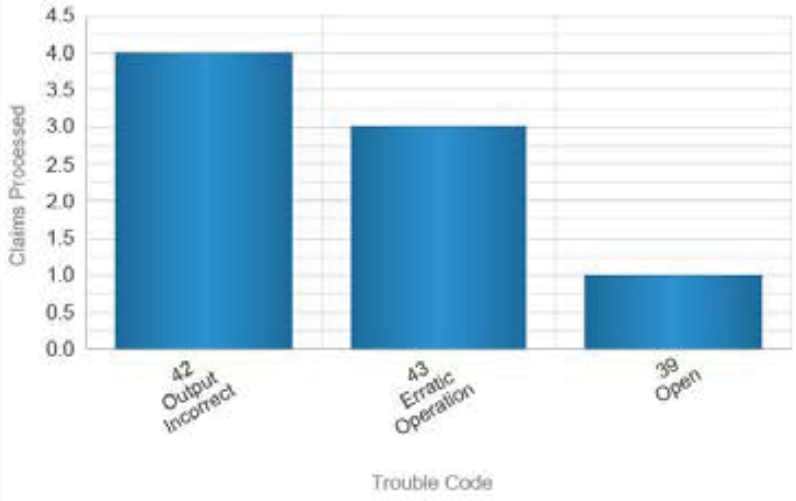

DELPHI

| District Type | Claim Type | Primary Fail Part | Fail Code | Model Year | Carline | Region | Dealer | Posting Month | Vendor Code |
|---|---|---|---|---|---|---|---|---|---|
| FSE District | PW, WC | 64139SG160LL CUSHION AY OCCUPANT F SEAT RH | None | 2017, 2016, 2015 | None | None | None | None | None |

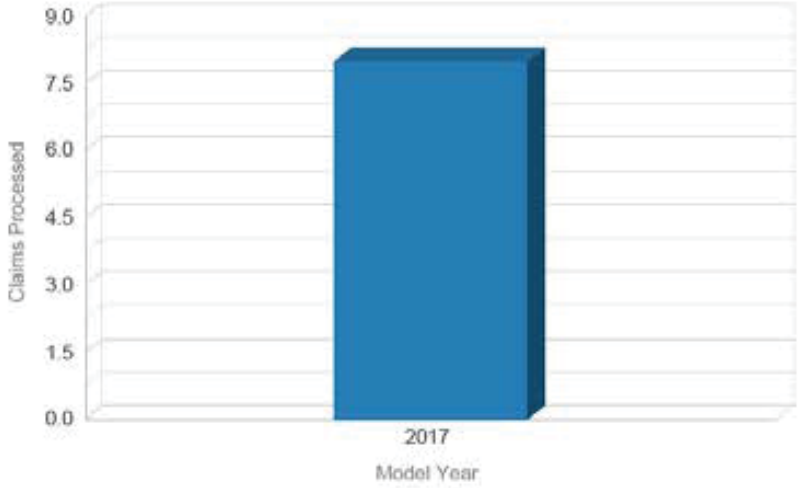
## Claims by Repair and Production Month FSE




## Top 5 Failed Reasons FSE




## Claims by Model Year FSE




| | 2017 |
|---|---|
| Claims Processed | 8 |
| Average Mileage | 3959.25 |
| Average Costs | $1135.37 |
| Total Costs | $9,082.94 |

*** CONFIDENTIAL ***

DEALER VEHICLE INQUIRY
FOR DEALER: phay

---

Vin JF2-SJAJC6 HH[redacted]
Description (HFI C JGM) 2017 Forester 2.5i Limited
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFI | 21 | JGM/GRA | C | 579377 | 37263 | 115597 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | 2393 | 367 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 21-Dec-2016 | 07-Feb-2017 | 13-Feb-2017 | 17-Feb-2017 | 13-Feb-2017 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 02/13/2017 | 02/13/2018 | STARLINK Safety Plus 1 Year Trial | Chris Gordon-Garza |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: A Sold Order: N

ALLOCATED:
---
WEST HOUSTON SUBARU, INC. 040928
17109 KATY FWY

HOUSTON TX 77094

SOLD BY:
---
WEST HOUSTON SUBARU, INC. 040928
17109 KATY FWY

HOUSTON TX 77094

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0H2 | Mirror Compass w/ homelink | 30-Jan-2017 | A |
| | UGA | Cross Bar Set Aero | 30-Jan-2017 | A |
| | X43 | Roadside Assistance Label | 30-Jan-2017 | A |
| | XAA | PDI | 30-Jan-2017 | A |
| | XN4 | StarLink Window Cling | 30-Jan-2017 | A |
| | XNU | PZEV Badge | 30-Jan-2017 | A |
| | XZK | Accy Promo Sticker | 30-Jan-2017 | A |
| FZ7 | 04Q | Seat Back Protector | 30-Jan-2017 | A |
| FZ7 | BGA | All Weather Floor Mats | 30-Jan-2017 | A |
| FZ7 | OGB | Luggage Compartment Cover | 30-Jan-2017 | A |
| FZ7 | PGE | Rear Bumper Cover | 30-Jan-2017 | A |
| FZ7 | QGM | Splash Guards | 30-Jan-2017 | A |
| X9T | X2U | Black Mat | 30-Jan-2017 | A |
| X9T | X2V | Black Cargo Tray | 30-Jan-2017 | A |
| X9T | X9B | 2017 Forester OIK | 30-Jan-2017 | A |
| X9T | XDN | Handling | 30-Jan-2017 | A |

OWNER:
---
[redacted]

CO-OWNER:
---

[redacted]
(H)
(W)
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAJC6 HH[redacted] | 2017.0 | HFI | (HFI C JGM) 2017 Forester 2.5i Limited | 21 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040[redacted] | 040[redacted] | 13-Feb-2017 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Ext Deft | 02/13/17 | 02/13/25 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | New Car Wear | 02/13/17 | 02/13/20 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Rust Perf | 02/13/17 | 02/13/22 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | New Car Adj | 02/13/17 | 02/13/20 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Cal Ext Deft | 02/13/17 | 02/13/25 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Fed Perform | 02/13/17 | 02/13/19 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Powertrain | 02/13/17 | 02/13/22 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | SULEV | 02/13/17 | 02/13/32 | 150000 | N | |
| | California Emissions PZEV | | | | | |

WC Life Seatblt 02/13/17 02/13/67 999999 N
Lifetime Seatbelt Warranty

WC Brake Pad 02/13/17 02/13/20 36000 N
Warranty Brake Pad

WC New Car Basc 02/13/17 02/13/20 36000 N
Basic New Car Warranty

WC Cal Defect 02/13/17 02/13/20 50000 N
California Emissions Performance & Defect Warrant

WC Fed Defect 02/13/17 02/13/20 36000 N
Federal Emissions Defect Warranty

SA Maint Maintenance 02/13/17 02/13/19 N
2yr/24,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 23 | [redacted] |

Effective Date 02/13/17
Expr Date 02/13/19 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAJC6 HH[redacted] | 2017.0 | 21 | HFI | (HFI C JGM) | 2 | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040[redacted] | 040[redacted] | 13-Feb-2017 | 13-Feb-2017 | C | JGM/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 02/13/17 | 02/13/19 | Active | Gordon-Garza, Chris |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted] A | 060-040928 | UQF43 | | 1210 | 05/22/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 04/11/17 | 05/19/17 | D | 05/22/17 | USER | 58R180 | 114559 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | ER Error | | 0.00 | 0.00 | 0.00 | 0.00 | 1800.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 2746.17 | 0.00 | 2746.17 |

TOTAL CLAIMS FOR VEHICLE JF2SJAJC6HH[redacted] 2746.17

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 850782 | 0.70 | 0.00 | 0.00 | 0.00 | 79.33 |
| | P/S POWER SEAT FRAME ASSY R&R | | | | | |
| | TOTALS | 0.70 | 0.00 | 0.00 | 0.00 | 79.33 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | 64139SG160LL | 1 | 866.84 | 866.84 | 0.00 | 866.84 | Y | |
| | CUSHION AY OCCUPANT F SEAT RH | | | | | | | |
| | TOTALS | | | | | 866.84 | 0.00 | 866.84 |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | CUSTOMER STATES AIRBAG LIGHT COMES ON AND PASSENGER AIRBAG OFF EVEN WHEN SOMEONE SITTING IN PASSENGER SEAT. TECH INSPECTED AND VERIFIED CUSTOMERS CONCERN. TECH REPLACED FAULTY PASSENGER FRONT CUSHION OCCUPANT SYSTEM. REPROGRAMMED TESTED OK. |

144723

# west houston SUBARU

Ready. Really Happy Customers!

17106 KATY FREEWAY
HOUSTON, TEXAS 77094
281-398-3300

SUBARU

144723

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---|---|---|---|---|---|---|---|
| 00SUZ27POINT | WALKAROUND 27PT INSP | MI | | 01SUZZSAS | SAS VERIFY | MI | |

## SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|---|---|---|---|---|---|---|---|
| 04/03/17 | [redacted] | 1067 | 8650 | 2280 | W | 52SUZ | TRIM ELECTRICAL |
| 02/08/17 | | 5 | 8254 | 26 | I | 75SUZ | PDI |
| | | | | 26 | I | 03SUZ02 | STATE INSPECT 2 YEAR |

SALESPERSON NO. 2376 ERROL ONEIL BANCROFT

# SERVICE

STATE REG# 7

VEHICLE I.D. NO. JF2SJAJC6HH [redacted]

TEAM/MAKE/MODEL 17/SUBARU/FORESTER/2.5i LIMITED CVT

PRODUCTION DATE | STOCK NO. 47624 | LICENSE NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 02/13/17 | DELIVERY MILES 23 | SELLING DEALER NO. | R. O. DATE 04/11/17

COLOR JASMINE GREEN/GRA | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO | MAKE SUZZ | AIR COND. | P.S. | TITANS | MILEAGE 1,210 | ADVISOR NO. 2422 | ADVISOR RICHARD RODRIGUEZ

RESIDENCE PHONE | BUSINESS PHONE

TIME PROMISED 10:35am | DATE/DAY PROMISED 04/11/17 08:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

CELL: [redacted]

JOB

I/WE HEREBY AUTHORIZE THE REPAIR WORK THEREON SET FORTH TO BE DONE BY YOU; TOGETHER WITH THE FURNISHING BY YOU OF THE NECESSARY PARTS AND OTHER MATERIAL FOR SUCH REPAIR, AND AGREE: THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OR DELAYED AVAILABILITY OF PARTS OR MATERIAL FOR ANY REASON; THAT YOU NEITHER ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH SUCH REPAIR; THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE ABOVE VEHICLE, OR ARTICLES LEFT THEREIN, IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL; THAT AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO; THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTING SUCH VEHICLE.

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

C/S AIRBAG LIGHT COMES ON , AND PASSENGER AIRBAG OFF EVEN WH
EN SOMEONE SITTING IN PASSENGER SEAT, GOT MESS. TO TAKE TO Dealership

OMR
TR
DState
Voucher _VOR
_Hector
_Subaru

ETA: MID-MAY

REPAIR AUTH $8,180

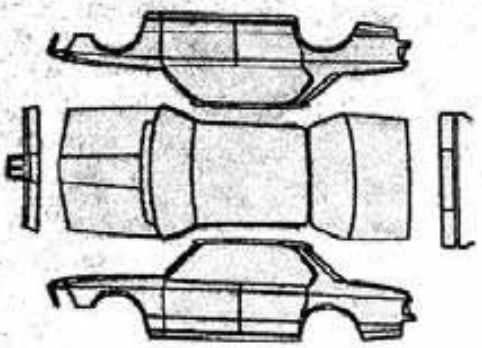
NEED FAX COPY TO CLOSE OUT

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NOTICE PURSUANT TO 70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.503, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE



Show damage location with codes.
X Stone damage O Dent △ Scratch ▨ Collision damage

14472

PAGE 1 OF 1

SERVICE FILE COPY

Scanned by CamScanner

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 05/23/2017 | 05/23/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC6HH[redacted] | -- | -- | 1210 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 04/11/2017 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag light goes "off" even when a passenger is sitting in the seat.

**Technician's Findings and Repair**
Technician confirmed B1650 DTC and ordered new seat cushion. Technician did not provide any additional trouble tree results, nor did the technician follow the TSB #07 108 16 DTC information was captured using SSM3 (not SSM4). DTC and FFD were not saved. FSE will collect failed seat cushion and return to the PCC TR #FQPH0517ODSB1650 02 will be issued Attached photos do not indicate any foreign substance on the seat surface or underneath the seat.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC6HH[redacted] | 02/13/2017 | 12/21/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 579377 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| JGM | 21 | C | N |

**Engine Size**

2.5

**Original Trans #**

115597

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 05/24/2017 | 05/25/2017 | 060-02 04 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAHC7GH[redacted] | | | 14289 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/07/2017 | 64139SG043LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Vehicle brought in with airbag light illuminated

**Technician's Findings and Repair**
FOUND CODE B1650 (OCCUPANT DETECTION SYSTEM MALFUNC) CHECK VEHICLE WITH AIRBAG TEST HARNESS. FOUND PASS SEAT BOTTOM FAULTY. REPLACE PASS SEAT BOTTOM. AIRBAG LIGHT IS NO LONGER ILLUMINATED

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAHC7GH[redacted] | 05/19/2016 | 12/15/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 166407 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 21 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 835801 |

**Additional Comments**

(05/25/2017 21:12:48) (ostran) Requested FFD and TT results and inquiry question answers from retailer, will update once obtained

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | apor | 05/25/2017 | 05/25/2017 | 060-04-04 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Miscellaneous |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC7HH[redacted] | -- | -- | 5339 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI38 | 05/24/2017 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alex Portillo | apor@subaru com | |

**Customer's Description of Complaint**
SRS light came on while driving

**Technician's Findings and Repair**
Tech found a failed right side passenger seat sensor failed, ordered new part, part on back order QMR due to FSE reviewed vehicle with tech by phone. Customer waiting for new part to arrive and is still driving vehicle

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC7HH[redacted] | 08/03/2016 | 05/25/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 342380 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 030850 |





INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(b)(6)





# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | rontko | 05/25/2017 | 05/25/2017 | 080-01 04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Seat Heater |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC1HH[redacted] | | | 545 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 02/13/2017 | 64139SG200VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Randal Ontko | rontko@subaru.com | -- |

**Customer's Description of Complaint**
Customer states with the seat heaters on, there is a burning smell. The burning smell goes away when seat heater turned off. Customer states that the passenger seat passenger was not working properly.

**Technician's Findings and Repair**
Passenger seat belt indicator comes on like someone is in passenger seat and the belt not buckled. No Codes, No obstacles on seat like laptop, phone, wires. Called tech line was told to follow code B1795. Led to defective intermittent ODS. ODS replaced.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC1HH[redacted] | 01/12/2017 | 11/28/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 549044 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

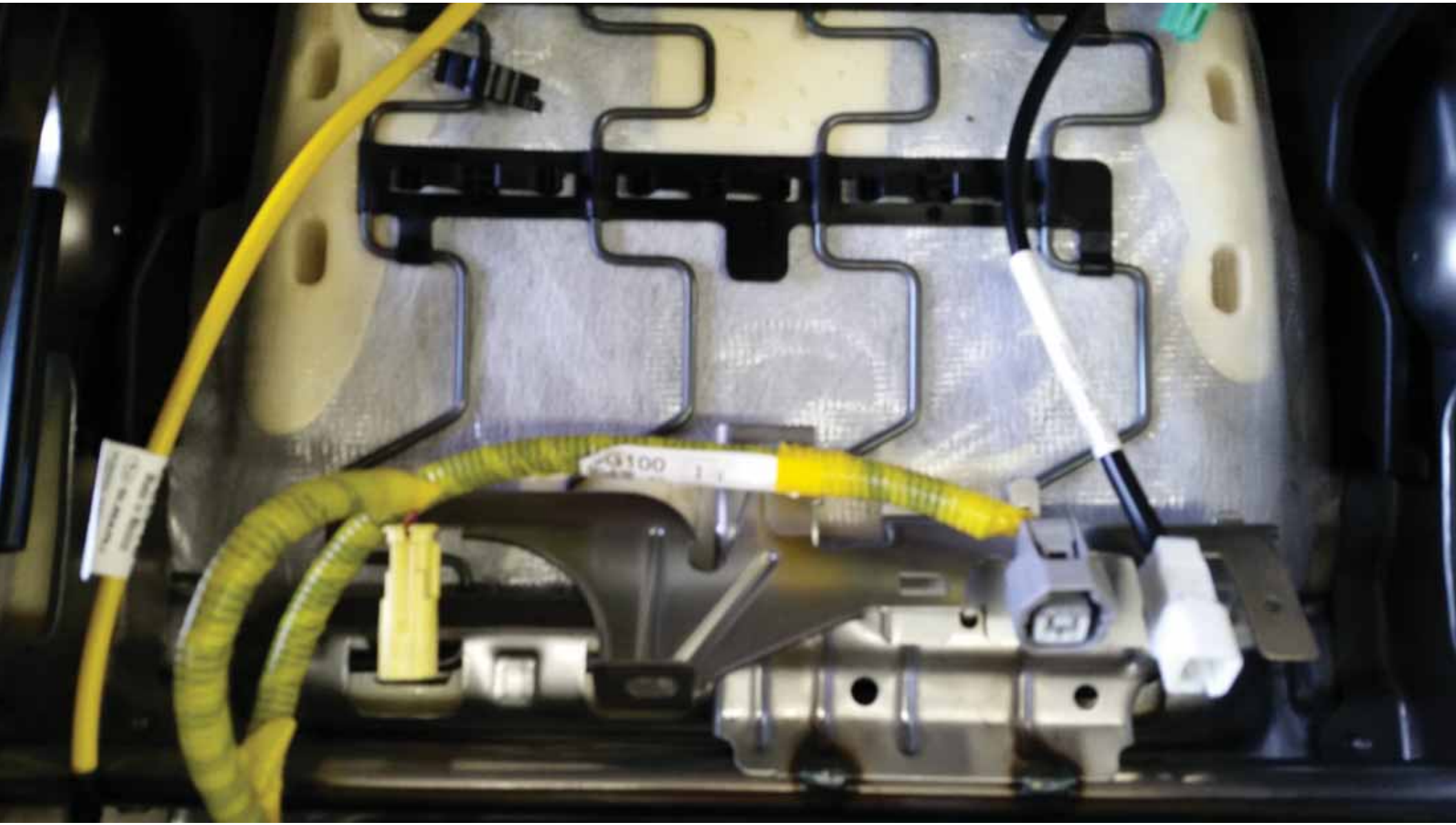
| | | | |
|---|---|---|---|
| QBP | 33 | C | N |

**Engine Size**

2.5

**Original Trans #**

505707



DEALER VEHICLE INQUIRY
FOR DEALER: bspidl

---

Vin JF2-SJADC4 GH[redacted]
Description (GFF C BBM) 2016 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFF | 13 | BBM/BLC | C | 190896 | 33489 | 531534 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 277 | 008 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 11-Jan-2016 | 19-Feb-2016 | 12-Mar-2016 | 22-Mar-2016 | 12-Mar-2016 |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
GRAYSON SUBARU 040654 040654
8729 KINGSTON PIKE

KNOXVILLE TN 37923

SOLD BY:
---
GRAYSON SUBARU 040654 040654
8729 KINGSTON PIKE

KNOXVILLE TN 37923

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 04Q | Seat Back Protector | 18-Feb-2016 | A |
| | 0AK | Door Edge Guards | 18-Feb-2016 | A |
| | BGA | All Weather Floor Mats | 18-Feb-2016 | A |
| | MGD | Cargo Tray | 18-Feb-2016 | A |
| | PGE | Rear Bumper Cover | 18-Feb-2016 | A |
| | QGM | Splash Guards | 18-Feb-2016 | A |
| | X43 | Roadside Assistance Label | 18-Feb-2016 | A |
| | XAA | PDI | 18-Feb-2016 | A |
| | XN4 | StarLink Window Cling | 18-Feb-2016 | A |
| | XNU | PZEV Badge | 18-Feb-2016 | A |
| X7K | X2U | Black Mat | 18-Feb-2016 | A |
| X7K | X6B | 2016 Forester OIK | 18-Feb-2016 | A |
| X7K | XDN | Handling | 18-Feb-2016 | A |

OWNER: [redacted]
---

[redacted]

(H) [redacted]
(W)

CO-OWNER:
---

(H)
(W)

(F)

DRIVER:
---

(H)
(W)
(F)

(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJADC4 GH[redacted] | 2016.0 | GFF | (GFF C BBM) 2016 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040[redacted] | 040[redacted] | 12-Mar-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Life Seatblt | 03/12/16 | 03/12/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 03/12/16 | 03/12/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | SULEV | 03/12/16 | 03/12/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Brake Pad | 03/12/16 | 03/12/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | Powertrain | 03/12/16 | 03/12/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Cal Ext Deft | 03/12/16 | 03/12/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | New Car Adj | 03/12/16 | 03/12/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Rust Perf | 03/12/16 | 03/12/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |

WC Cal Defect 03/12/16 03/12/19 50000 N
California Emissions Performance & Defect Warrant

WC New Car Wear 03/12/16 03/12/19 36000 N
New Car Wear Item Warranty

WC Fed Ext Deft 03/12/16 03/12/24 80000 N
Federal Emissions Extended Defect Warranty

WC New Car Basc 03/12/16 03/12/19 36000 N
Basic New Car Warranty

WC Fed Defect 03/12/16 03/12/19 36000 N
Federal Emissions Defect Warranty

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: bspidl

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJADC4 GH[redacted] | 2016.0 | 13 | GFF | (GFF C BBM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040[redacted] | 040[redacted] | 12-Mar-2016 | 12-Mar-2016 | C | BBM/BLC |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|

****** No SAS Contract Information ******

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted] B | 050-040654 | ULH42 | | 16606 | 04/11/17 |
| 2 | WC | [redacted] A | 050-040654 | URC40 | | 16606 | 04/05/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 02/27/17 | 04/01/17 | D | 04/11/17 | USER | | 97259 |
| 2 | 02/27/17 | 04/01/17 | D | 04/05/17 | USER | | 97259 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 04/14/17 | 0.00 | 0.00 | 0.00 | 0.00 | 150.00 |
| 2 | CR Paid | 04/07/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1 | 840.31 | 0.00 | 840.31 |
| 2 | 835.21 | 0.00 | 835.21 |

TOTAL CLAIMS FOR VEHICLE JF2SJADC4GH[redacted] 1675.52

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 820231 | 0.40 | 0.00 | 0.00 | 0.00 | 38.40 |
| | AIR BAG CONTROL UNIT R&R | | | | | |
| 2 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 76.80 |
| | ODS CONTROL MODULE, LOAD CELL &/or HARNESS | | | | | |
| 2 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 86.40 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 2.10 | 0.00 | 0.00 | 0.00 | 201.60 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | 98221SG160 | 1 | 651.91 | 651.91 | 0.00 | 651.91 | Y | |
| | CONTROL UNIT AIR BAG | | | | | | | |
| | TOTALS | | | | | 651.91 | 0.00 | 651.91 |
| 2 | 64139SG002VH | 1 | 480.01 | 480.01 | 192.00 | 672.01 | Y | |
| | CUSHION AY OCPANTRH | | | | | | | |
| | TOTALS | | | | | 1131.92 | 192.00 | 1323.92 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | CUSTOMER STATES AIRBAG LIGHT ON TECHNICIAN FOUND CODE B1650, DIAGNOS |
| | EDON LINE 1 NECESSARY TO REPLACE CONTROL MODULE |
| | TECHNICIAN REPLACED AIRBAG CONTROL MODULE, CLEARED |
| | CODE AND TESTED SYSTEM- TESTS GOOD |
| 2 | TECHNICIAN REMOVED AND REPLACED PASSENGER SEAT CUS |
| | HION WITH OCS, SEE LINE 4 FOR MODULE REPLACEMENT |



# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | bspidl | 05/25/2017 | 05/26/2017 | 050-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC4GH[redacted] | -- | -- | 16606 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC40 | 02/27/2017 | 64139SG002VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Benjamin Spidle | -- | -- |

**Customer's Description of Complaint**
Customer states airbag light comes on when someone is in passenger seat and the indicator is saying the passenger side is off when there is someone in the seat

**Technician's Findings and Repair**
Tech found B1650 in Airbag system  SSM data to be retrieved 5/26  Tech replaced ODS module with seat/frame and cushion. Cleared DTC - Airbag light no longer on. During 10bin inspection, did not see evidence of moisture in seat cushion or frame  Tech unavailable for interview

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC4GH[redacted] | 03/12/2016 | 01/11/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 190896 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| BBM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 531534 |

**Additional Comments**

(05/26/2017 11:34:44) (bspidl) No SSM data available- checked retailers 2 SSM laptops

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | tken | 05/25/2017 | 05/25/2017 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | -- | -- | 19969 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YAG03 | 03/28/2017 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
CUSTOMER STATES THE RED AIRBAG LIGHT IS ON ON THE DASH

**Technician's Findings and Repair**
PULLED FAULTS FOUND B1650 OCCUPANT DETECTION SYSTEM MALFUNCTION AND B1760 OCCUPANT DETECTION SENSOR MAT CHECKED ALL CONNECTIONS ARE GOOD , NEEDS NEW SEAT BRACKET. Part found during 10 bin inspection and is being returned to pcc for additional inspection

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 08/06/2016 | 06/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 367489 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 15 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 311646 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | tken | 05/25/2017 | 05/25/2017 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC5FH[redacted] | -- | -- | 21218 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YDU03 | 05/08/2017 | 64139SG002LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
CUSTOMER STATES PASSENGER SIDE SEAT WAS DINGING AF IF THERE WAS SOMEONE SITTING IN SEAT WHEN THERE WASNT.

**Technician's Findings and Repair**
THE TECH PULLED CODE B1650 PASSENGER OCCUPANT DETECTION SYSTEM FAULT. DIAGNOSED TO R/F SEAT BOTTOM NEEDS TO BE REPLACED Part found during 10 bin inspection and is being returned to pcc for additional inspection.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC5FH[redacted] | 06/30/2015 | 02/24/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 651158 | Continuously Variable Transmission | 2015 | FFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 160576 |

2.5

DEALER VEHICLE INQUIRY
FOR DEALER: bspidl

---

Vin JF2-SJABC0 GH[redacted]
Description (GFB C JGM) 2016 Forester 2.5i
Option Description Alloy Wheel Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFB | 02 | JGM/GRA | C | 060089 | 33679 | 772149 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 239 | 008 | No |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 11-Sep-2015 | 20-Oct-2015 | 23-Oct-2015 | 26-Oct-2015 | 23-Oct-2015 |

Salesman: ###-##[redacted] Sales Order Type: Wholesale Sale Type: A Sold Order: R

ALLOCATED:
---
GRAYSON SUBARU 040654 040654
8729 KINGSTON PIKE

KNOXVILLE TN 37923

SOLD BY:
---
GRAYSON SUBARU 040654 040654
8729 KINGSTON PIKE

KNOXVILLE TN 37923

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | BGA | All Weather Floor Mats | 16-Oct-2015 | A |
| | MGD | Cargo Tray | 16-Oct-2015 | A |
| | PGE | Rear Bumper Cover | 16-Oct-2015 | A |
| | X43 | Roadside Assistance Label | 16-Oct-2015 | A |
| | XAA | PDI | 16-Oct-2015 | A |
| | XM1 | StarLink Window Cling | 16-Oct-2015 | A |
| | XNU | PZEV Badge | 16-Oct-2015 | A |
| | XZK | Accy Promo Sticker | 16-Oct-2015 | A |
| X7K | X2U | Black Mat | 16-Oct-2015 | A |
| X7K | X6B | 2016 Forester OIK | 16-Oct-2015 | A |
| X7K | XDN | Handling | 16-Oct-2015 | A |

OWNER:
---
[redacted]

[redacted]
([redacted] (H)
[redacted] (W)
(F) (F)

CO-OWNER:
---

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJABC0 GH[redacted] | 2016.0 | GFB | (GFB C JGM) 2016 Forester 2.5i | 02 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040[redacted] | 040[redacted] | 23-Oct-2015 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Defect | 10/23/15 | 10/23/18 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | SULEV | 10/23/15 | 10/23/30 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Powertrain | 10/23/15 | 10/23/20 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Cal Defect | 10/23/15 | 10/23/18 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Life Seatblt | 10/23/15 | 10/23/65 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 10/23/15 | 10/23/17 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Rust Perf | 10/23/15 | 10/23/20 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Brake Pad | 10/23/15 | 10/23/18 | 36000 | N | |
| | Warranty Brake Pad | | | | | |

WC New Car Basc 10/23/15 10/23/18 36000 N
Basic New Car Warranty

WC Fed Ext Deft 10/23/15 10/23/23 80000 N
Federal Emissions Extended Defect Warranty

WC New Car Adj 10/23/15 10/23/18 36000 N
New Car Adjustment Coverage

WC Cal Ext Deft 10/23/15 10/23/23 100000 N
California Emissions Extended Defect Warranty

WC New Car Wear 10/23/15 10/23/18 36000 N
New Car Wear Item Warranty

SA New Gold Plus 10/23/15 10/23/19 N
4yr/60,000 $100 Deductible

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 158 | Active | 100 | 11 | [redacted] |

Effective Date 10/23/15
Expr Date 10/23/19 Expr Mileage 60000
Transfer Date Cancel Date Tire Protection Available

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJABC0 GH[redacted] | 2016.0 | 02 | GFB | (GFB C JGM) | 2 | CVT | 2.5i |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040[redacted] | 040[redacted] | 23-Oct-2015 | 23-Oct-2015 | C | JGM/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 10/23/15 | 10/23/19 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted] A | 050-040654 | URC42 | | 28350 | 05/09/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 05/08/17 | 05/09/17 | D | 05/09/17 | USER | | 120100 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 05/12/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 835.21 | 0.00 | 835.21 |

TOTAL CLAIMS FOR VEHICLE JF2SJABC0GH[redacted] 835.21

LABOR INFORMATION

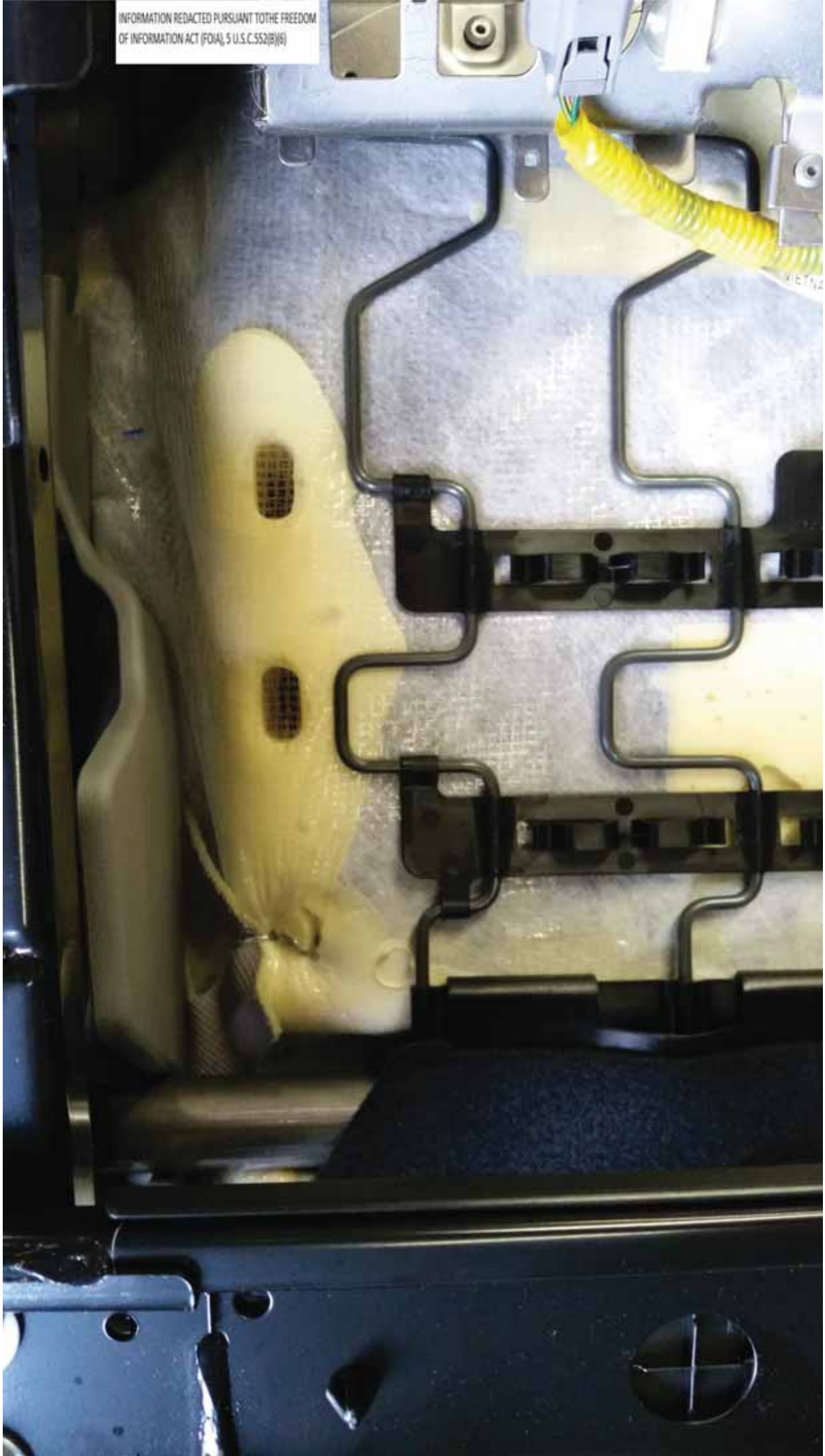
| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 76.80 |
| | ODS CONTROL MODULE, LOAD CELL &/or HARNESS | | | | | |
| 1 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 86.40 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 1.70 | 0.00 | 0.00 | 0.00 | 163.20 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | 64139SG102LL | 1 | 480.01 | 480.01 | 192.00 | 672.01 | Y | |
| | CUSHION AY OCPANTRH | | | | | | | |
| | TOTALS | | | | | 480.01 | 192.00 | 672.01 |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | STATES THE AIRBAG WARNING LIGHT IS COMING ON CHECKED AND FOUND OCCUPANT DETECTION SYSTEM FAULTY . REPLACED SEAT BOTTOM WITH NEW UNIT TO CORRECT VERIFY PROPER OPERATION |




INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)





# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | bspidl | 05/25/2017 | 05/25/2017 | 050-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJABC0GH[redacted] | -- | -- | 28350 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 05/08/2017 | 64139SG102LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Benjamin Spidle | | |

**Customer's Description of Complaint**
Customer states Airbag warning light is on

**Technician's Findings and Repair**
Tech replaced ODS module for B1650 SSM4 data attached Part to be returned to PCC for inspection and TR submitted. Dog hair and stains on cushion cover, no rust found on frame and no staining found on foam pad during 10bin inspection

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJABC0GH[redacted] | 10/23/2015 | 09/11/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 060089 | Continuously Variable Transmission | 2016 | GFB |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 02 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 772149 |

2.5

# Beardmore Subaru

410 Fort Crook Rd N
Bellevue, NE 68005-4655
(402) 734-2525

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | JF2SJAGC9HH | [redacted] | | | 04/01/17 |
| 2017 | SUBARU | FORESTER 2 | GRAY | | 10:02 |
| 7415 | 7415 | 08/27/16 | | | 04/01/17 11:06 |
| | [redacted] | | | | MARK\31 |

(1) CUSTOMER STATES THE AIRBAG LIGHT COMES ON INT
ERMITTENTLY
CHECKED FOR DTC'S, NONE FOUND. PLEASE INFORM
CUSTOMER POSSIBLE FOR THE OCCUPANT DETECTION
SYSTEM TO TRIP THE LIGHT IF SEAT COVER BECOM
ES WET OR IF ELECTRICAL NOISE (IE. CELL PHONE
, LAPTOP) ARE PLACED ON PASSENGER SEAT.
UNABLE TO VERIFY CONCERN AT THIS TIME.
FC: GYG00
LO: A100-009
(Tech:76) A

100009 GYG00 3200 [76] 5 53.04
Total Labor ..... 53.04

Total Repair (Warranty )..... 53.04

| | --C/P-- | --W/C-- | --INT-- | -Total- | |
|---|---|---|---|---|---|
| Labor Time | 0 | 5 | 0 | 5 | |
| Total Labor | .00 | 53.04 | .00 | 53.04 | |
| Total Parts | .00 | .00 | .00 | .00 | (N/A) |
| Total G/O/G | .00 | .00 | .00 | .00 | |
| Total Sublet | .00 | .00 | .00 | .00 | |
| Total R/O | .00 | 53.04 | .00 | 53.04 | (N/A) |

R/O STATUS: CLOSED
TIME PRINTED: 5/19/2017 8:02:15 AM

| W/C | INT | | CUSTOMER |
|---|---|---|---|
| 53.04 | .00 | Labor | .00 |
| .00 | .00 | Parts | .00 |
| .00 | .00 | Sublet | .00 |
| .00 | .00 | Warr Deduct | .00 |
| .00 | .00 | Shop Supplies | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| 53.04 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| 53.04 | .00 | TOTAL (CNHG) | .00 |



Printed 1 time(s)

[redacted] Job [redacted]

VIEW R/O

# BEARDMORE SUBARU, INC.

410 Fort Crook Road North
BELLEVUE, NE 68005
Phone 402-738-2135
www.beardmoresubaru.com

SERVICE INVOICE

[redacted] F 2 S J A G C 9 H H [redacted]

| | | | | | |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER 2 | GRAY | N | [redacted] |
| 8193 | 8193 | 08/27/16 | NE | | |

04/24/17
07:48
16:16
05/03/17
TOM\14

CUSTOMER TO PICKUP

(1) AIRBAG ISSUES- AIRBAG LIGHT STILL COMES ON WHEN IT SHOULDNT
TECH 76 PRIOR RO# [redacted]
DTC 1650 ODS MALFUNCTION
WIRING IS OKAY WILL REPLACE ODS PART IS ORDERED
[redacted]
(Tech:76) A

| | | | | | | |
|---|---|---|---|---|---|---|
| 3200 | 3200 | T76 | 9 | | 9 | 95.46 |

Total Labor ..... 95.46

Total Repair (Warranty ) ..... 95.46

| DATE | START | FINISH | UNITS | TYPE | TECH | REPAIR |
|---|---|---|---|---|---|---|

WARRANTY

12 MONTHS OR PARTS AND LABOR OR 12,000 MILES WHICHEVER OCCURS FIRST ON INSTALLED PARTS & LABOR. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY (A COPY OF THIS REPAIR ORDER WHICH MUST BE PRESENTED.)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

| | W/C | INT. | | CUSTOMER |
|---|---|---|---|---|
| | 95.46 | | Labor | |
| | .00 | | Parts | |
| | .00 | | Sublet | |
| | .00 | .00 | Shop Supplie | .00 |
| | .00 | | Oil/Grease | |
| | 95.46 | | Sub Total | .00 |
| | .00 | .00 | Tax | |
| | 95.46 | | Total | .00 |

[redacted]

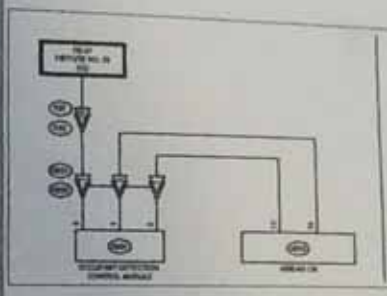
Page 1 of 1 [redacted]

[redacted] Warranty Copy

OCCUPANT DETECTION(DIAGNOSTICS) > Diagnostic Procedure with

## DTC B1650 OCCUPANT DETECTION SYSTEM MALFUNCTION

**Wiring diagram:**
Occupant detection syste
Detection System>WIRIN



**Caution:**
Before performin
Click the image to see the
Description".
Description>CAU

1. CHECK DTC.
   - yes → Perform the instructed procedures.
   - no → Go to 2.
2. CHECK POOR CONTACT OF CONNECTORS.
   - yes → Perform the instructed procedures.
   - no → Go to 3.
3. CHECK AIRBAG REAR HARNESS.
   - no → Perform the instructed procedures.
   - yes ↓
4. CHECK AIRBAG REAR HARNESS.
   - no → Perform the instructed procedures.
   - yes ↓
5. CHECK OCCUPANT DETECTION HARNESS.
   - yes → Perform the instructed procedures.
   - no → Perform the instructed procedures.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 05/25/2017 | 05/30/2017 | 060-02 04 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | | | 8193 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 04/24/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states the airbag light comes on intermittently

**Technician's Findings and Repair**
Vehicle came in two times for this concern. The first time there were no codes present. The technician observed TSB 07-108-16 and informed customer of these conditions. He inspected and found no obstructions under the seat and no items on top of the seat. The part was ordered after the second visit when B1650 was observed. The technician checked wiring and states that it all checks out good. No FFD was saved, no photos were obtained and technician does not recall whether or not a phone charger or any other aftermarket accessories were in use. The customer interview was limited to what information was on the RO. FSE has requested that customer be contacted and asked if light is currently on and if any accessories are in use. FSE will update once results from inquiry are provided.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | 08/27/2016 | 06/28/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|

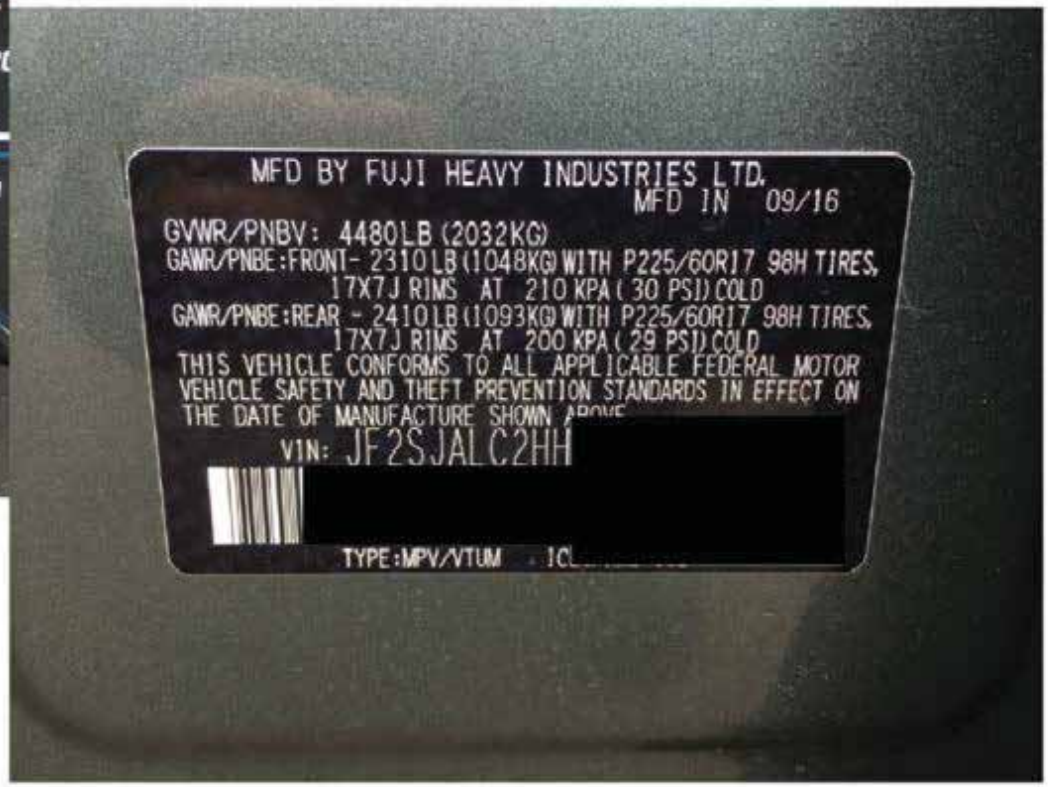
| | | | |
|---|---|---|---|
| 382901 | Continuously Variable Transmission | 2017 | HFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DGM | 14 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 972756 | | |

**Additional Comments**
(05/30/2017 22:31:36) (ostran) Inadvertently selected steering and suspension when in fact it should have been Electrical/Airbag



ODS Codes B1650/B1760


E
F
2 MPH
D
A 2666.7
002675 miles
x1000
r/min
MPH


MFD BY FUJI HEAVY INDUSTRIES LTD.
MFD IN 09/16
GVWR/PNBV: 4480LB (2032KG)
GAWR/PNBE:FRONT- 2310LB(1048KG)WITH P225/60R17 98H TIRES,
17X7J RIMS AT 210 KPA(30 PSI)COLD
GAWR/PNBE:REAR - 2410LB(1093KG)WITH P225/60R17 98H TIRES,
17X7J RIMS AT 200 KPA(29 PSI)COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN
VIN: JF2SJALC2HH
TYPE:MPV/VTUM

Air Bag System

| Status | Code | Description & trouble part | Time stamp | | | FFD |
|---|---|---|---|---|---|---|
| | | | Trip C... | Time Co... | Group | |
| | | | 00635 | 791400 | Current | |
| Current | B1650 | Occupant Detection System Malfunction | 00635 | 622200 | Common | |

| Status | Code | Description & trouble part | Time stamp | | | FFD |
|---|---|---|---|---|---|---|
| | | | Trip C... | Time Co... | Group | |
| | | | 00642 | 395600 | Current | |
| History | B1650 | Occupant Detection System Malfunction | 00635 | 622200 | Common | |

ODS System

| Status | Code | Description & trouble part | FFD |
|---|---|---|---|
| Current | B1760 | Occupant Detection Sensor Mat | |

Neither Code Generated FFD-B1650 was in History at time of FSE Inspection

No Prior Repair History-Customer Stated the Passenger Air Bag turned “ON” and went “OFF” Two or Three Times a Week Since the Vehicle was New

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| *** | ***** | ********* | ********** | ***** | ***** | ******* | ******** |
| ****** | No Claim Information | | | ****** | | | |

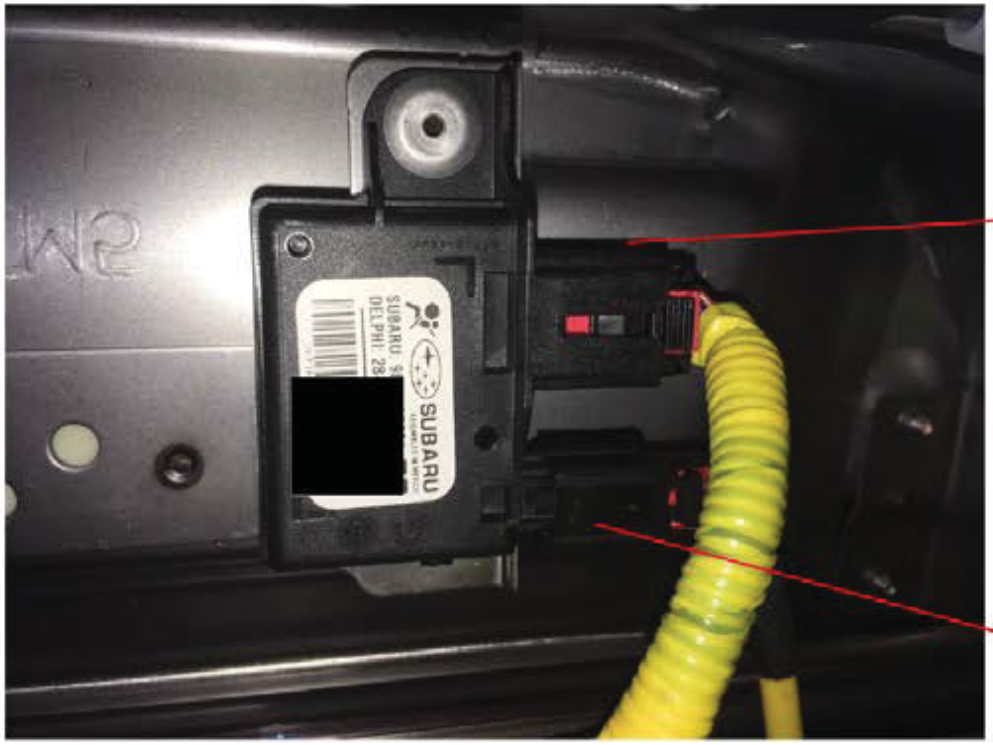


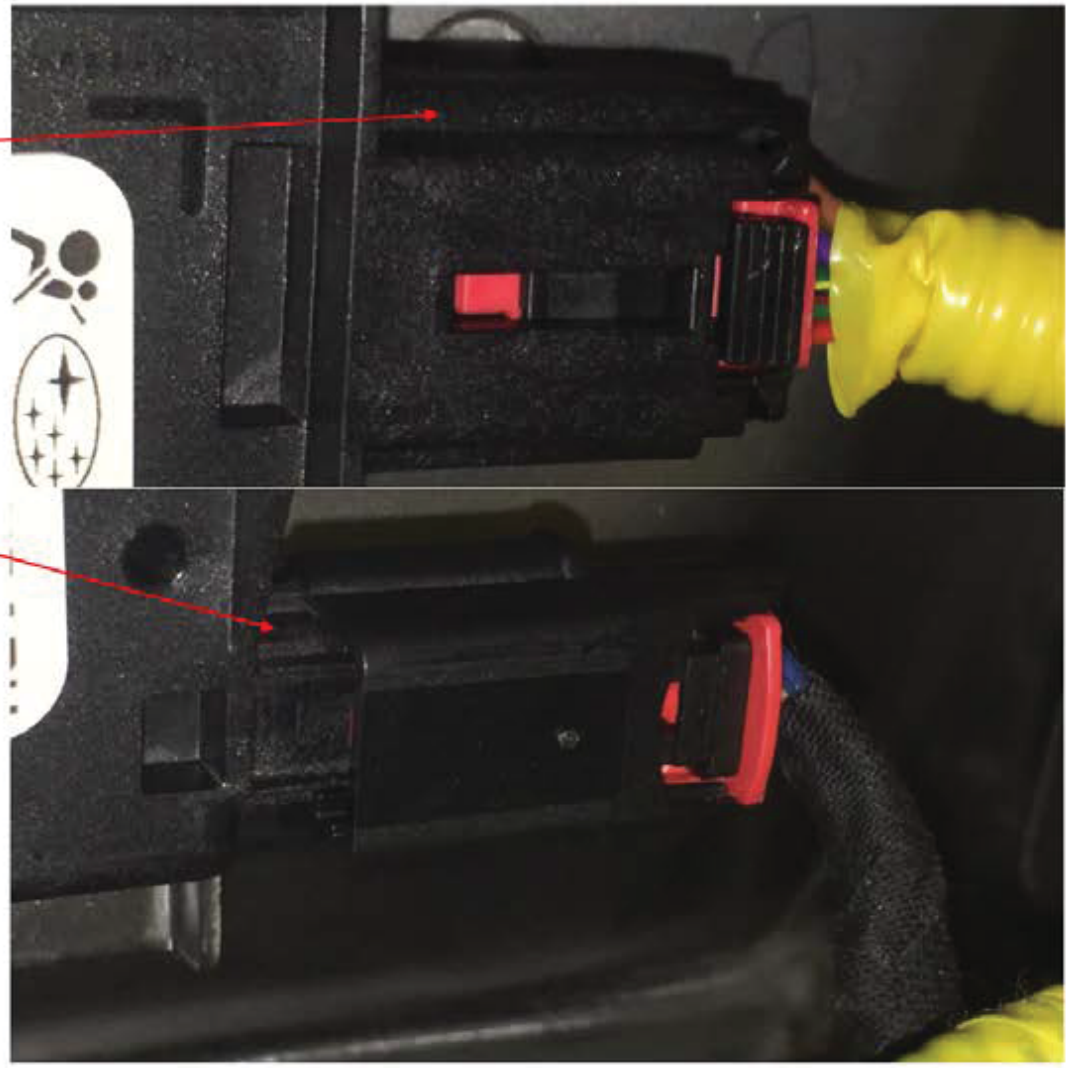






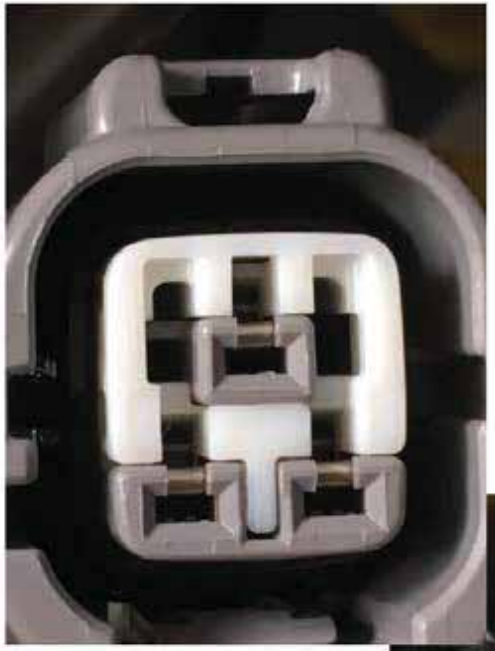
No Signs of Liquid Spilled, No Signs of Rust, No Items Under Seat



ODS Control Module Connectors Fully Seated and Locked-No Loose or Bent Terminals

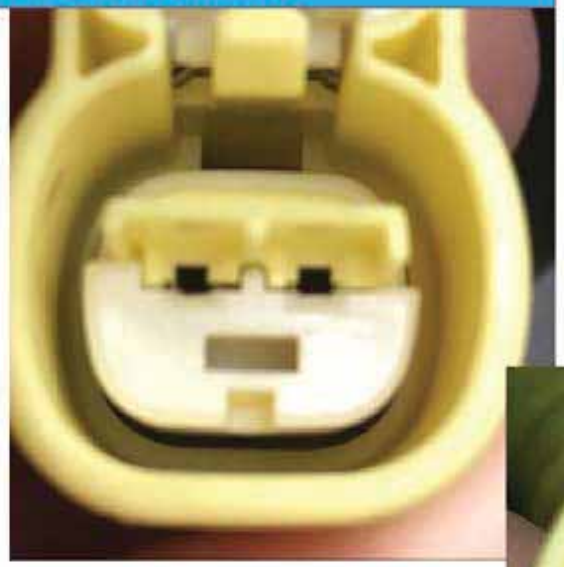
No Signs of Liquid Intrusion in any Connectors-No Loose or Bent Terminals



Connector-AB59



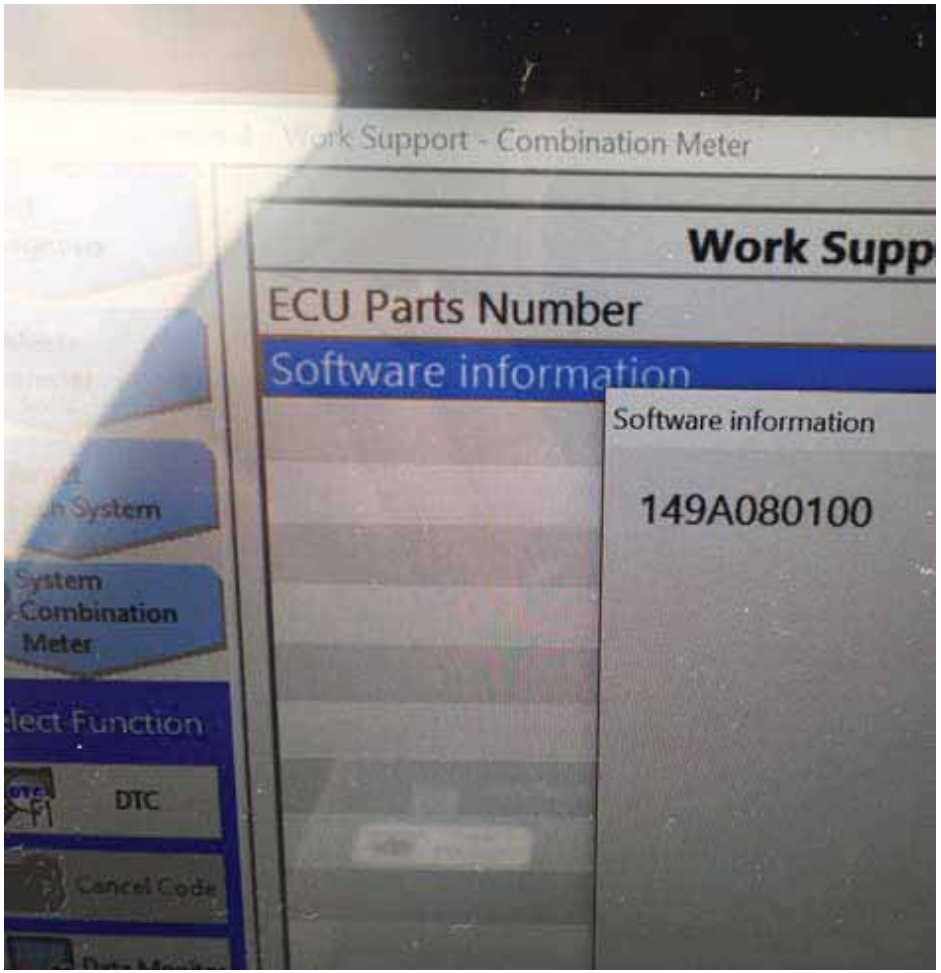
Pins are not Bent-The Camera Angle Created Illusion

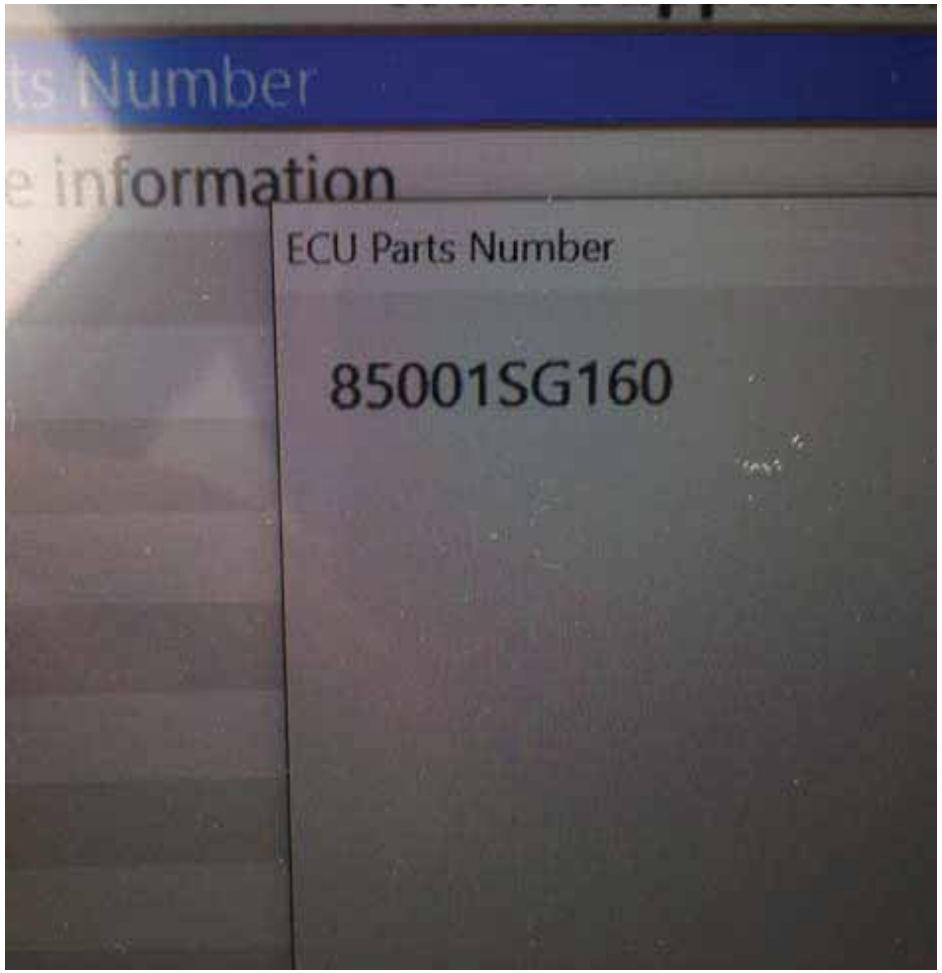


Connector-AB60



ODS Control Module Information



# Aftermarket Cell Phone Charger











DEALER VEHICLE INQUIRY
FOR DEALER: dhec

---

Vin JF2-SJALC2 HH[redacted]
Description (HFI C JGM) 2017 Forester 2.5i Limited
Option Description Navigation System + Audio w/ Harman Kardon Amplifier and Speakers

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFI | 22 | JGM/GRA | C | 476616 | 34198 | 078766 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 344 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 27-Sep-2016 | 11-Nov-2016 | 18-Nov-2016 | 18-Nov-2016 | 18-Nov-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 11/18/2016 | 11/18/2017 | STARLINK Safety Plus 1 Year Trial | Katherine Chu |

Salesman: ###-##-9199 Sales Order Type: Wholesale Sale Type: C Sold Order: R

ALLOCATED:
---
AV SUBARU 400159 400159
43243 10th St W

LANCASTER CA 93534

SOLD BY:
---
SUBARU OF GLENDALE 090796 090796
1235 S BRAND BLVD

GLENDALE CA 91204

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | OGB | Luggage Compartment Cover | 08-Nov-2016 | A |
| | QGM | Splash Guards | 08-Nov-2016 | A |
| | X43 | Roadside Assistance Label | 08-Nov-2016 | A |
| | XAA | PDI | 08-Nov-2016 | A |
| | XN4 | StarLink Window Cling | 08-Nov-2016 | A |
| | XNU | PZEV Badge | 08-Nov-2016 | A |
| | XZK | Accy Promo Sticker | 08-Nov-2016 | A |
| FC3 | 0EY | Mirror Compass w/ homelink | 08-Nov-2016 | A |
| FC3 | 0FL | Ext Mirror w/ Light & BSD | 08-Nov-2016 | A |
| FC3 | MGA | Seat Back Cargo Net | 08-Nov-2016 | A |
| FC3 | PGE | Rear Bumper Cover | 08-Nov-2016 | A |
| X9T | X2U | Black Mat | 08-Nov-2016 | A |
| X9T | X2V | Black Cargo Tray | 08-Nov-2016 | A |
| X9T | X9B | 2017 Forester OIK | 08-Nov-2016 | A |
| X9T | XDN | Handling | 08-Nov-2016 | A |

OWNER:
---
[redacted]

CO-OWNER:
---

(H) [redacted]
(W)
(F)

(H)
(W)
(F)

DRIVER:
---

CO-DRIVER:
---

(H)
(W)
(F)

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: dhec

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJALC2 HH[redacted] | 2017.0 | HFI | (HFI C JGM) 2017 Forester 2.5i Limited | 22 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 400[redacted] | 090[redacted] | 18-Nov-2016 | KATHERINE CHU |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Ext Deft | 11/18/16 | 11/18/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Cal Defect | 11/18/16 | 11/18/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Brake Pad | 11/18/16 | 11/18/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | New Car Wear | 11/18/16 | 11/18/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Fed Defect | 11/18/16 | 11/18/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | SULEV | 11/18/16 | 11/18/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Powertrain | 11/18/16 | 11/18/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Life Seatblt | 11/18/16 | 11/18/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |

WC Cal Ext Deft 11/18/16 11/18/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Basc 11/18/16 11/18/19 36000 N
Basic New Car Warranty

WC Fed Perform 11/18/16 11/18/18 24000 N
Federal Emissions Performance Warranty

WC New Car Adj 11/18/16 11/18/19 36000 N
New Car Adjustment Coverage

WC Rust Perf 11/18/16 11/18/21 999999 N
Rust Perforation Warranty

SA Maint Maintenance 11/18/16 11/18/18 N
2yr/24,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 78 | [redacted] |

Effective Date 11/18/16
Expr Date 11/18/18 Expr Mileage 24000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: dhec

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJALC2 HH[redacted] | 2017.0 | 22 | HFI | (HFI C JGM) | 2 | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 400[redacted] | 090[redacted] | 18-Nov-2016 | 18-Nov-2016 | C | JGM/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 11/18/16 | 11/18/18 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| ****** | No Claim Information | | ****** | | | | |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dhec | 05/26/2017 | 06/03/2017 | 080-04-02 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJALC2HH[redacted] | -- | -- | 2673 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 04/17/2017 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Don Heck | dhec@subaru.com | -- |

**Customer's Description of Complaint**
Customer states Air Bag light comes on intermittently

**Technician's Findings and Repair**
Onsite FSE inspection to determine root cause-Tech was able to replicate the B1760 code one time while driving, B1650 was in Air Bag System, when it was replicated both codes were current, at time of inspection only B1650 code was present but in history-FSE checked for any signs of moisture, stains, or rust, nothing found Customer had an aftermarket phone charger plugged in but did not make a difference affecting the ODS, drove with it plugged in and not plugged in-Followed trouble tree and inspected for loose terminal connections, none found, all connectors were properly connected, no terminals backing out, and when disconnected for inspection no signs of moisture or bent terminals observed FSE test drove multiple times (22 miles) to try to replicate concern with the oscilloscope measuring AC voltage of the sensor mat, unable to replicate-Advised Tech to test drive multiple times with and without the seat heater on while waiting for the seat cushion to be delivered Tech will update-Seat cushion was delivered 05/26-Advised to make the repairs until several more test drives and after discussion with QA

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| | 11/18/2016 | 09/27/2016 | Forester |

JF2SJALC2HH[redacted]

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 476616 | Continuously Variable Transmission | 2017 | HFI |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| JGM | 22 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 078766 | | |

**Additional Comments**

(06/03/2017 09:11:38) (dhec) Technician per FSE test drove vehicle multiple times to try and replicate the concern-Test drove with and without the cell phone charger plugged in, test drove with and without the seat heater on, and test drove with and without the sunshade laying on top of the seat-Tech was unable to replicate concern-Seat bottom was replaced and codes were cleared from Air Bag and ODS systems

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | kco2 | 05/30/2017 | 05/30/2017 | 060-02-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC9HH[redacted] | 525190 | 479057 | 2607 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 05/02/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Keith Cook | kco2@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the SRS Air Bag Light is illuminated.

**Technician's Findings and Repair**
Technician performed system diagnosis and ordered a passenger side seat bottom. Part is currently on backorder Per QA request FSE reviewed Service Bulletin 07 108 16 with technician for repair Technician will perform bulletin and verify repair.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC9HH[redacted] | 12/23/2016 | 11/04/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 525190 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 33 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 479057 |

2.5

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | kco2 | 05/30/2017 | 05/30/2017 | 060-02-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC8GH[redacted] | 779411 | 731870 | 38161 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 05/02/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Keith Cook | kco2@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the SRS Air Bag light illuminates intermittently.

**Technician's Findings and Repair**
Technician performed system diagnosis and order passenger side seat bottom per diagnosis. Part is currently on backorder  FSE reviewed with technician bulletin 07 108 16 for diagnosis review and repair procedures. Technician will perform bulletin process for cleaning and drying seat and test drive to verify repair

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC8GH[redacted] | 08/18/2015 | 06/26/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 779411 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 731870 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dmacdo | 05/30/2017 | 05/30/2017 | 060-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC2GH[redacted] | -- | -- | 7790 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 04/01/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| David MacDonald | dmacdo@subaru.com | -- |

**Customer's Description of Complaint**
Customer states SRS light on.

**Technician's Findings and Repair**
Tech did DTC scan and found B1650 stored. Tested ODS system and Found it to not functioning. Replaced ODS cushion, and module  Retested system and found no faults present

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC2GH[redacted] | 04/23/2016 | 11/21/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 141919 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 262016 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dmacdo | 05/30/2017 | 05/30/2017 | 060-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARCXGH[redacted] | -- | -- | 34828 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 04/06/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| David MacDonal | dmacdo@subaru.com | -- |

**Customer's Description of Complaint**
Customer states SRS light on

**Technician's Findings and Repair**
Tech did DTC scan and found B1650 stored. Tested ODS system and Found it to not functioning. Replaced ODS cushion, and module  Retested system and found no faults present

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARCXGH[redacted] | 04/09/2016 | 02/12/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 229680 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 571464 |

CHEVROLET
7300 S. 27th Street
Lincoln, Nebraska 68512
Phone: 402-420-3300
Fax: 402-420-2888

# DUTEAU

*Driven by you.*

SUBARU
2750 Jamie Lane
Lincoln, Nebraska 68512
Phone: 402-420-4990
Fax: 402-435-4070

405839

405839

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | HOURS | TOTAL | OPERATION | OPERATION DESCRIPTION | HOURS | TOTAL |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|---|---|---|---|---|---|---|---|
| 03/28/17 | [redacted] | 19306 | 1202 | 1135 | W | 28CVG1DRIVE | DRIVEABILITY/CEL |
| | | | | 1225 | C | 28CVZ1ELECTRIC | ELECTRICAL |
| 02/02/17 | | 18014 | 1195 | 1225 | C | 28CV2DINSPECT | INSPECTION & RECS |
| | | | | 1225 | C | 28CV2EXPSYNROT | 50DC SYN MAINTENANCE |
| | | | | 1225 | C | 28CV2ZSESINSP | EXPRESS MPI |
| | | | | 1225 | C | 28CV8EXPCABINFI | REPLACE CABIN FILTER |

SALESPERSON NO.

SERVICE

STATE REG# [redacted]

JF2SJADC4GH[redacted] FORESTER/4DR 2.5I PREM AT

[redacted]

05/02/17

RED/

1202 JOSEPH MAHLOCH

04:31pm 05/02/17 06:15pm

114.00

[redacted]

1 W *28CVZ1TRIM *INT/EXT TRIM*
INSTALL PASSENGER SEAT BOTTOM PER PREVIOUS DIAGNOSIS.

1135 .2 913411
.5 913477
(.7) YMA43

2.I Loaner

Obs system erratic operation.

Reviewed seat carried operation.

B1760 code present and would reset.

Nothing was found wet and all connectors tested ok. TSB 07-108-16 flow chart attached.

PAGE 1 OF 1

[redacted]

L.O. A [redacted]

Evidence of rust seen on the seat frame



**B1760 FLOW CHART**




**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

Delivery

ST. CLOUD SUBARU
141 PARK AVE S
ST. CLOUD, MN 56301
320-258-5050 320-258-5051
[redacted]

[redacted]

| VEHICLE | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | [redacted] |
|---|---|---|---|---|---|
| JF1VA1J60[redacted] | 25010 | | 04/07/17 08:58 | | |

| VEHICLE DESCRIPTION | TAG NO. | ST |
|---|---|---|
| 2016 SUBARU WRX LIMITE (BLACK) | [redacted] | |

| CONTRACT(S) | LICENSE PLATE(S) | CUST. LABOR RATE | PROD. DATE | IN SERV DATE | DELIV. DATE | DELIV. MILES | PROMISED |
|---|---|---|---|---|---|---|---|
| 065548 | | | | 06/27/15 | 06/27/15 | 2 | WAITER |

| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO | SERV. ADV | RO COMMENT |
|---|---|---|---|---|---|
| | | [redacted] | C9844 | JAIME CRIST (072) | |

REVISED ESTIMATE(1) _____ DATE _____ TIME _____ BY _____

REVISED ESTIMATE(2) _____ DATE _____ TIME _____ BY _____

I HEREBY ACKNOWLEDGE THAT I AM NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE.

PRELIMINARY ESTIMATE $ _____

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in para[illegible] operate the vehicle the purpose of testing is hereby [illegible] unt of repairs

[redacted]

X _____
CUSTOMER SIGNATURE

Service Contract

| Company | Description | Deduction Amount | Term Months | Term Miles | Expiration Miles | Expiration Date |
|---|---|---|---|---|---|---|
| | ZURICH NEW CAR | $0 | 0 | 0 | 0 | 00/00/00 |

| Line | Type | Op-Code | Tech | |
|---|---|---|---|---|
| A * | Warranty | | | |
| Concern | Customer states when shifting into 3rd is hearing and feeling a grinding. Inspect and advise. - high or low rpm | | | |
| B * | Internal | LOF24 | | 5,1 R+R, split case, inspect overhaul 2,6 +,9 ? |
| Concern | PERFORM 29 POINT INSPECTION | | | |
| C * | Internal | LOFW | | |
| Concern | VACUUM OF FRONT FLOOR AREA AND PROVIDE CAR WASH VOUCHER FOR SUPER AMERICA | | | |
| D * | Warranty | | | |
| Concern | Customer states seat heaters don't always seem to heat very warm | | | |

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

| R.O. # | P/T | Date | Miles | Adv. | Op-Code | Tech | Description |
|---|---|---|---|---|---|---|---|
| [redacted] | W | 10/14/16 | 19994 | 072 | | A34 | Customer states has check engine light on. |
| | | | | | | A34 | Customer states driver side beauty cap on wiper arm fell off. Please replace |
| | I | 09/23/16 | 18979 | 000 | 41 | A18 | CUSTOMER STATES CHECK ENGINE LIGHT IS ON - INSPECT AND ADVISE-p1449 |
| | | | | | LTA2256 | A18 | PERFORM EXTERIOR CAR WASH AND VACUUM FRONT FOOTWELL AREA |
| | W | 05/06/16 | 12903 | 072 | WTA62 | A04 | Perform Subaru Turbocharger Air Intake Duct Inspection Inspection Only A145-138 (0.2) Replacem |
| | | | | | LOF24 | A04 | PERFORM 29 POINT INSPECTION |
| | | | | | LOFW | A04 | PERFORM QUICK WASH AND VACUUM OF FRONT FLOOR AREA |
| 67999 | C | 10/23/15 | 6148 | 000 | 6K | A70 | Perform 6000 mile service per menu. Change oil and filter and replacedrain plug crush washer with |

E. Full Detail

[redacted]

TECH NAME: Jon A18

A) clutch is slipping -
[redacted] 3rd gear synchro failure
Rec Trans 3265DAA270 - $90.78 4/11
3rd gear
32214AA970 - $273.78 4/11 or 4/12
seen

B) Drivers Heat element bad -
upper & lower

Need
[redacted] 30210AA690 - $179.95 stock
[redacted] 3D100AA883 - $169.95 stock
[redacted] 12342AA110 - $369.99 4/11
[redacted] 3D502AA120 - $54.95 4/11
Transmission
upper & lower Drivers seat heat element
64111FJ010 - $237.87 4/11
64111FJ000 - $142.73 4/11

Removed Trans, Dissassembled
All gears except 6th have signs of grading
Both 1-5 drive & driven
32000AK340 - $6409.86 3 avail in country 4/24

| FLAT RATE | COST | LABOR SALES | RO NO. | EMPL. | APPROVED | ACTUAL TIME | OFF |
|---|---|---|---|---|---|---|---|
| 1.5 | $150.00 | | [redacted] | | [redacted] | MAY 11 16.23 | 5 |
| | | | | | | MAY 11 13.73 | |

| FLAT RATE | COST | LABOR SALES | RO NO. | EMPL. | APPROVED | ACTUAL TIME | OFF |
|---|---|---|---|---|---|---|---|
| 5.0 | $500.00 | | | | | | |

| FLAT RATE | COST | LABOR SALES | RO NO. | EMPL. | APPROVED | ACTUAL TIME | OFF |
|---|---|---|---|---|---|---|---|
| .5 | 51.40 | | [redacted] | [redacted] | [redacted] | MAY 12 12.4[illegible] | |
| | | | | | | MAY 12 8.70 | |

| FLAT RATE | COST | LABOR SALES | RO NO. | EMPL. | APPROVED | ACTUAL TIME | OFF |
|---|---|---|---|---|---|---|---|
| 7. | | | [redacted] | | | MAY 22 15.0 | |
| | | | | | | MAY 22 7.9 | |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 05/30/2017 | 05/30/2017 | 060-02 04 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC4GH[redacted] | | | 19762 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 05/02/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag system is not working properly.

**Technician's Findings and Repair**
Technician performed scan check and found B1760 present and would not reset. Technician observed that nothing was wet and all connectors tested OK. Referenced TSB 07-108-16 and results led to replacing ODS assembly. No FFD captured, all information available has been referenced or attached.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC4GH[redacted] | 07/24/2015 | 06/11/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 761115 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| VRP | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

723766

**Additional Comments**

(05/30/2017 21:57:18) (ostran) First attachment for 631349 is incorrect

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | tken | 05/31/2017 | 05/31/2017 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC6GG[redacted] | -- | -- | 7771 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/17/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| T Kenner | | |

**Customer's Description of Complaint**
CUST STATES THAT THE AIRBAG LIGHT KEEPS COMING ON

**Technician's Findings and Repair**
Tech found airbag light on nothing on the seat light stayed on even with seatbelt buckled The tech reported he did the B1650 TT which led him to replace the ODS cushion.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC6GG[redacted] | 04/12/2016 | 02/23/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 240501 | 6-Speed Manual | 2016 | GFE |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 11 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 931218 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | apor | 05/31/2017 | 06/01/2017 | 060-04-04 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Miscellaneous |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAKC7GH[redacted] | -- | -- | 21186 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI42 | 05/30/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Alex Portillo | apor@subaru com | |

**Customer's Description of Complaint**
Pass seatbelt chime will sound unexpectedly when driving and no one sitting on pass seat

**Technician's Findings and Repair**
After extensive review by tech and reviewed with FSE by phone, tech verified no water stains, no electrical devices on seat were found, customer stated the same. it was discovered by customer video and by vehicle search two items; on the vehicle a large mag light was stored between the pass seat and center console putting lots of pressure on seat, also the video the customer supplied showed a power cord and water bottle on seat when chime would sound  Tech informed customer no items are to be set on or around pass seat. No repairs made and vehicle was returned to customer. QRM due to review with FSE by phone

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAKC7GH[redacted] | 09/30/2015 | 07/28/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 013552 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| WHC | 22 | C | N |

**Engine Size**

2.5

**Original Trans #**

218645

---

**Additional Comments**

(06/01/2017 10:39:20) (mbr3) adding video to QMR [redacted] titled: Customer Supplied Video

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | chye3549 | 05/31/2017 | 05/31/2017 | 020-01-02 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | -- | -- | 12232 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 05/22/2017 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

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

**Customer's Description of Complaint**
AIR BAG INDICATOR LIGHT IS ON.

**Technician's Findings and Repair**
INCORRECT OUTPUT FROM P/S FRONT SEAT ODS. REPLACED RIGHT FRONT SEAT BOTTOM WITH ODS

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 08/26/2016 | 07/07/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 392433 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 980358 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dmacdo | 06/02/2017 | 06/02/2017 | 060-04-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGDC8FH[redacted] | -- | -- | 34363 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URJ43 | 04/27/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| David MacDonald | dmacdo@subaru.com | -- |

**Customer's Description of Complaint**
Customer states srs light comes on intermittently

**Technician's Findings and Repair**
Tech followed trouble tree until step 5 advised to replace occupant detection harness, and ods system  Once this work was completed the system operated as designed  There was no external evidence of moisture on the ods components.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGDC8FH[redacted] | 08/31/2015 | 04/10/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 864418 | Continuously Variable Transmission | 2015 | FFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 16 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| | 745289 |

2

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 06/06/2017 | 06/06/2017 | 060-02 04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC2FH[redacted] | | | 9961 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 05/08/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag light is illuminated

**Technician's Findings and Repair**
FSE found part during routine 10 bin inspection. Requested supporting documents and no DTC is recorded, no FFD recorded, no supportive information as to why part was replaced. FSE will issue TR and collect part for investigation.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC2FH[redacted] | 05/08/2015 | 03/14/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 672453 | Continuously Variable Transmission | 2015 | FFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHI | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 977441 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 06/07/2017 | 06/07/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAHC9GH[redacted] | -- | -- | 21396 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 04/17/2017 | 64139SG043LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states ODS is not working

**Technician's Findings and Repair**
Technician recorded B1650. Technician did not follow TSB 07-108-16. Technician did not save DTC nor FFD  FSE will issue TR and return suspected failed part to the PCC

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAHC9GH[redacted] | 06/29/2016 | 04/22/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 312498 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 019971 |

# Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: OPENED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted]
Vehicle: JF2SJAMC4EF[redacted] 2014 FOREST

Click to View Cust Copy
Cell: [redacted]

Mileage: 72,197
Service advisor: 72501
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 05/26/2017

Waiter: No
Estimate: 105.97
Customer Comments: No

---

A Oil and Filter - Change

| | | | | |
|---|---|---|---|---|
| MA10 | CPSM | Oil and Filter - Change | 0.40 | 26.45 |
| Tech(s): 110664 | | | | |
| 15208AA15A | | 1 OIL FILTER COMPLETE | | 6.67 |
| 803916010 | | 1 GASKET | | 1.20 |
| SOA427V1310 | | 6 SYNTHETIC 0W-20 OIL QT | | 42.06 |

Pts: 49.93 Lbr: 26.45 Other: 0.00 Total Line A: 76.38

Story: 72197 50 PERFORMED OIL AND FILTER CHANGE.

---

B Tires - Rotate

| | | | | |
|---|---|---|---|---|
| MA40 | CPS | Tires - Rotate | 0.50 | 19.95 |
| Tech(s): 110664 | | | | |

Pts: 0.00 Lbr: 19.95 Other: 0.00 Total Line B: 19.95

Story: 72197 50 PERFORMED TIRE ROTATION.

---

C CUSTOMER STATES TPMS LIGHT COMES ON INTERMITTENTLY

| | | | | |
|---|---|---|---|---|
| 1 | CPS | Customer states | 0.00 | 0.00 |
| Tech(s): | | | | |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

---

D CUSTOMER STATES PASSENGER AIR BAG ALERT LIGHT COMES ON

| | | | | |
|---|---|---|---|---|
| 1 | WS | Customer states | 0.00 | 0.00 |
| Tech(s): | | | | |
| 64139SG042LL | | 1 CUSHION AY OCPANTRH | | 685.73 |

Pts: 685.73 Lbr: 0.00 Other: 0.00 Total Line D: 685.73

---

E PERFORM SUBARU MULTI POINT INSPECTION

| | | | | |
|---|---|---|---|---|
| SU99P | ISSP | PERFORM SUBARU MULTI POINT INSPECTION | 0.00 | 0.00 |
| Tech(s): 110664 | | | | |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 72197 PERFORMED 24 POINT INSPECTION.

---

| Customer Pay | |
|---|---|
| Labor | 46.40 |
| Parts | 49.93 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 5.10 |
| Deductible | 0.00 |
| Total Charges | 101.43 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 4.54 |

# Repair Order Detail - Internal Copy

| | |
|---|---|
| Total | 105.97 |

# Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: OPENED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted]
Vehicle: JF2SJAMC4EF[redacted] 2014 FOREST

Click to View Cust Copy
Cell: [redacted]9

Mileage: 72,197
Service advisor: 72501
Tag number: [redacted]

Payment type: CASH
Promised time: 07:00 PM
Promised date: 05/26/2017

Waiter: No
Estimate: 105.97
Customer Comments: No

---

A Oil and Filter - Change

| | | | | |
|---|---|---|---|---|
| MA10 | CPSM | Oil and Filter - Change | 0.40 | 26.45 |
| Tech(s): 110664 | | | | |
| 15208AA15A | | 1 OIL FILTER COMPLETE | | 6.67 |
| 803916010 | | 1 GASKET | | 1.20 |
| SOA427V1310 | | 6 SYNTHETIC 0W-20 OIL QT | | 42.06 |

Pts: 49.93 Lbr: 26.45 Other: 0.00 Total Line A: 76.38

Story: 72197 50 PERFORMED OIL AND FILTER CHANGE.

---

B Tires - Rotate

| | | | | |
|---|---|---|---|---|
| MA40 | CPS | Tires - Rotate | 0.50 | 19.95 |
| Tech(s): 110664 | | | | |

Pts: 0.00 Lbr: 19.95 Other: 0.00 Total Line B: 19.95

Story: 72197 50 PERFORMED TIRE ROTATION.

---

C CUSTOMER STATES TPMS LIGHT COMES ON INTERMITTENTLY

| | | | | |
|---|---|---|---|---|
| 1 | CPS | Customer states | 0.00 | 0.00 |
| Tech(s): | | | | |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

---

D CUSTOMER STATES PASSENGER AIR BAG ALERT LIGHT COMES ON

| | | | | |
|---|---|---|---|---|
| 1 | WS | Customer states | 0.00 | 0.00 |
| Tech(s): | | | | |
| 64139SG042LL | | 1 CUSHION AY OCPANTRH | | 685.73 |

Pts: 685.73 Lbr: 0.00 Other: 0.00 Total Line D: 685.73

---

E PERFORM SUBARU MULTI POINT INSPECTION

| | | | | |
|---|---|---|---|---|
| SU99P | ISSP | PERFORM SUBARU MULTI POINT INSPECTION | 0.00 | 0.00 |
| Tech(s): 110664 | | | | |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 72197 PERFORMED 24 POINT INSPECTION.

---

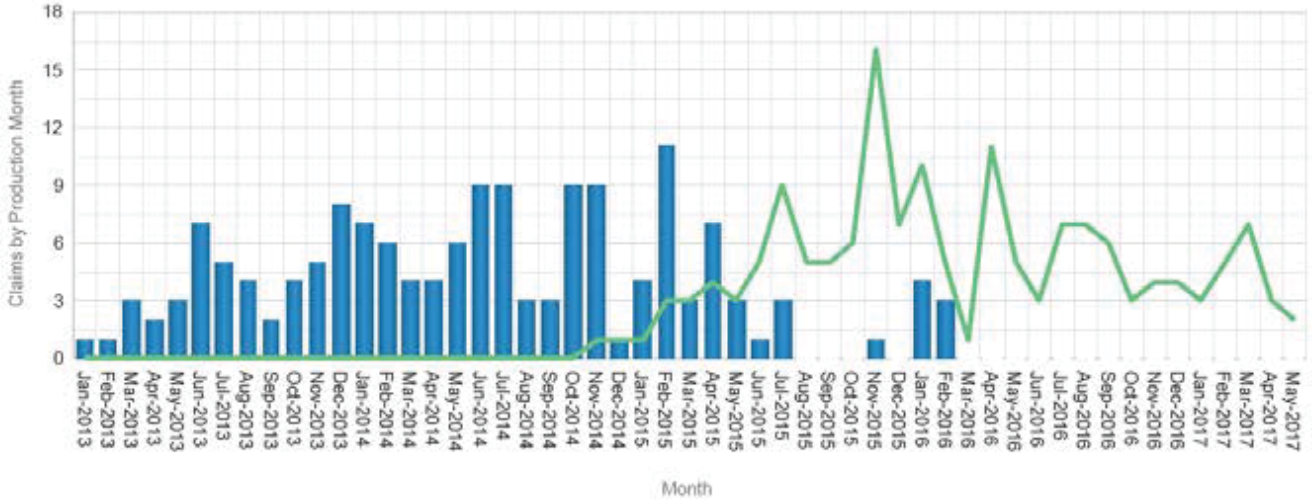
| Customer Pay | |
|---|---|
| Labor | 46.40 |
| Parts | 49.93 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 5.10 |
| Deductible | 0.00 |
| Total Charges | 101.43 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 4.54 |

# Repair Order Detail - Internal Copy

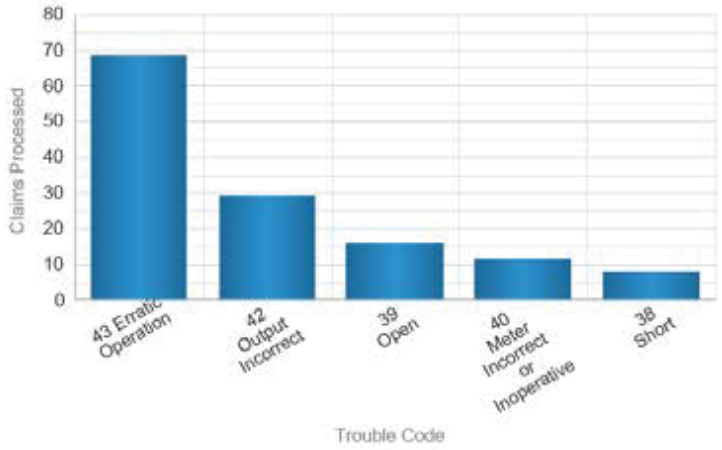
| | |
|---|---|
| Total | 105.97 |

| District Type | Claim Type | Primary Fail Part | Fail Code | Model Year | Carline | Region | Dealer | Posting Month | Vendor Code |
|---|---|---|---|---|---|---|---|---|---|
| FSE District | PW, WC | 64139SG042LL CUSHION AY OCPANTRH | None | None | None | None | None | None | None |

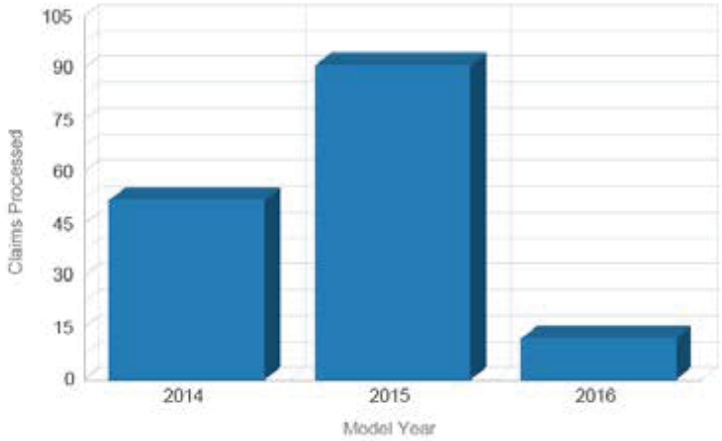
## Claims by Repair and Production Month FSE




## Top 5 Failed Reasons FSE




## Claims by Model Year FSE




| | 2014 | 2015 | 2016 |
|---|---|---|---|
| Claims Processed | 52 | 91 | 12 |
| Average Mileage | 23667.15 | 17380.49 | 1725.42 |
| Average Costs | $834.87 | $837.25 | $781.99 |
| Total Costs | $43,413.04 | $76,190.15 | $9,383.87 |

*** CONFIDENTIAL ***

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 06/09/2017 | 06/09/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAMC4EH[redacted] | -- | -- | 72197 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 05/26/2017 | 64139SG042LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states passenger side airbag light comes on.

**Technician's Findings and Repair**
FSE requested DTC/FFD information, as of this writing, that information was unavailable. Technician thinks the code was B1650 Technician did not follow TSB 07 108 16 FSE requested additional information from customer...see below. I called [redacted] and asked him the required interview questions to proceed on any repairs Passenger air bag alert (SRS Airbag system maintenance required) 1. Customer confirmed there were no items being stored under seat before the warning and when the warning light came on 2 Customer confirmed there had not been any fluids spilled at any time on the seat. 3. Customer said when adjusting the seat there was no problems and no wiring harnesses were altered 4 Customer said at the time when the warning came on there was no one in the seat, and he has never stored any heavily weighted items on the seat. FSE will collect ODS unit and return to the PCC FSE will enter TR[redacted]

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAMC4EH[redacted] | 05/17/2013 | 04/03/2013 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 705876 | Continuously Variable Transmission | 2014 | EFJ |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| WHI | 01 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 710624 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 06/09/2017 | 06/09/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC2HH[redacted] | -- | -- | 7654 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD42 | 06/07/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states passenger side air bag light is on

**Technician's Findings and Repair**
Tech found B1760. Technician did not follow TSB during diagnostics and service advisor failed to properly interview the customer FSE reviewed vehicle on 6/7/2017 The ODS system functioned according to specification. FSE advised S/M to redeliver vehicle to customer without installing new ODS since condition could not be duplicated Advised P/M to cancel ordered part Advised S/M to speak with customer and if the condition returns to contact the retailer immediately.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC2HH[redacted] | 10/06/2016 | 06/16/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 368124 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 33 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 040386 |

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

---

Vin JF2-SJAEC9 HH[redacted]
Description (HFF C JGM) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | JGM/GRA | C | 424306 | 36032 | 061803 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 335 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 05-Aug-2016 | 24-Sep-2016 | 28-Sep-2016 | 29-Sep-2016 | 28-Sep-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 09/29/2016 | 09/29/2017 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-8283 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
CIOCCA SUBARU 401278 401278
4611 HAMILTON BLVD

ALLENTOWN PA 18103

SOLD BY:
CIOCCA SUBARU 401278 401278
4611 HAMILTON BLVD

ALLENTOWN PA 18103

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | MGA | Seat Back Cargo Net | 22-Sep-2016 | A |
| | MGD | Cargo Tray | 22-Sep-2016 | A |
| | X43 | Roadside Assistance Label | 22-Sep-2016 | A |
| | XAA | PDI | 22-Sep-2016 | A |
| | XN4 | StarLink Window Cling | 22-Sep-2016 | A |
| | XNU | PZEV Badge | 22-Sep-2016 | A |
| | XZK | Accy Promo Sticker | 22-Sep-2016 | A |
| FZ6 | 04Q | Seat Back Protector | 22-Sep-2016 | A |
| FZ6 | BGA | All Weather Floor Mats | 22-Sep-2016 | A |
| FZ6 | OGA | Luggage Compartment Cover | 22-Sep-2016 | A |
| FZ6 | PGE | Rear Bumper Cover | 22-Sep-2016 | A |
| FZ6 | QGM | Splash Guards | 22-Sep-2016 | A |
| X9S | X2U | Black Mat | 22-Sep-2016 | A |
| X9S | X9B | 2017 Forester OIK | 22-Sep-2016 | A |
| X9S | XDN | Handling | 22-Sep-2016 | A |

OWNER: [redacted]

CO-OWNER:

[redacted]

(H) [redacted]
(W) [redacted]
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC9 HH[redacted] | 2017.0 | HFF | (HFF C JGM) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 401[redacted] | 401[redacted] | 28-Sep-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Fed Ext Deft | 09/28/16 | 09/28/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | New Car Wear | 09/28/16 | 09/28/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | New Car Adj | 09/28/16 | 09/28/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Fed Perform | 09/28/16 | 09/28/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Brake Pad | 09/28/16 | 09/28/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | New Car Basc | 09/28/16 | 09/28/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | SULEV | 09/28/16 | 09/28/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Rust Perf | 09/28/16 | 09/28/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| WC | Cal Ext Deft | 09/28/16 | 09/28/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 09/28/16 | 09/28/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Powertrain | 09/28/16 | 09/28/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Life Seatblt | 09/28/16 | 09/28/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Cal Defect | 09/28/16 | 09/28/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| SA | New Gold Plus | 09/28/16 | 09/28/23 | | N | |
| | 7yr/100,000 $100 Deductible | | | | | |

## EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

## EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

## SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 516 | Active | 100 | 8 | [redacted] |

Effective Date 09/28/16

Expr Date 09/28/23 Expr Mileage 100000

Transfer Date Cancel Date Tire Protection Available

## VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC9 HH[redacted] | 2017.0 | 13 | HFF | (HFF C JGM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 401[redacted] | 401[redacted] | 28-Sep-2016 | 28-Sep-2016 | C | JGM/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 09/28/16 | 09/28/23 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| ****** | No Claim Information | | ****** | | | | |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ewalke | 06/13/2017 | 06/13/2017 | 050-01-04 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC9HH[redacted] | -- | -- | 8179 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 05/30/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@Subaru.Com | -- |

**Customer's Description of Complaint**
Customer states that the AIR BAG Light is on and will not go off.

**Technician's Findings and Repair**
Tech was able to verify the Concern. The Code stored was B1650. The seat was not wet and the vehicle does not appear to have any issues with water leaks. The Tech ordered and installed a Passenger Front Seat Bottom Assembly. Attached is the Data File and Inquiry for this vehicle.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC9HH[redacted] | 09/28/2016 | 08/05/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 424306 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 061803 |

85421

## GILLMAN COMPANIES
ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order. [redacted]

CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL ☐

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, THE GILLMAN COMPANIES, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and THE GILLMAN COMPANIES neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

AUTHORIZATION TO REPAIR
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees [redacted]

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| L.O.F. & FLUIDS | 27 POINT | ROTATE/ BALANCE | ALIGN FRONT END | TUNE MOTOR | ADJUST VALVES | STATE INSPECTION | ALIGN HEADLIGHTS | TRANSMISSION SERVICE | FLUSH RADIATOR | SERVICE A/C | 7,500 MILE SERVICE | 15,000 MILE SERVICE | 22,500 MILE SERVICE | 30,000 MILE SERVICE | 37,500 MILE SERVICE | 45,000 MILE SERVICE | 52,500 MILE SERVICE | 60,000 MILE SERVICE | 75,000 MILE SERVICE | 90,000 MILE SERVICE | WASHWAX | PDI INSPECTION |

### INSTRUCTIONS ON WORK TO BE DONE

01* PAY TYPE: W
CUSTOMER STATES STAR LINK SENT A MESSAGE
SAYING THAT THERE WAS SOMETHING WRONG
WITH ONE OF THE AIR BAGS, SOP IS IN
Testing

WAIT
Need by 930

PG 1 OF 1

| TECH 163 | POLICY | NET |
|---|---|---|
| FAILED PART 52520496 | | 0.8hr |
| LABOR OP. ORC | HRS 1.7hr | OLH |
| AUTHORIZATION C8X0201 | | 0.9hr |
| TECH | POLICY | NET |
| FAILED PART | | |
| LABOR OP. | HRS | OLH |
| AUTHORIZATION | | |
| TECH | POLICY | NET |
| FAILED PART | | |
| LABOR OP. | HRS | OLH |
| AUTHORIZATION | | |
| TECH | POLICY | NET |
| FAILED PART | | |
| LABOP [redacted] | HRS | OLH |
| AUTHORIZATION | | |

**RO [redacted] *TAG [redacted] LIC: [redacted]
SVC ADV: 233 ARIEL DELAGARZA
16 **VIN: JF2SJAFC4 GH[redacted]
SUBARU FORESTER COL CD: DGM
2.5I PREM 4DR SUV
LICENSE: [redacted] GRAY CAR
MFG CODE: 066001 SVC DLR: 028001 SLM: WK8
STOCK NUMBER: 0S60331A
SOLD:062516 PROD:031417
ODOMETER: LAST: 12695 CURRENT: 13430
AVG PER DAY: 21 PER MONTH: 630

WORK: [redacted]
HOME:
EMAIL ADDRESS [redacted]

DIST CODE: JF1

WARNING: POSSIBLE RECHECK 03/21/17

EXTENDED SVC PLAN: TYPE: SAS NUMBER:1 DEDUCTIBLE: 100.00
[redacted]: Y* MONTHS: 84 M [redacted] 100000 EXPIRES: 062523
460 NOTE: DWS RO[redacted] RO[redacted] DWS RO[redacted] RO[redacted] 04/14/17 08:01:53
RO NOTE: DWS RO[redacted] RO[redacted] DWS RO[redacted]
****PROMISED DATE: 04/14/17 TIME: 1800 ****

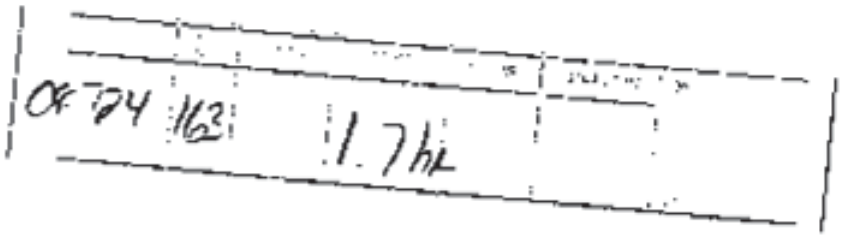
*TAG 4580* **RO [redacted]* SVC ADV: 233 RESV: 005 VIN: JF2SJAFC4 GH[redacted]

| RO# | DATE | LAST SERVICE PERFORMED MILEAGE | ADV | PARTS | LABOR |
|---|---|---|---|---|---|
| I07940 | 032117 | 12695 | 233 | | |
| DWS RO[redacted] | | RO[redacted] | | | |

RECOMMENDED SERVICE FOR YOUR CAR

| OPER | EST LABOR | EST PARTS | DESCRIPTION |
|---|---|---|---|
| BSF | 37.12 | 0.00 | BRAKE FLUID |
| PDI | 0.00 | 0.00 | PDI |

Check System For codes Found code B1650 ~~Rep~~ On Inspection Found Intermit Failure In The ODS Replace The Passenger Side ~~Seat~~ Seat Bottom Clear code Verify NORMAL operation AT This Time




PARTS RETURN
DATE 04-13-17
PART# 13966.0021
SIGN [redacted]

SINCE 1938

# Gillman

SUBARU Authorized Dealer

**SUBARU/MITSUBISHI OF SAN ANTONIO**
16044 IH-35 NORTH
SCHERTZ, TEXAS 78154
**DIRECT SERVICE LINE (210) 564-3415**
**1 (800) 284-4918**
**www.gillmanauto.com**

MITSUBISHI MOTORS Authorized Dealer

All bills due and payable in Schertz, Guadalupe County, Texas.

[redacted]

| Adv: 233 ARIEL DELAGARZA | Tag 4560 | License [redacted] | JF2SJAFC4 GH[redacted] | Page 1 (Last) | Invoice [redacted] |
|---|---|---|---|---|---|

**Invoice to**

[redacted]

**Driver/Owner Information**

[redacted]

**For Office Use**

| Odometer in: 13430 Out: 13430 | Dist: JF1 WAR W Prelim |
|---|---|
| MFG: 066001 | |
| Begin: 04/14/17 Done: 04/14/17 | Invoiced: 04/14/17 09:46 AD |

**Vehicle Information**

| 16 SUBARU FORESTER 2.5I PREM 4DR SUV GRAY | |
|---|---|
| Stock#: OS60331A | |
| Production: 03/14/17 | Sold: 06/25/16 |

**Customer Concern**

Concern 01: CUSTOMER STATES STAR LINK SENT A MESSAGE SAYING THAT THERE WAS SOMETHING WRONG WITH ONE OF THE AIR BAGS, SOP IS IN

Cause: FOUND CODE B1650 ON INSPECTION FOUND INTERNAL FAILURE IN THE ODS.

Correction: REPLACED THE PASSENGER SIDE SEAT BOTTOM CLEARED CODE VERIFIED NORMAL OPERATION AT THIS TIME

01 - 1: TESTING : REPLACED THE PASSENGER SIDE SEAT BOTTOM CLEARED CODE VERIFIED NORMAL OPERATION AT THIS TIME

Parts

| Part Number | PO# | Note | Description |
|---|---|---|---|
| SUB [redacted] | | NSTK | CUSHION AY OCPANTRH |

Parts: Count 1.00 Allowance: 205.72

Tech 163 BEMIS JR, THOMA

FAIL CODE : URC

01 - 1 FAIL CODE : URC

Type: W

| Operation | Tech | Units | Amount |
|---|---|---|---|
| B820496 | 163 | 0.8 | 77.60 |
| C820201 | 163 | 0.9 | 87.30 |

| Qty | List | Sell | |
|---|---|---|---|
| 1 | 685.73 | 685.73 | 685.73 |

| Subtotal | |
|---|---|
| PARTS | 685.73 |
| LAB-MECHANICAL | 164.90 |
| TOTAL CHARGE FOR CONCERN | 850.63 |

**Summary of Charges for Invoice W08724**

| | |
|---|---|
| PARTS | 685.73 |
| LAB-MECHANICAL | 164.90 |
| TOTAL CHARGE | 850.63 |

**Payment Distribution for Invoice W08724**

| | |
|---|---|
| TOTAL CHARGE | 850.63 |
| FAC WARRANTY | 850.63 |

DWS [redacted]

If you have any questions - please see ARIEL DELAGARZA

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X [redacted]

"STILL THE ONLY WAY TO GO!"

UCS©2004

CUSTOMER

# CLAIM DETAIL REPORT

| | | | | | |
|---|---|---|---|---|---|
| **Region:** | 060 | **Zone:** | 04 | **Service District:** | 03 |
| **Dealer:** | Gillman Subaru | | | **Dealer #:** | 040[redacted] |
| | 16048 Interstate 35 North | | | | |
| | Selma | TX | 78154 | | |

| | | | |
|---|---|---|---|
| **VIN:** | GH[redacted] | **Append:** | N |
| **RO/Job:** | [redacted] | **Resulting Damage:** | N |
| **Claim Type:** | Warranty Claim | | |
| **Status Code:** | OK Approved | | |
| **Reason Code:** | A | **Reason Code Desc:** | Approved |
| **Technician Name:** | Thomas Bemis | **SA Name:** | Ariel Delagarza |
| **Labor Rate:** | $97.00 | **Retail Rate:** | $115.00 |

**TOTAL**

| | | | |
|---|---|---|---|
| **Total Labor:** | $164.90 | **SAS Deductible:** | $0.00 |
| **Total Parts:** | $685.73 | | |
| **Total Sublet:** | $0.00 | | |
| **Towing:** | $0.00 | **Original Claim:** | $850.63 |
| **Rental:** | $0.00 | **Adjustments:** | $0.00 |
| **Tax:** | $0.00 | | |
| **Paint & Material:** | $0.00 | **Net Claim:** | $850.63 |
| **Payment Method:** | Dealer Statement | | |

| Rep Start Date | Rep End Date | Fail Code | Recall Code | Entry Date | Orig Code | Proc Date | Proc By | Auth Code |
|---|---|---|---|---|---|---|---|---|
| 04/14/2017 | 04/14/2017 | URC43 | | 04/18/2017 | DADMIN | 04/18/2017 | SADMIN | |

| Last Name | Zipcode | Carrier Code | Trans Mode | Delivery Date | Damage Code | Misc Detail | Mileage |
|---|---|---|---|---|---|---|---|
| | | | | 01/25/2016 | | | 13,430 |

| Prev RO Number | Prev RO Date | Prev RO Mlg | Cust Amt | Dlr Amt | SOA Amt |
|---|---|---|---|---|---|
| | | 0 | $0.00 | $0.00 | $0.00 |

| Model Yr | Model Code | Opt Code | Ext Clr | Int Clr | Selling Dlr | Warranty Start Date | SAS Cont Start Date |
|---|---|---|---|---|---|---|---|
| 2016 | GFF | 14 | DGM | GRA | 040910 | 01/25/2016 | |

**LABOR INFORMATION**

| Operation Number | Labor Hours | Additional Hours | Sublet Hours | Sublet Amount | Total Amount |
|---|---|---|---|---|---|
| 820201 | 0.9 | 0.0 | 0.0 | $0.00 | $87.30 |
| AIR BAG SYSTEM TESTING | | | | | |

820496 0.8 0.0 0.0 $0.00 -$77.60

ODS CONTROL MODULE. LOAD CELL &/or HARNESS

**PART INFORMATION**

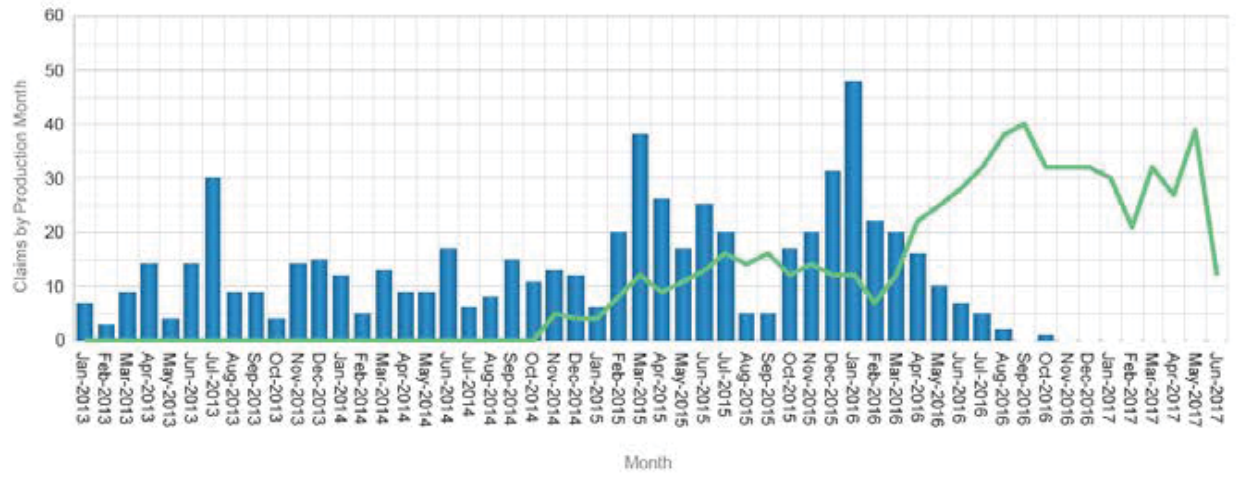
| Part Number | Qty | Unit Cost | Extended Cost | Handling | Total Amount | Failed Part | Error Code | Return Code |
|---|---|---|---|---|---|---|---|---|
| 64139SG002LL | 1 | 685.73 | 685.73 | 0.00 | $685.73 | Y | | |

**COMMENTS**

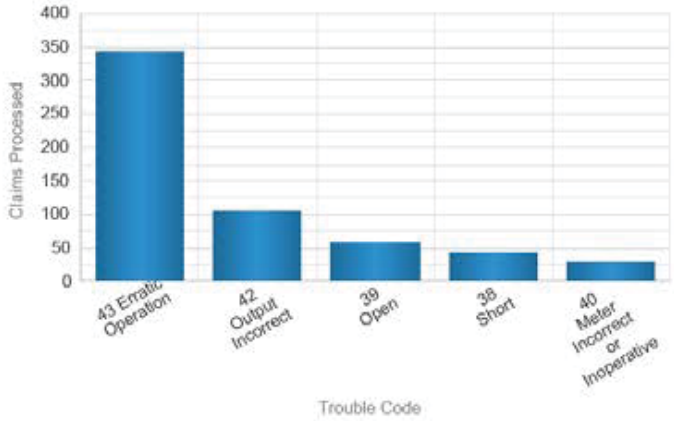
| Created By | Note |
|---|---|
| SADMIN | cust states star link sent a message saying that there was something wrongwith one of the air bags , sop is in . found code b1650 on inspection found internal in the ods . replaced the passenger side seat bottom cleared code |

| District Type | Claim Type | Primary Fail Part | Fail Code | Model Year | Carline | Region | Dealer | Posting Month | Vendor Code |
|---|---|---|---|---|---|---|---|---|---|
| FSE District | PW, WC | 64139SG002LL CUSHION AY OCPANTRH | None | None | None | None | None | None | None |

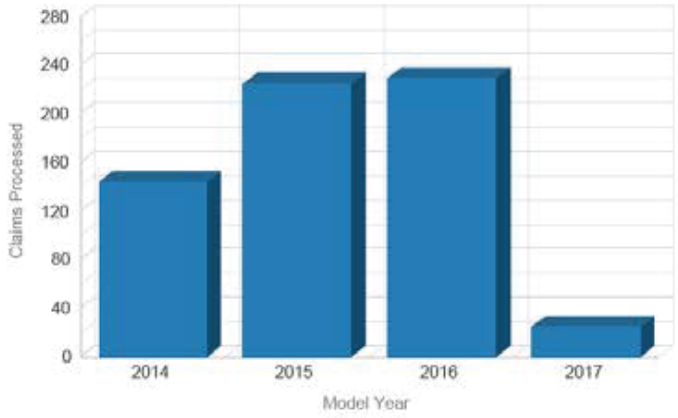
## Claims by Repair and Production Month FSE




## Top 5 Failed Reasons FSE




## Claims by Model Year FSE




| | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|
| Claims Processed | 144 | 225 | 229 | 25 |
| Average Mileage | 24783.15 | 18294.80 | 11203.85 | 5251.12 |
| Average Costs | $887.78 | $845.75 | $891.80 | $871.71 |
| Total Costs | $127,840.29 | $190,292.85 | $204,223.33 | $21,792.72 |

*** CONFIDENTIAL ***

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 06/13/2017 | 06/13/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC4GH[redacted] | -- | -- | 13430 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 04/14/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states they were notified by Starlink that the ODS system required attention

**Technician's Findings and Repair**
Technician diagnosed B1650. Tech did not follow TSB nor did he save the DTC or the FFD. FSE will collect the failed ODS unit and return to the PCC  FSE will issue TR #[redacted]

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC4GH[redacted] | 01/25/2016 | 12/09/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 164054 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 502220 |

2.5

Buy happy

Brown's CAR STORES

www.BrownsCar.com

[redacted]

**Brown's Manassas Subaru**
9018 Liberia Ave.
Manassas, VA 20110
888 693 2808

[redacted]

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---|---|---|---|---|---|---|---|
| 27SUZ10 | LUBE OIL AND FILTER | MI | | 60SUZ | SAFETY INSPECTION | MO | |
| 22SUZ | ROTATE TIRES | MI | | 04SUZSEINSPROTA | ROTATE TIRES | MI | |

## SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|---|---|---|---|---|---|---|---|
| 03/20/17 | 71599 | 12295 | 158 | 248 | C | 00SUZJMA | JMA MTN CONTRACT |
| 09/08/16 | 63561 | 5815 | 260 | 250 | C | 22SUZ00 | TIRE CONCERN |
| | | | | 166 | C | 27SUZF | FIRST FREE SERVICE |
| 04/05/16 | 57499 | 4 | 109 | 221 | I | 23SUZA | TRIM MASTERS |
| 03/19/16 | 56790 | 2 | 109 | 234 | I | 45SUZ | PDI |
| | | | | 101 | I | 60SUZ | SAFETY INSPECTION |

SALESPERSON NO. 211 CHRISTOPHER MICHAEL S E R V I C E STATE REG# 3

TERMS
☐ CASH
☐ CREDIT CARD
☐ OTHER

VEHICLE I.D. NO. JF2SJAKC0GH[redacted]
YEAR/MAKE/MODEL 16/SUBARU/FORESTER/FORESTER 2.5I LT
PRODUCTION DATE
STOCK NO. 7218
LICENSE NO. [redacted]
R.O. NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT JM&A
DELIVERY DATE 04/22/16
DELIVERY MILES 33
A.C. DATE 06/06/17
COLOR ICE SILVER META/B
CONTRACT NO. [redacted]
EXPIRATION DATE 04/22/19
EXPIRATION MILES 36,000
TAG NO. [redacted]

| TURBO | M/MC | AIR COND. | P.S. | TRANS | MILEAGE | ADVISOR NO. | ADVISOR |
|---|---|---|---|---|---|---|---|
| | SUZZ | | | | 15,959 | 158 | MEREDITH EDEN |

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

APPOINTMENT ☒ Yes ☐ No
CELL [redacted]
LABOR RATE

JOB

COMMENTS :
NIGHT-DROP
OFF

1 C 99SUZ — *RECOMMENDED SERV.*
Airbag light on

2 C 08SUZ — *ELECTRICAL CONCERN*
AIR BAG LIGHT ON

Need C.U. DTC B1650 only
ODS. CU DTC
Print out diag tree + Mark results for each step.
CMR
Photo Condition of seat.
Check Box for Restraint System Malfunction
B1650 (Occupant Detection System Malfunction)

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

SF659448 D (09/10)

ESTAMPE (703) 266-2988



CUSTOMER COPY

74894

Buy happy

BROWN'S

MANASSAS SUBARU

www.manassassubaru.com

# BROWN'S MANASSAS SUBARU

9020 Liberia Ave.
Manassas, Va. 20110
703.361.5866

YOUR CAR MAY BE PICKED UP
FROM 8:00 a.m. - 8:00 p.m. M-F
8:00 a.m. - 7:00 p.m. SAT.
12:00 p.m. - 5:00 p.m. SUNDAY

Your Service Advisor is A/Fallon

1. WRITE YOUR ORDER ON THIS ENVELOPE
2. LEAVE YOUR CAR IN FRONT OF OUR BUILDING OR ON OUR LOT
3. PLACE YOUR KEYS AND ANY COUPONS APPLICABLE IN THIS ENVELOPE
4. DR[redacted]D

MILEAGE ON CAR 15955

Name [redacted] Lic Plate No [redacted]

Addre[redacted]

City [redacted] ome Phone [redacted]

Phone Number you can be contacted during the de[redacted] usiness Phone

E-m[redacted]

What time would you like to pick up your car? 12:00pm Year and Model 2016 Forester

Vin Number JF2STAKC0GH[redacted] Color Silver

| Scheduled Maintenance | | Additional Services Available | |
|---|---|---|---|
| ☐ 3,750 mile service | ☐ 33,750 mile service | ☐ Change Engine Oil/Filter | ☐ Replace Cabin Air Filter |
| ☐ 7,500 mile service | ☐ 37,500 mile service | ☐ Service Cooling System | ☐ Brake Inspection |
| ☐ 11,250 mile service | ☐ 41,250 mile service | ☐ Engine Tune | ☐ Fuel Injector Service |
| ☐ 15,000 mile service | ☐ 45,000 mile service | ☐ Transmission Service | ☐ Service Air Conditioning |
| ☐ 18,750 mile service | ☐ 48,750 mile service | ☐ Rotate Tires | ☐ VA State Safety Inspection |
| ☐ 22,500 mile service | ☐ 52,500 mile service | ☐ Alignment CK | ☐ Timing Belt Replacement |
| ☐ 26,250 mile service | ☐ 56,250 mile service | ☐ Balance Four Tires | ☐ Power Steering Flush |
| ☐ 30,000 mile service | ☐ 60,000 mile service | ☐ Emission | ☐ Replace Wiper Blades |
| | | ☐ Check Engine Light On | ☐ Air Bag Light On |

☐ WORK TO BE DONE Air bag light

**CUSTOMER RIGHTS**

(1) CUSTOMER WANTS REPLACE PARTS YES_____NO_____
(2) DO YOU WANT WRITTEN ESTIMATE IF IT EXCEEDS $50.00 YES_____NO_____
(3) CUSTOMER MAY NOT BE CHARGED MORE THAN 10% OF THE COST OF THE WRITTEN ESTIMATE WITHOUT HIS CONSENT.
(4) CUSTOMER CONSENT FOR ADDITIONAL REPAIRS YES_____NO_____
**(5) MINIMUM CHARGE $125.00 IF NO REPAIRS PERFORMED.**

I hereby authori[redacted] you and/or your employees permission to operate the vehicle herein described on stre[redacted] ss mechanic's lien is hereby acknowledged on above vehicle to secure the amount of re[redacted] shipments beyond dealers control nor for loss or damage to vehicle or articles left in ve[redacted] ecause of the Early Bird Service, I am unable to receive an estimate of repairs. Please c[redacted]

PLEASE SIGN [redacted] 6.6.17

THIS ENVELOPE MUST BE SIGNED [redacted]

**I HAVE CHECKED MY CAR AND THERE IS NOTHING LEFT IN THE CAR WITH A TOTAL VALUE EXCEEDING $5.00**

**WE ACCEPT ALL MAJOR CREDIT CARDS**

Estampe (703) 266-2988

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC)

## DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION

**DTC DETECTING CONDITION:**

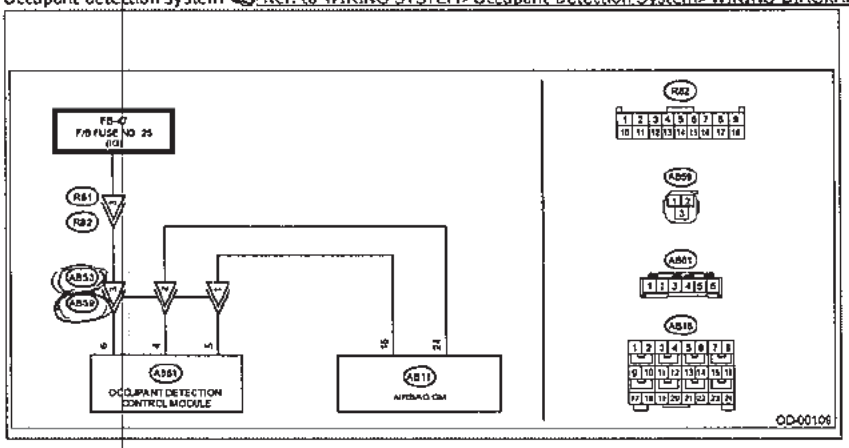
- Occupant detection sensor is faulty.
- Occupant detection control module is faulty.
- Occupant detection harness is faulty.
- Fuse No. 25 is blown out.
- Rear airbag harness is faulty.

Caution:

Before performing diagnosis, refer to "CAUTION" in "General Description". Ref. to AIRBAG SYSTEM (DIAGNOSTICS)>General Description>CAUTION.

**WIRING DIAGRAM:**

Occupant detection system Ref. to WIRING SYSTEM>Occupant Detection System>WIRING DIAGRAM.




### 1. CHECK DTC.

Read the DTC of the occupant detection system. Ref. to OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)>Read Diagnostic Trouble Code (DTC).

Is any of DTC B1760, B1771 and B1795 detected?

Yes — Perform the diagnosis according to DTC.

NS — Go to 2.

### 2. CHECK POOR CONTACT OF CONNECTORS.

Check for poor contact of the connectors between the occupant detection control module and airbag control module.

Is there poor contact?

Yes — Reconnect the connector. If defective is not improved, replace the airbag rear harness along with the body harness or the occupant detection harness (seat harness).

No — Go to 3.

### 3. CHECK AIRBAG REAR HARNESS.

1. Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.
2. Disconnect the connectors (AB59) and (AB53) under the passenger's seat.
3. Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18).
4. Connect the connector (1AP) in the test harness AP to the connector (AB53).
5. Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP.

Connector & terminal

(6AG) No. 9 — (2AP) No. 2: → .2 - .3 Ω

(6AG) No. 11 — (2AP) No. 1: → .3Ω

Is the resistance less than 10 Ω?

Yes — Go to 4.

| | |
|---|---|
| No | Replace the airbag rear harness along with body harness. |

**4. CHECK AIRBAG REAR HARNESS.**

Measure the resistance between connector (6AG) in the test harness AG and chassis ground.
Connector & terminal
(6AG) No. 9 — Chassis ground: -> out of limits
(6AG) No. 11 — Chassis ground: -> out of limits
(6AG) No. 9 — (6AG) No. 11: -> out of limits

Is the resistance 1 MΩ or more?

| | |
|---|---|
| Yes | Go to 5. |
| No | Replace the airbag rear harness along with body harness. |

**5. CHECK OCCUPANT DETECTION HARNESS.**

1. Turn the ignition switch to ON.
2. Measure the voltage between connector (2AP) in the test harness AP and chassis ground.
   Connector & terminal
   (2AP) No. 3 (+) — Chassis ground (-): 12.27 - 12.28 V

Is the voltage 10 V or more?

| | |
|---|---|
| Yes | Replace the occupant detection harness (seat harness). If defective is not improved, replace the occupant detection system (passenger's side cushion & frame assembly), and then the airbag control module in this order. Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT. |
| No | Check the battery voltage and fuse. If there is no fault, replace the airbag rear harness together with body harness. |

JUN 6, 2017 SUMMARY HISTORY DISPLAY Store 07 SERVC01 [redacted]

| CUSTOMER NAME [redacted] SERIAL NO. JF2SJAKC0GH[redacted]
| TOTAL R/O'S 4 TOTAL SERV. DAYS 7 MAKE SU SUBARU

| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | [redacted] | 03/20/2017 | 12295 | A | 158 | | | | |
| | | | | T | 248 | 1 | C 00SUZJMA | JMA MTN CONTRACT | OIL CHANGE |
| 2 | [redacted] | 09/08/2016 | 5815 | A | 260 | | | | |
| | | | | T | 250 | 1 | C 22SUZ00 | TIRE CONCERN | |
| | | | | T | 166 | 2 | C 27SUZF | FIRST FREE SERVI | OIL CHANGE |
| 3 | [redacted] | 04/05/2016 | 4 | A | 109 | | | | |
| | | | | T | 221 | 1 | I 23SUZA | TRIM MASTERS | |
| 4 | [redacted] | 03/19/2016 | 4 | A | 109 | | | | |
| | | | | T | 234 | 1 | I 45SUZ | PDI | |
| | | | | T | 250 | | | | |
| | | | | T | 101 | 2 | I 60SUZ | SAFETY INSPECTIO | |

(E=ENTER)(P=PAGE)(LINE#)(S=SUMMARY PRINT)

NO MOISURE IN SEAT FOAM
- NO DEBRIS UNDER SEAT. NO DAMAGE

SRS CAME ON WHEN SEAT OCCUPIED
- AIRBAG "OFF"
- NO CHIMES.

PHONE CHARGER + USB CORD (FRAYED) BOTH IN CENTER CONSOLE + STAY PLUGGED IN WHILE CAR NOT IN USE
- STORES PHONE IN CUPHOLDER

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | Icon | 06/13/2017 | 06/13/2017 | 050-02-01 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAKC0GH[redacted] | -- | -- | 15959 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD40 | 06/06/2017 | 64139SG043VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Len Conway | lcon@subaru.com | -- |

**Customer's Description of Complaint**
Airbag light on.

**Technician's Findings and Repair**
Technician verified condition and after following diagnostic trouble tree needed to replace the set bottom  Attached are diagnostic test results

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAKC0GH[redacted] | 04/22/2016 | 02/04/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 217702 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 22 | C | N |

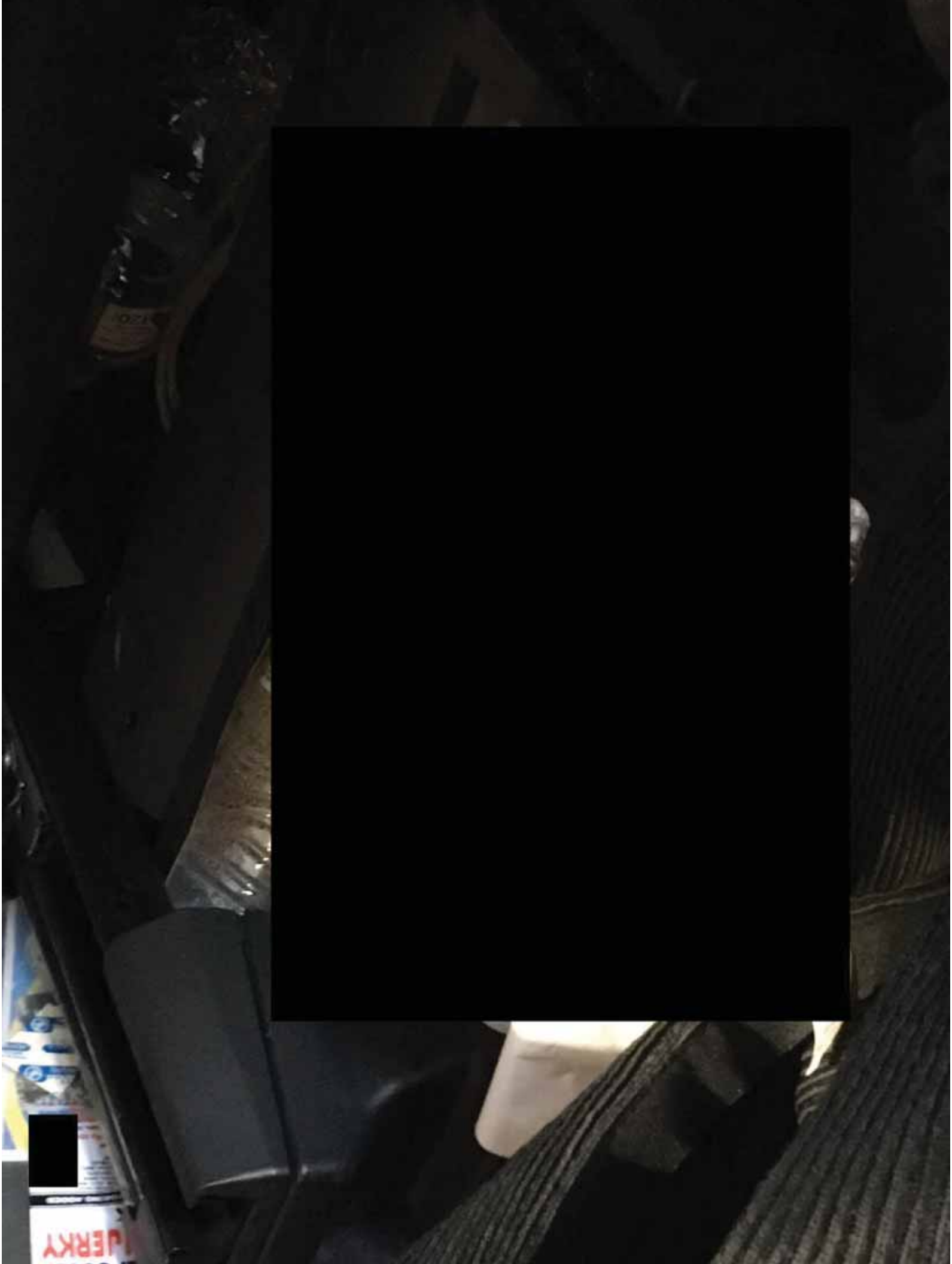
| Engine Size | Original Trans # |
|---|---|
| | 868559 |

2.5

[redacted]

[redacted]

[redacted]



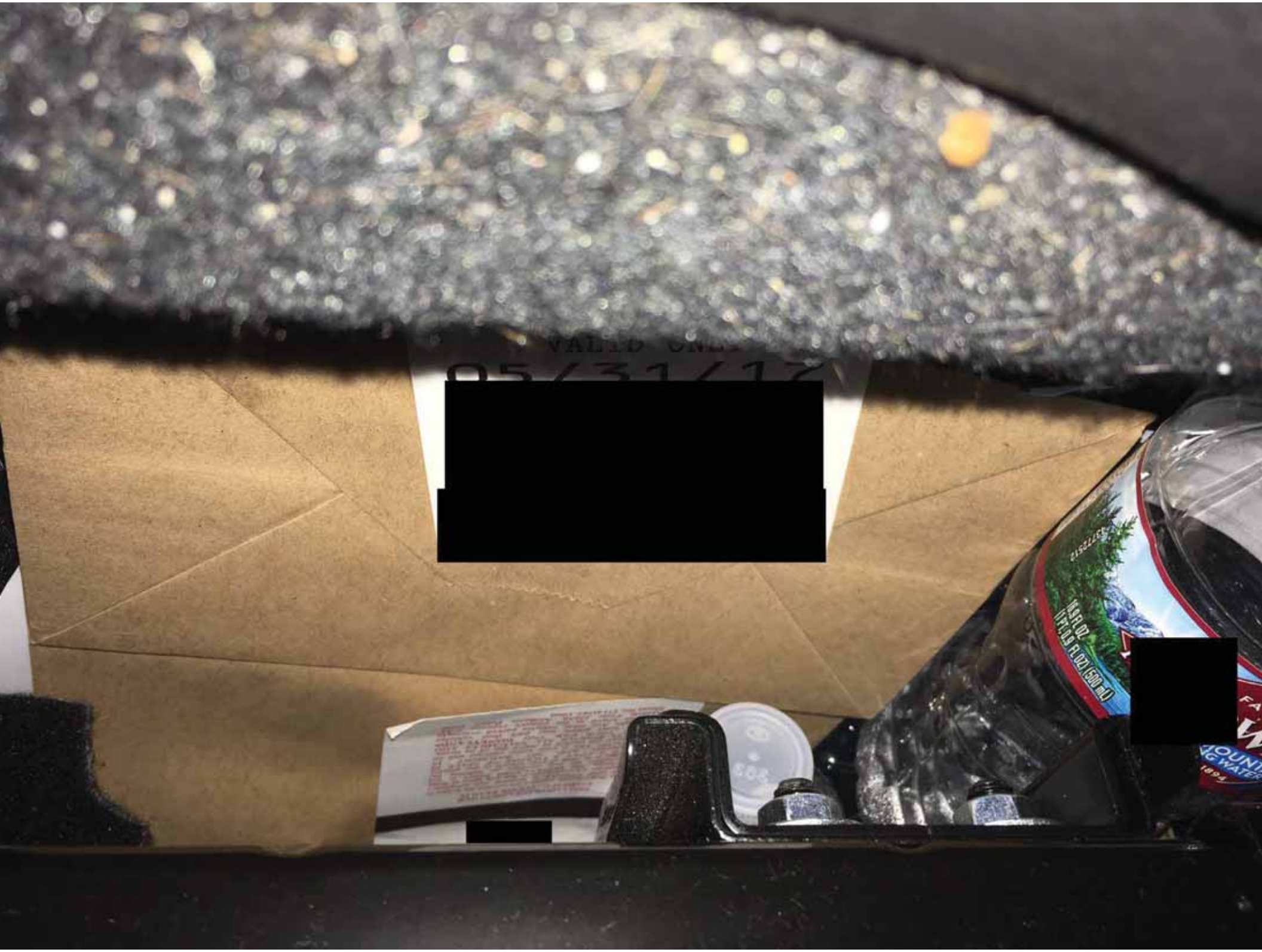









SOL





# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dhec | 06/16/2017 | 06/16/2017 | 080-04-02 | 400[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | -- | -- | 11442 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/14/2017 | 64139SG060LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Don Heck | dhec@subaru.com | -- |

## 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 cold 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

Click to view documents

**VIN Remainder**

JF2SJAEC4HH[redacted]

**Warranty Start Date**
11/22/2016

**Production Date**
10/08/2016

**Car Line**
Forester

**Original Engine #**

491581

**Trans. Type Desc**

Continuously Variable Transmission

**Model Year**
2017

**Model Code**

HFF

**Color**

IS1

**Options**

13

**Emission Spec**

C

**Turbo**

N

**Engine Size**

2.5

**Original Trans #**
756409

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | lgil4245 | 06/17/2017 | 06/17/2017 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC0FG[redacted] | -- | -- | 36183 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**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.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC0FG[redacted] | 05/28/2015 | 03/10/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 663620 | 6-Speed Manual | 2015 | FFE |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHI | 11 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 874577 |

## DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION

**DTC DETECTING CONDITION:**

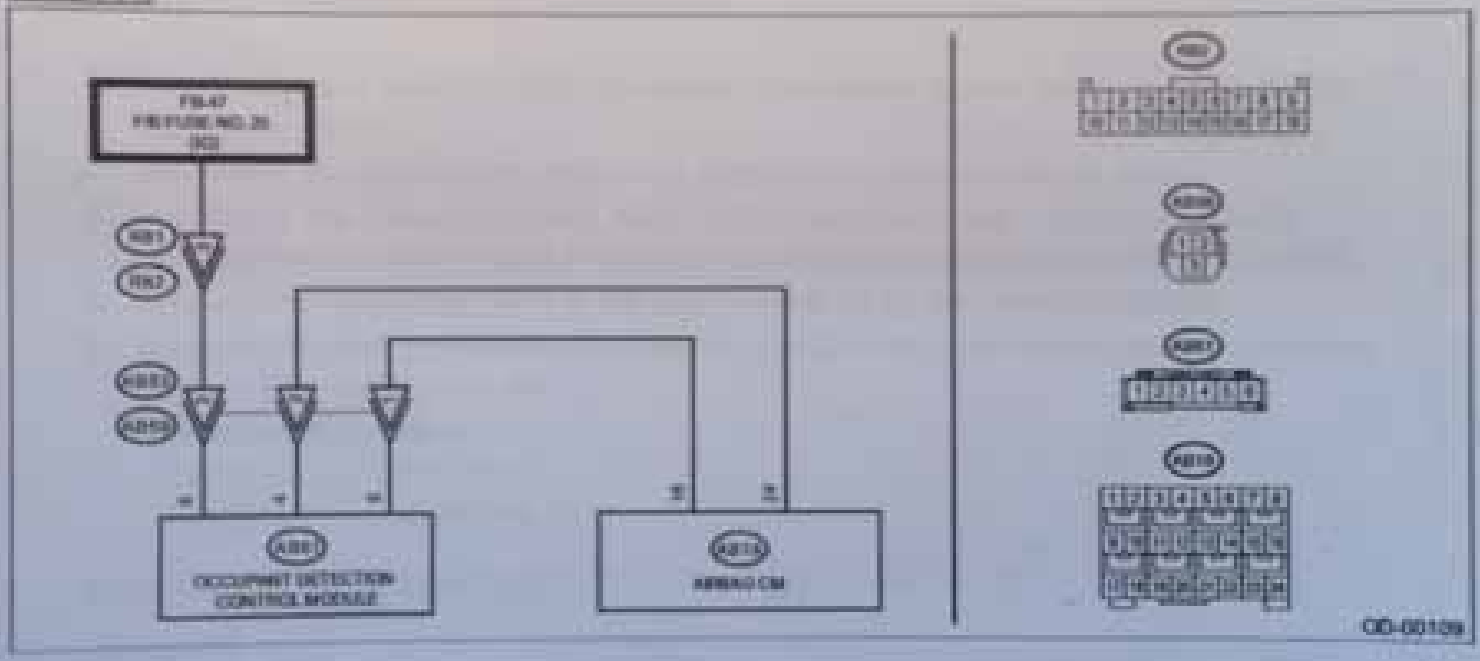
- Occupant detection sensor is faulty.
- Occupant detection control module is faulty.
- Occupant detection harness is faulty.
- Fuse No. 25 is blown out.
- Rear airbag harness is faulty.

Caution:

Before performing diagnosis, refer to "CAUTION" in "General Description". Ref. to AIRBAG SYSTEM (DIAGNOSTICS)>General Description>CAUTION.

**WIRING DIAGRAM:**

Occupant detection system Ref. to WIRING SYSTEM>Occupant Detection System>WIRING DIAGRAM.




### 1. CHECK DTC.

Read the DTC of the occupant detection system.

Is any of DTC B1760, B1771 and B1795 detected?

Yes — Perform the diagnosis according to DTC.

✓ — Go to 2.

## 2. CHECK POOR CONTACT OF CONNECTORS.

Check for poor contact of the connectors between the occupant detection control module and airbag control module.

Is there poor contact?

Yes — Reconnect the connector. If defective is not improved, replace the airbag rear harness along with the body harness or the occupant detection harness (seat harness).

☑ Go to 3.

## 3. CHECK AIRBAG REAR HARNESS.

1. Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.
2. Disconnect the connectors (AB59) and (AB53) under the passenger's seat.
3. Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18).
4. Connect the connector (1AP) in the test harness AP to the connector (AB53).
5. Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP.

Connector & terminal

(6AG) No. 9 — (2AP) No. 2: 0.1 Ω

(6AG) No. 11 — (2AP) No. 1: 0.1 Ω

Is the resistance less than 10 Ω?

Yes ☑ Go to 4.

No — Replace the airbag rear harness along with body harness.

## 4. CHECK AIRBAG REAR HARNESS.

Measure the resistance between connector (6AG) in the test harness AG and chassis ground.

Connector & terminal

(6AG) No. 9 — Chassis ground: OL

(6AG) No. 11 — Chassis ground: OL

(6AG) No. 9 — (6AG) No. 11: OL

Is the resistance 1 MΩ or more?

Yes — Go to 5.

No — Replace the airbag rear harness along with body harness.

## 5. CHECK OCCUPANT DETECTION HARNESS.

1. Turn the ignition switch to ON.
2. Measure the voltage between connector (2AP) in the test harness AP and chassis ground.

   Connector & terminal

   (2AP) No. 3 (+) — Chassis ground (-): 11.82 V

Is the voltage 10 V or more?

Yes — Replace the occupant detection harness (seat harness). If defective is not improved, replace the occupant detection system (passenger's side cushion & frame assembly), and then the airbag control module in this order. Ref. to SEATS>Front Seat>DISASSEMBLY > PASSENGER'S SEAT.

No — Check the battery voltage and fuse. If there is no fault, replace the airbag rear harness together with body harness.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | lgil4245 | 06/17/2017 | 08/01/2017 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC5FH[redacted] | -- | -- | 23148 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**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**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC5FH[redacted] | 03/30/2015 | 01/26/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 618293 | Continuously Variable Transmission | 2015 | FFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| WHI | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

536598

---

**Additional Comments**

(08/01/2017 08:55:32) (lgil4245) 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.









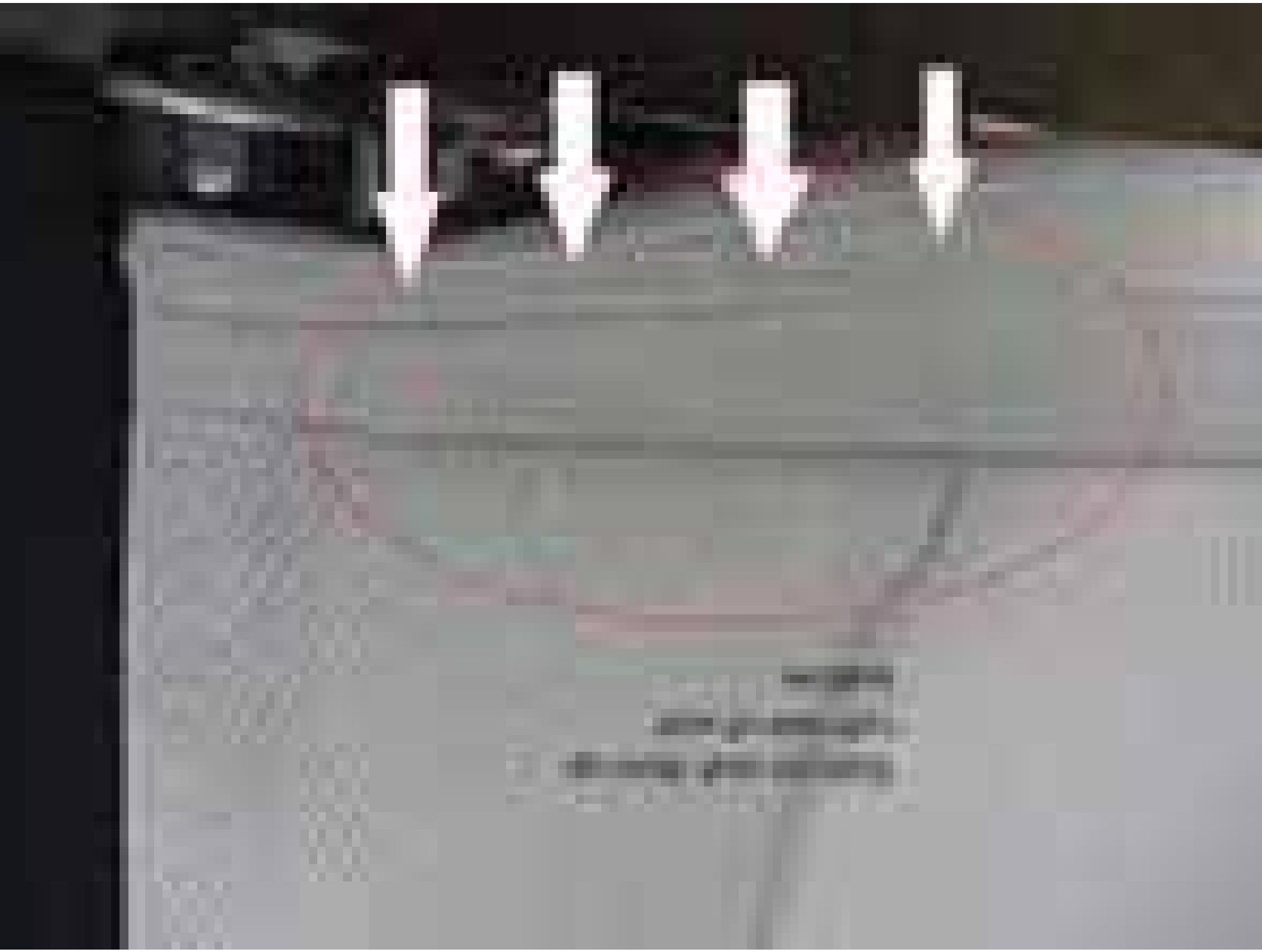




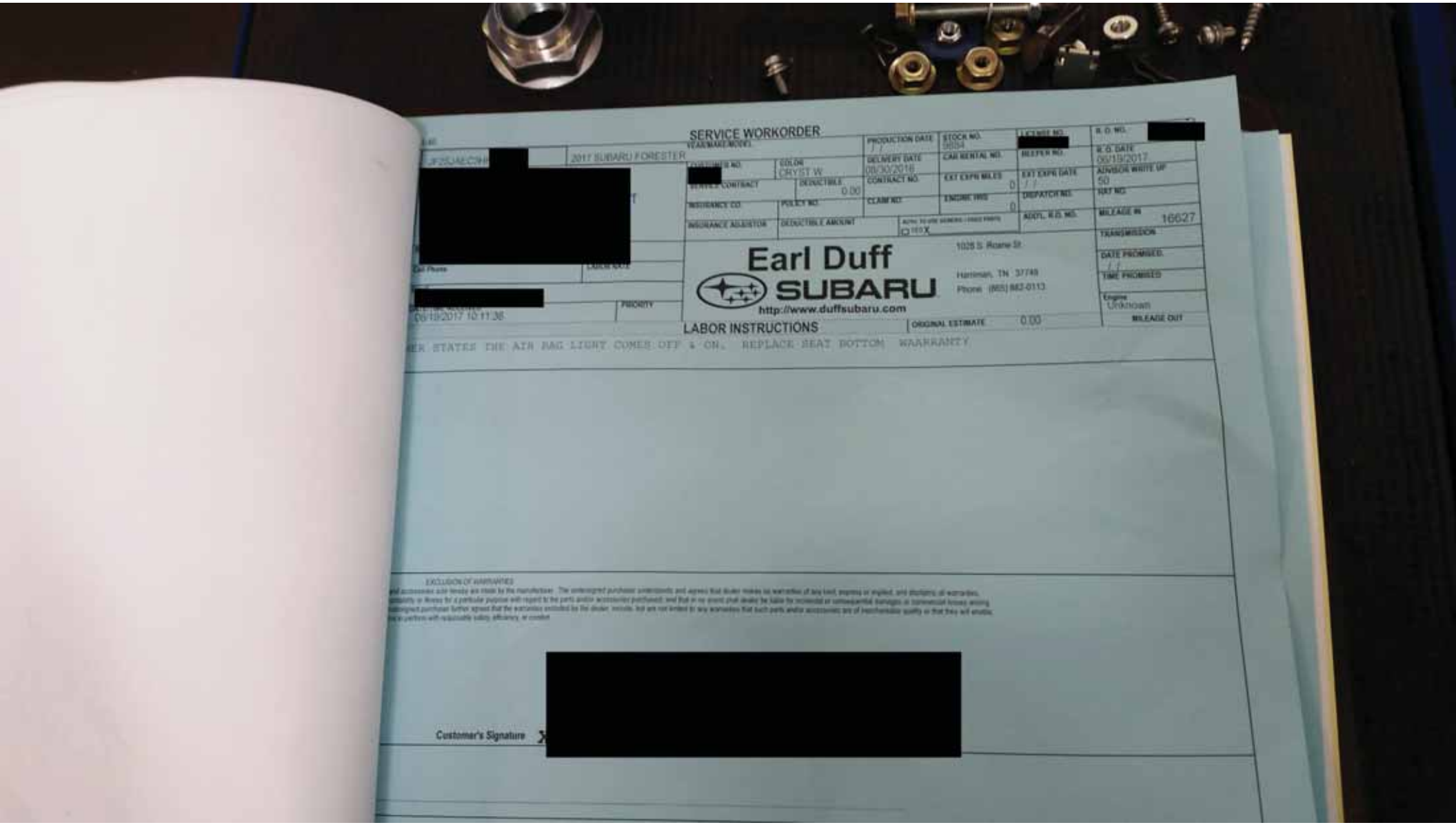












SERVICE WORKORDER

2017 SUBARU FORESTER

COLOR CRYST W

DELIVERY DATE 06/30/2016

STOCK NO. 9884

R. O. NO. [redacted]

R.O. DATE 06/19/2017

ADVISOR WRITE UP 50

MILEAGE IN 16627

DATE PROMISED

TIME PROMISED

Engine Unknown

MILEAGE OUT

DEDUCTIBLE 0.00

EXT EXPN MILES 0

EXT EXPN DATE

ENGINE HRS 0

DISPATCH NO.

Earl Duff SUBARU

1026 S. Roane St

Harriman, TN 37748

Phone (865) 882-0113

http://www.duffsubaru.com

06/19/2017 10:11:36

LABOR INSTRUCTIONS

ORIGINAL ESTIMATE 0.00

ER STATES THE AIR BAG LIGHT COMES OFF & ON. REPLACE SEAT BOTTOM WARRANTY

EXCLUSION OF WARRANTIES

Customer's Signature X [redacted]

DEALER VEHICLE INQUIRY
FOR DEALER: bspidl

---

Vin JF2-SJAEC3 HH[redacted]
Description (HFF C WHC) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | WHC/GRA | C | 394795 | 39082 | 049373 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 327 | 008 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 11-Jul-2016 | 23-Aug-2016 | 30-Aug-2016 | 31-Aug-2016 | 30-Aug-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 08/30/2016 | 08/30/2017 | STARLINK Safety Plus 1 Year Trial | Jill Mcguire |

Salesman: ###-##-2393 Sales Order Type: Wholesale Sale Type: A Sold Order: N

ALLOCATED:
---
KELLY SUBARU 040399 040399
900 RIVERFRONT PKY

CHATTANOOGA TN 37402

SOLD BY:
---
EARL DUFF SUBARU 040171 040171
1028 S ROANE ST

HARRIMAN TN 37748

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | BGA | All Weather Floor Mats | 22-Aug-2016 | A |
| | X43 | Roadside Assistance Label | 22-Aug-2016 | A |
| | XAA | PDI | 22-Aug-2016 | A |
| | XN4 | StarLink Window Cling | 22-Aug-2016 | A |
| | XNU | PZEV Badge | 22-Aug-2016 | A |
| | XZK | Accy Promo Sticker | 22-Aug-2016 | A |
| FYP | OGA | Luggage Compartment Cover | 22-Aug-2016 | A |
| FYP | PGE | Rear Bumper Cover | 22-Aug-2016 | A |
| FYP | QGM | Splash Guards | 22-Aug-2016 | A |
| FYP | UGA | Cross Bar Set Aero | 22-Aug-2016 | A |
| X9S | X2U | Black Mat | 22-Aug-2016 | A |
| X9S | X9B | 2017 Forester OIK | 22-Aug-2016 | A |
| X9S | XDN | Handling | 22-Aug-2016 | A |

OWNER: [redacted]
[redacted]
(H[redacted]
(W)

CO-OWNER: [redacted]
[redacted]
(H)
(W)

(F) (F)

DRIVER: CO-DRIVER:
-------- -----------

(H) (H)
(W) (W)
(F) (F)

Vehicle Coverage Inquiry

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC3 HH[redacted] | 2017.0 | HFF | (HFF C WHC) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040399 | 040171 | 30-Aug-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Brake Pad | 08/30/16 | 08/30/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | Cal Ext Deft | 08/30/16 | 08/30/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | New Car Basc | 08/30/16 | 08/30/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Life Seatblt | 08/30/16 | 08/30/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Cal Defect | 08/30/16 | 08/30/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Fed Ext Deft | 08/30/16 | 08/30/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 08/30/16 | 08/30/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | New Car Wear | 08/30/16 | 08/30/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |

WC Powertrain 08/30/16 08/30/21 60000 N
Powertrain Warranty

WC Fed Perform 08/30/16 08/30/18 24000 N
Federal Emissions Performance Warranty

WC SULEV 08/30/16 08/30/31 150000 N
California Emissions PZEV

WC New Car Adj 08/30/16 08/30/19 36000 N
New Car Adjustment Coverage

WC Rust Perf 08/30/16 08/30/21 999999 N
Rust Perforation Warranty

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC3 HH[redacted] | 2017.0 | 13 | HFF | (HFF C WHC) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040[redacted] | 040[redacted] | 30-Aug-2016 | 30-Aug-2016 | C | WHC/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| ****** No Claim Information ****** | | | | | | | |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|

Diagnostic Code(s) Display
Date Monday, April 10, 2017
Time 10:37
System Airbag System

| Code | Description trouble position | Trouble |
|---|---|---|
| Past faults | Number of Diagnostic Code(s): 1 | |
| B1650 | Occupant Classification System Malfunction | First de |



Diagnostic Code(s) Display
Date Monday, April 10, 2017
Time 10:38
System Occupant Detection System

| Code | Description trouble position | Trouble |
|---|---|---|
| Past faults Number of Diagnostic Code(s): 1 | | |
| B1760 | Sensor mat abnormal | - |

04/10/2017 10:31:03

# SERVICE WORKORDER

| TERMS | YEAR/MAKE/MODEL | PRODUCTION DATE | STOCK NO. | | R. O. NO. |
|---|---|---|---|---|---|
| CASH / AM. EXP. / VISA / MC / DISCOVER / DINERS / GM PROTECT / CART B. / CHECK / (PRIOR APPROVAL) / OTHER | JF2SJAEC3H[redacted] 2017 SUBARU FORESTER | / / | 9884 | [redacted] | [redacted] |
| | CUSTOMER NO. [redacted] / COLOR CRYST W | DELIVERY DATE 08/30/2016 | CAR RENTAL NO. | BEEPER NO. | R. O. DATE 04/10/2017 |
| | SERVICE CONTRACT / DEDUCTIBLE 0.00 | CONTRACT NO. | EXT EXPR MILES 0 | EXT EXPR DATE / / | ADVISOR WRITE UP 50 |
| | INSURANCE CO. / POLICY NO. | CLAIM NO. | ENGINE HRS 0 | DISPATCH NO. | HAT NO. |
| | INSURANCE ADJUSTOR / DEDUCTIBLE AMOUNT | AUTH. TO USE GENERIC / USED PARTS ☐ YES X | | ADD'L. R.O. NO. | MILEAGE IN 13472 |

RECOMMENDED SERVICE DECLINED ☐ YES ☐ NO
APPOINTMENT ☐ YES ☐ NO
SHUTTLE ☐
COURTESY TRANSPORT ☐

[redacted] BUSINESS PHONE
Cell Phone [redacted] LABOR RATE
[redacted]
DATE/TIME RECEIVED 04/10/2017 10:30:41 PRIORITY

**Earl Duff SUBARU**
http://www.duffsubaru.com

1028 S. Roane St
Harriman, TN 37748
Phone (865) 882-0113

TRANSMISSION
DATE PROMISED / /
TIME PROMISED
Engine Unknown
MILEAGE OUT

JOB 1 W — LABOR INSTRUCTIONS — ORIGINAL ESTIMATE 0.00

CUSTOMER SAYS, AIR BAG LIGHT COMES ON AND GOES OFF ALL THE TIME [redacted] ✓ RF

0.7 850-782
0.4 850-701
UQF-43

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

Sign →

Customer's Signature X [redacted]

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | bspidl | 06/20/2017 | 06/20/2017 | 050-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | -- | -- | 16627 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/19/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Benjamin Spidle | | |

## Customer's Description of Complaint

Customer states passenger airbag light comes on and off at times

## Technician's Findings and Repair

Tech assist 6/19/17 Vehicle first visit on 4/10/17 with DTC B1760 and B1650 6/19/17 FSE inspected and found B1650 stored in Airbag memory as history code. Referenced TSB 07-108-16, per flow chart Airbag light was not illuminated on initial inspection on 6/19/17 No stains could be seen with seat in vehicle. DTC B1760 not in history. Performed diagnostics for B1650. STEP 1-- Checked DTCs none current STEP 2 Checked connectors for passenger seat airbag/ods module and airbag module- ok. STEP 3 -- Connected test harness AG to Airbag control module harness and test harness AP to passenger airbag/ods module wiring harness Checked resistance from connector 6AG pin #9 to connector 2AP #2- measured 0.1 ohm. Checked 6AG #11 to 2AP #1 0.0 ohms- within spec of under 10 ohms STEP 4 checked for short to ground and short in circuit 6AG #9 to ground, OL. 6AG #11 to ground, OL. 6AG #9 to 6AG #11, OL. Within spec of more than 1 Mohm. STEP 5-- Checked for voltage at connector 2AP #3, found 12 36V Within spec of 10V or more Per Trouble Tree replace passenger seat harness, unable to get harness separate, comes with lower seat frame/cushion assembly Reinstalled connectors and seat and cleared DTCs Sat in passenger seat with vehicle running observing Airbag system with SSM4. Interviewed customer, stated Airbag light comes on intermittently, Starlink sends notification of DTCs in Airbag system, has a phone charger but phone is never left on passenger seat and cord is always stowed in center console. Happens when someone is in seat or when there is no one in seat After multiple times of FSE sitting in seat and getting out of seat B1650 returned as current DTC. Tech removed seat and replaced passenger seat lower assembly frame/cushion After removing seat frame/cushion, observed very slight stain on passenger seat cover right hand side near rear of seat cushion. Removed cushion and cover and found evidence of liquid spill on seat Cover hold down rods has developed slight rusting causing rust

marks on foam of cushion. No signs of rust on frame of seat assembly. Part to be returned to PCC for inspection and TR submitted.

**Attachments**

Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 08/30/2016 | 07/11/2016 | Forester |
| **Original Engine #** | **Trans. Type Desc** | **Model Year** | **Model Code** |
| 394795 | Continuously Variable Transmission | 2017 | HFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| WHC | 13 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 049373 | | |

---



INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)








Subaru Impreza MF-1



CUSTOMER # [redacted]

[redacted]

WARRANTY

PAGE 1

THOMAS SUBARU HYUNDAI
10325 Mt. Savage Rd.
Cumberland, MD 21502
Phone: (301) 724-6310
Fax: (301) 724-7613
www.buythomas.com

BUS: CELL: SERVICE ADVISOR: 254 TERESA SMITH

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE / REG. # | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| JASMINE GR | 17 | SUBARU FORESTER | JF2SJAEC2HH[redacted] | | 13945/13949 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 03OCT16 DI | | | 15:30 09MAY17 | | 0.00 | CASH | 19MAY17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 14:05 09MAY17 | 15:31 19MAY17 | SOLD-STK:SC433123 ENG:2.5_Liter TRN:CVT |

| LINE OPCODE TECH TYPE HOURS | | | LIST | NET | TOTAL |
|---|---|---|---|---|---|
| A CUSTOMER STATE THAT THE AIR BAG LIGHT IS STAYING ON AND WHEN SOMEONE IS IN THE PASSENGER SEAT SAYS AIR BAG OFF | | | | | |
| CAUSE: SCANNED THE OCCUPANT DETECTION AND FOUND CODE B1760, FOUND THE OCCUPANT DETECTION MAT TP HAVE FAILED | | | | | |
| CONCERN CODE: | | | | | |
| 820496 ODS CONTROL MODULE, LOAD CELL &/OR HARNESS | | | | | |
| 2578 WS 0.80 | | | | 69.60 | 69.60 |
| 1 64139SG002LL CUSHION AY OCPANTRH | | | 910.58 | 910.58 | 910.58 |
| 820201 AIR BAG SYSTEM TESTING | | | | | |
| 2578 WS 0.90 | | | | 78.30 | 78.30 |
| FC: URC43 PART#: COUNT: | 48001 | 91058 TPARTS | | | |
| CLAIM TYPE: WC | | | | | |
| AUTH CODE: | | | | | |
| | 2550 | 14790 TLABOR | | | |

TECH: 2578 ACTUAL HRS.: 0.50 SOLD HRS.: 1.7

SALE-LBR: 147.90 PTS: 910.58 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1058.48
COST-LBR: 25.50 PTS: 480.01 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 505.51

13945 SCANNED THE OCCUPANT DETECTION AND FOUND CODE B1760, FOUND THE OCCUPANT DETECTION MAT TP HAVE FAILED replaced passenger front seat bottom for air bag light

**********

CREATED 2017-05-08 08:20:00AM
TAKEN BY KAYLIE B OYD

Thanks for servicing with us today! You may receive a survey. If for any reason you cannot answer the survey as completely satisfied in every category, please call Keith Roach, Service Manager at (301) 724-6310.

TECH: 2578 ACTUAL HRS.: 0.50 SOLD HRS.: 1.7

SALE-LBR: 147.90 PTS: 910.58 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1058.48

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed $15.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES * | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| **PLEASE PAY THIS AMOUNT** | |

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

THOMAS SUBARU HYUNDAI
10325 Mt. Savage Rd.
Cumberland, MD 21502
Phone: (301) 724-6310
Fax: (301) 724-7613
www.buythomas.com

SERVICE ADVISOR: 254 TERESA SMITH

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE / REG. # | MILEAGE IN / OUT | TAG |
|---|---|---|---|---|---|---|
| JASMINE GR | 17 | SUBARU FORESTER | JF2SJAEC2HH[redacted] | | 13945/13949 | [redacted] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 03OCT16 DD | | | 15:30 09MAY17 | | 0.00 | CASH | 19MAY17 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 14:05 09MAY17 | 15:31 19MAY17 | SOLD-STK:SC433123 ENG:2.5_Liter TRN:CVT |

LINE OPCODE TECH TYPE HOURS

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | LIST | NET | TOTAL |
| COST-LBR: | 25.50 | PTS: | 480.01 | MSC: 0.00 | LUB: 0.00 | SUB: 0.00 | TOTAL 505.51 |

| DATE | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|---|---|---|---|---|---|---|---|
| 05-19-17 | 11:05 | 11:35 | 0.50 | W | 2578 | A | |

| TRGT/ACCOUNT | SALE | COST | CONTROL | TRGT/ACCOUNT | SALE | COST | CONTROL |
|---|---|---|---|---|---|---|---|
| 6/F462B | 14790 | 2550 | | 6/F480C | 91058 | 48001 | |
| 6/F263A | 105848 | ******* | | | | | |

COST, SALE, & COMP TOTALS 50551 105848 0

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed $15.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | 147.90 |
| PARTS AMOUNT | 910.58 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC CHARGES * | 0.00 |
| TOTAL CHARGES | 1058.48 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| **PLEASE PAY THIS AMOUNT** | 1058.48 |

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# 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<br>Heating and Ventilation, Steering and Suspension<br>Engine, Fuel and Emission, Transmission<br>General Information |
| Reporter: | [redacted] |
| Report Date: | 6/26/2017 |
| | MM/DD/YYYY |
| Rtlr #: | 020[redacted] |
| Rtlr State: | NY |
| Rtlr Name: | Smith-Cairns Subaru |

# Vehicle Information

Full VIN: JF2SJAEC0HH[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: QMR #:

TL #: CRS #: TR#:

# 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




JF2SJAEC0HH[redacted]AIRBAGLIGHT.SEPF

# Vehicle History Report

06/27/2017 12:05 PM

VIN: JF2SJAEC0HH[redacted] 2017 SUBARU FORESTER

Repair Orde[redacted] Mileage: 13874 Total: $0.00
Open Date: 05/16/2017 Closed Date: 05/16/2017 Advisor : Ed Inzinna
Owne[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. 925 255 2984. 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 Orde[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 Order: [redacted] Mileage: 8883 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: [redacted]ND A SCREW IN R/F TIRE REPAIR R/F TIRE ADJUST ALL TIRES AIR PRESS RESET TPMS

**Repair Orde**[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 |

# Supplemental Information

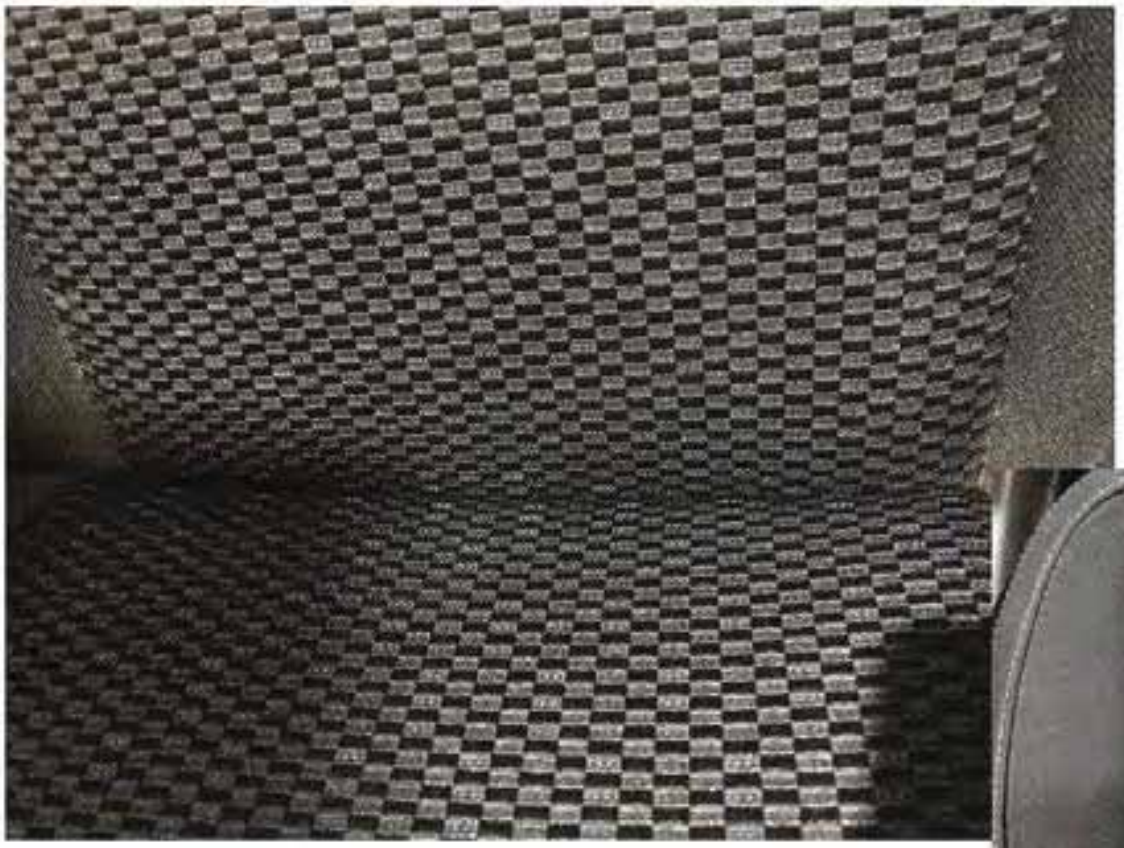
(Pictures, Videos, CarFax, etc.)





# Supplemental Information

(Pictures, Videos, CarFax, etc.)

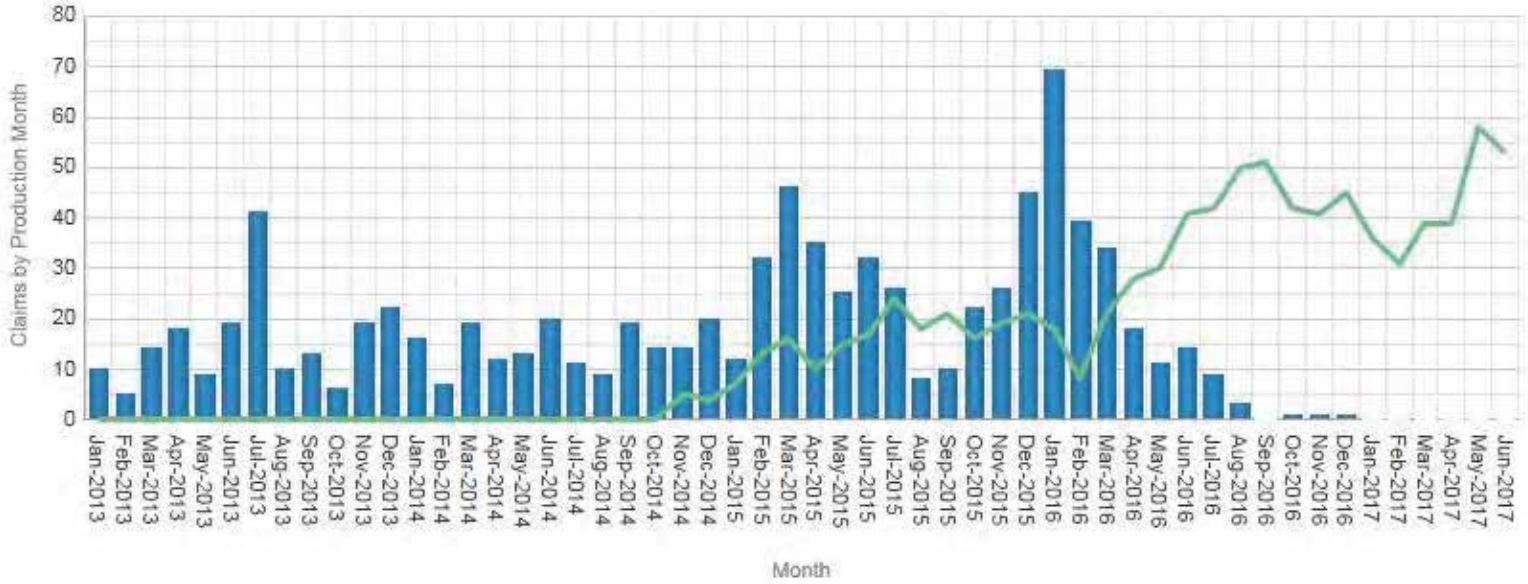




# Supplemental Information

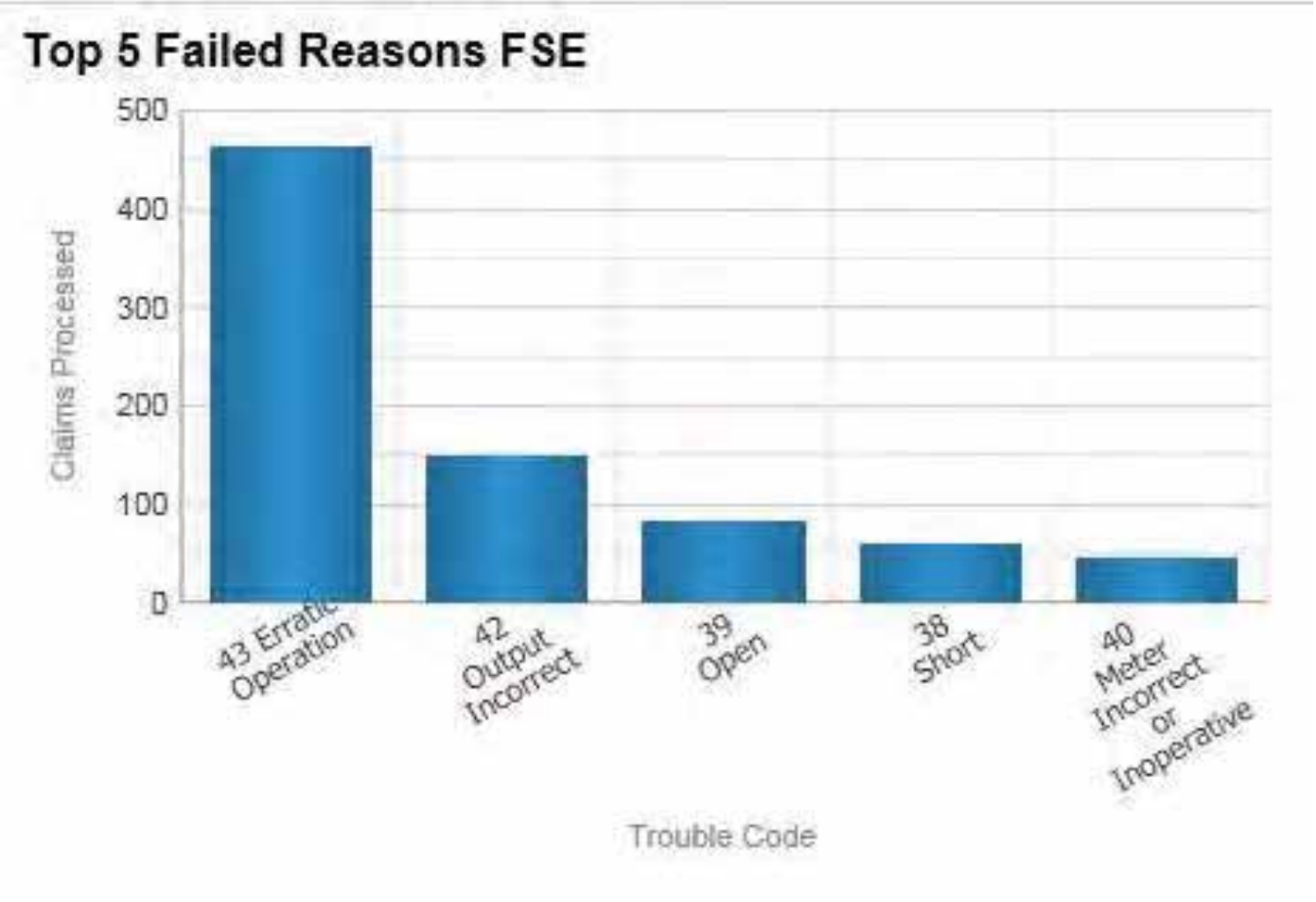
(Pictures, Videos, CarFax, etc.)

**Claims by Repair and Production Month FSE**



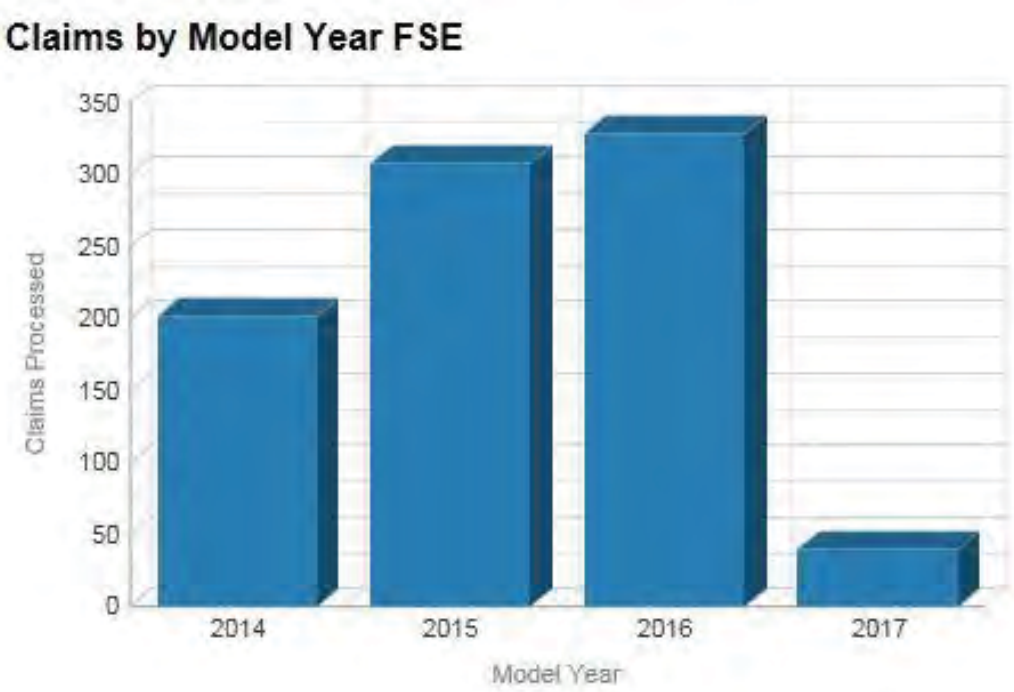
# Supplemental Information

(Pictures, Videos, CarFax, etc.)



# Supplemental Information

(Pictures, Videos, CarFax, etc.)




| | 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

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | sdcjcol | 06/30/2017 | 06/30/2017 | 020-01-04 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | -- | -- | 15852 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UCR38 | 06/13/2017 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jim Colamarino | jcolamarino@subarudistcorp.com | -- |

**Customer's Description of Complaint**
Customer states airbag light is on.

**Technician's Findings and Repair**
See attached Power Point.

**Attachments**
PP

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | 07/31/2016 | 05/12/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 324979 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 670389 |













# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | tken | 07/05/2017 | 07/05/2017 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Miscellaneous |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC8GH[redacted] | -- | -- | 11733 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/19/2017 | 64139SG043VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| T Kenner | -- | -- |

**Customer's Description of Complaint**
Intermittently airbag light is On

**Technician's Findings and Repair**
The technician could not duplicate the concern however code B1650 was in history, the customer has been multiple times for the concern FSE directed the tech to replace the ODS cushion  The part is being returned to PCC for additional inspection.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC8GH[redacted] | 05/14/2016 | 02/09/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 223700 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| BBM | 23 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 871245 |

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

---

Vin JF2-SJAGC2 HH[redacted]
Description (HFF C QBP) 2017 Forester 2.5i Premium
Option Description All-Weather Package + EyeSight + BSD/RCTA

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 14 | QBP/GRA | C | 497036 | 39736 | 760878 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 353 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 13-Oct-2016 | 23-Nov-2016 | 12-Dec-2016 | 12-Dec-2016 | 12-Dec-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 12/12/2016 | 12/12/2019 | STARLINK Safety Plus 3 Year Intro | [redacted] |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
STEVE MOYER SUBARU 030237 030237
201 S CENTRE AVE

LEESPORT PA 19533

SOLD BY:
---
STEVE MOYER SUBARU 030237 030237
201 S CENTRE AVE

LEESPORT PA 19533

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | X43 | Roadside Assistance Label | 22-Nov-2016 | A |
| | X9M | Forester eyesight OIK | 22-Nov-2016 | A |
| | XAA | PDI | 22-Nov-2016 | A |
| | XN4 | StarLink Window Cling | 22-Nov-2016 | A |
| | XN6 | Eyesight Window Cling | 22-Nov-2016 | A |
| | XNU | PZEV Badge | 22-Nov-2016 | A |
| | XZK | Accy Promo Sticker | 22-Nov-2016 | A |
| X9S | X2U | Black Mat | 22-Nov-2016 | A |
| X9S | X9B | 2017 Forester OIK | 22-Nov-2016 | A |
| X9S | XDN | Handling | 22-Nov-2016 | A |

OWNER:
---
[redacted]
(H) [redacted]
(W)
(F)

CO-OWNER:
---
(H)
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAGC2 HH[redacted]2 | 2017.0 | HFF | (HFF C QBP) 2017 Forester 2.5i Premium | 14 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 030[redacted] | 030[redacted] | 12-Dec-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | SULEV | 12/12/16 | 12/12/31 | 150000 | N | |
| | | California Emissions PZEV | | | | |
| WC | Brake Pad | 12/12/16 | 12/12/19 | 36000 | N | |
| | | Warranty Brake Pad | | | | |
| WC | New Car Basc | 12/12/16 | 12/12/19 | 36000 | N | |
| | | Basic New Car Warranty | | | | |
| WC | Cal Defect | 12/12/16 | 12/12/19 | 50000 | N | |
| | | California Emissions Performance & Defect Warrant | | | | |
| WC | Powertrain | 12/12/16 | 12/12/21 | 60000 | N | |
| | | Powertrain Warranty | | | | |
| WC | Fed Defect | 12/12/16 | 12/12/19 | 36000 | N | |
| | | Federal Emissions Defect Warranty | | | | |
| WC | Fed Perform | 12/12/16 | 12/12/18 | 24000 | N | |
| | | Federal Emissions Performance Warranty | | | | |
| WC | Cal Ext Deft | 12/12/16 | 12/12/24 | 100000 | N | |
| | | California Emissions Extended Defect Warranty | | | | |

WC New Car Adj 12/12/16 12/12/19 36000 N
New Car Adjustment Coverage

WC Life Seatblt 12/12/16 12/12/66 999999 N
Lifetime Seatbelt Warranty

WC Rust Perf 12/12/16 12/12/21 999999 N
Rust Perforation Warranty

WC Fed Ext Deft 12/12/16 12/12/24 80000 N
Federal Emissions Extended Defect Warranty

WC New Car Wear 12/12/16 12/12/19 36000 N
New Car Wear Item Warranty

SA New Gold Plus 12/12/16 12/12/22 N
6yr/80,000 $0 Deductible

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 169 | Active | 0 | 8 | [redacted] |

Effective Date 12/12/16
Expr Date 12/12/22 Expr Mileage 80000
Transfer Date Cancel Date Tire Protection Available

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAGC2 HH[redacted] | 2017.0 | 14 | HFF | (HFF C QBP) 2 | | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 030[redacted] | 030[redacted] | 12-Dec-2016 | 12-Dec-2016 | C | QBP/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 12/12/16 | 12/12/22 | Active | Schenck, George E |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| ****** | No Claim Information | | ****** | | | | |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ewalke | 07/05/2017 | 07/05/2017 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC2HH[redacted] | -- | -- | 6111 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 07/05/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that Star Link called and that their Airbag light was on. the customer said that the Light had been on recently but was not on now.

**Technician's Findings and Repair**
The vehicle did not have an SRS light on when they brought it in. The vehicle did have a B1650 stored. The Passenger Seat was not wet nor did it have any stains.

**Attachments**
Click to view documents

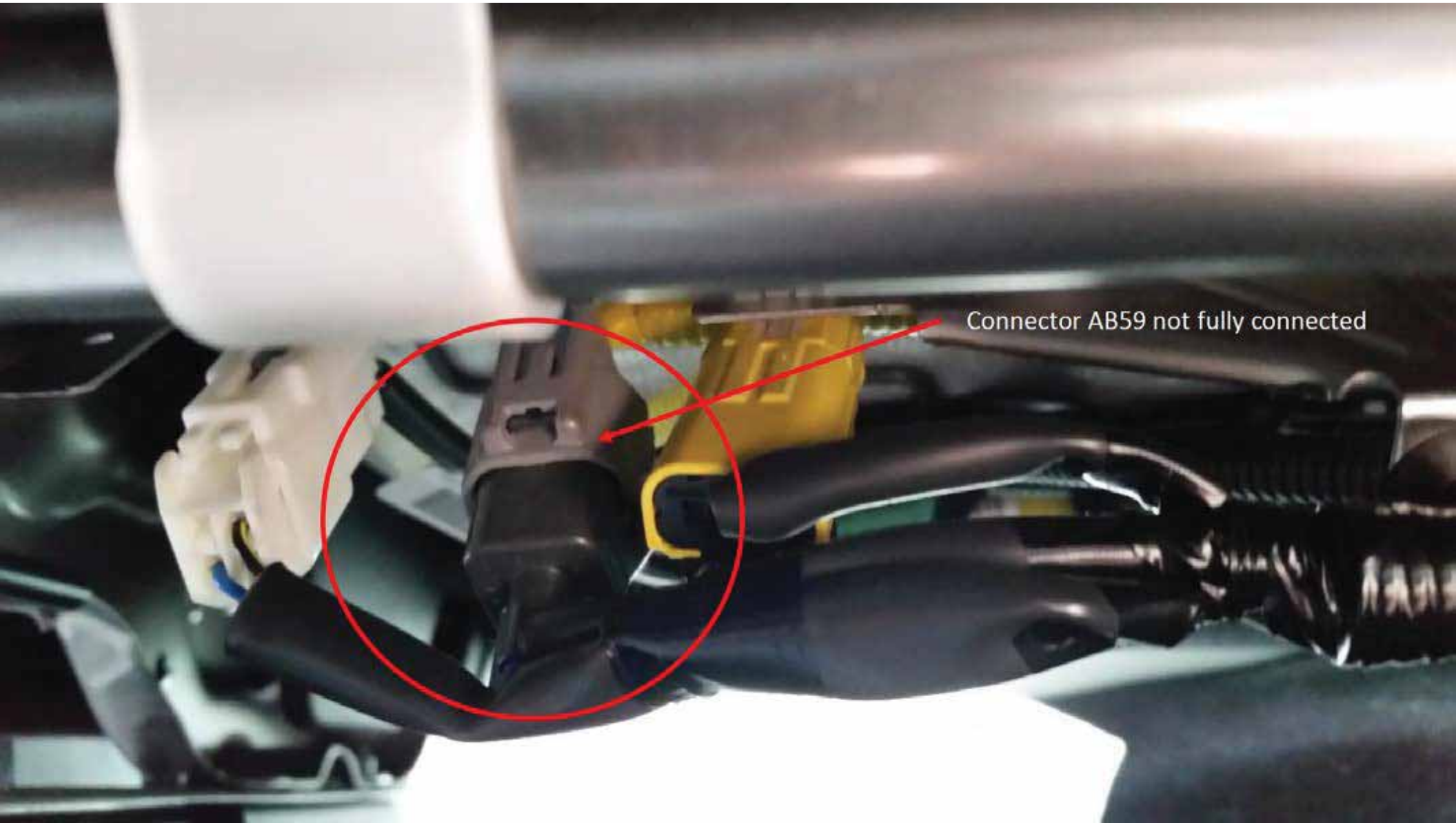
---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC2HH[redacted] | 12/12/2016 | 10/13/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 497036 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 760878 |


Connector AB59 not fully connected









Water bottles under seat and seat back storage strapped around ODS cushion

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | sdcsnic | 07/06/2017 | 07/06/2017 | 020-01-01 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 323704 | 024216 | 9945 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UQR29 | 06/24/2017 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Nichol | snichol@subarudistcorp.com | -- |

**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**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC8HH[redacted] | 06/27/2016 | 05/10/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 323704 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| QBP | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

024216

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | sdcsnic | 07/06/2017 | 07/06/2017 | 020-01-01 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 525531 | 096148 | 2245 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UQR20 | 06/05/2017 | -- | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Nichol | snichol@subarudistcorp.com | -- |

**Customer's Description of Complaint**
Customer states airbag light is on and passenger airbag off light is on with passenger seat occupied.

**Technician's Findings and Repair**
FSE contacted SM on 6/22/17 to retrieve data for FQAA investigation of back ordered parts.. SM has not provided information to FSE and when part arrived, installed into vehicle. FSE issued a part recovery voucher upon learning this outcome and expressed to retailer personnel of the requirement to provide detailed diagnostic steps to FSE when SOA is investigating a part failure. FSE is providing this QMR to document involvement.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 01/02/2017 | 11/07/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 525531 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 096148 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jmarch | 07/06/2017 | 07/06/2017 | 050-03-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJABC6HH[redacted] | -- | -- | 4989 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/06/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Joe Marchica | jmarch@subaru.com | -- |

**Customer's Description of Complaint**
The customer state that the Occupant restraint light is on.

**Technician's Findings and Repair**
The technician found the above DTC and the light illuminated. Technician diagnosed the issue to the passenger seat bottom Occupant restraint assembly  The technician said there are none available in the country. FSE advised the technician to try one from a known good vehicle just to see if the issue is corrected

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJABC6HH[redacted] | 02/18/2017 | 10/13/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 497564 | Continuously Variable Transmission | 2017 | HFB |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 02 | C | N |

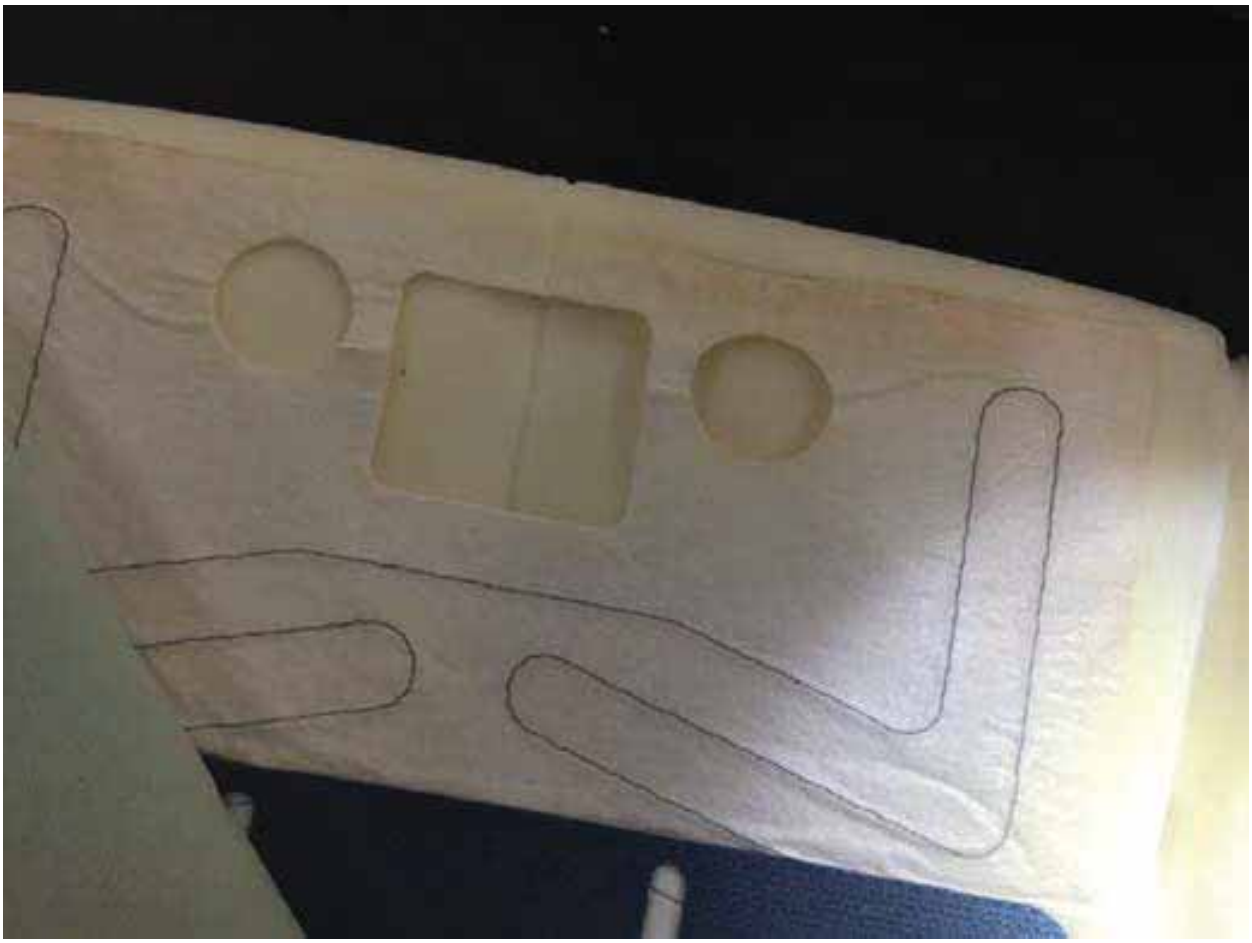
| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 086325 |















DEALER VEHICLE INQUIRY
FOR DEALER: kco2

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Vin JF2-SJAHC3 GH[redacted]
Description (GFI C VRP) 2016 Forester 2.5i Limited
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFI | 21 | VRP/GRA | C | 150023 | 33969 | 822678 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | 3639 | 261 | 009 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 30-Nov-2015 | 26-Jan-2016 | 06-Jun-2016 | 06-Jun-2016 | 06-Jun-2016 |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: L Sold Order: R

ALLOCATED:
LIBERTY SUBARU 070399 070399
1000 E PARK AVE

LIBERTYVILLE IL 60048

SOLD BY:
DON MILLER SUBARU WEST 070602
5822 ODANA ROAD

MADISON WI 53719

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | BGA | All Weather Floor Mats | 14-Jan-2016 | A |
| | X43 | Roadside Assistance Label | 14-Jan-2016 | A |
| | XAA | PDI | 14-Jan-2016 | A |
| | XN4 | StarLink Window Cling | 14-Jan-2016 | A |
| | XNU | PZEV Badge | 14-Jan-2016 | A |
| FYL | KGA | Auto-Dimming Mirror Compass | 14-Jan-2016 | A |
| FYL | MGA | Seat Back Cargo Net | 14-Jan-2016 | A |
| FYL | PGE | Rear Bumper Cover | 14-Jan-2016 | A |
| FYL | QGJ | Ext Mirror w Appro Lt/Compass | 14-Jan-2016 | A |
| X7M | X2U | Black Mat | 14-Jan-2016 | A |
| X7M | X2V | Black Cargo Tray | 14-Jan-2016 | A |
| X7M | X6B | 2016 Forester OIK | 14-Jan-2016 | A |
| X7M | XDN | Handling | 14-Jan-2016 | A |

OWNER: [redacted]
(H) [redacted]
(W)

CO-OWNER: [redacted]
(H)
(W)

(F) (F)

DRIVER: CO-DRIVER:
-------- -----------

(H) (H)
(W) (W)
(F) (F)

Vehicle Coverage Inquiry

FOR USER: kco2

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAHC3 GH[redacted] | 2016.0 | GFI | (GFI C VRP) 2016 Forester 2.5i Limited | 21 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 070[redacted] | 070[redacted] | 06-Jun-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | New Car Adj | 06/06/16 | 06/06/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | New Car Wear | 06/06/16 | 06/06/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Powertrain | 06/06/16 | 06/06/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Cal Defect | 06/06/16 | 06/06/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | SULEV | 06/06/16 | 06/06/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Fed Defect | 06/06/16 | 06/06/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Cal Ext Deft | 06/06/16 | 06/06/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | New Car Basc | 06/06/16 | 06/06/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |

WC Fed Ext Deft 06/06/16 06/06/24 80000 N
Federal Emissions Extended Defect Warranty

WC Life Seatblt 06/06/16 06/06/66 999999 N
Lifetime Seatbelt Warranty

WC Rust Perf 06/06/16 06/06/21 999999 N
Rust Perforation Warranty

WC Brake Pad 06/06/16 06/06/19 36000 N
Warranty Brake Pad

WC Fed Perform 06/06/16 06/06/18 24000 N
Federal Emissions Performance Warranty

R/C WQZ61 02/08/16 02/08/26 999999 Completed
WQZ61 Telematics DCM ID Check & Reprogramming

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: kco2

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAHC3 GH[redacted] | 2016.0 | 21 | GFI | (GFI C VRP) | 2 | CVT | 2.5i Limited |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 070[redacted] | 070[redacted] | 06-Jun-2016 | 06-Jun-2016 | C | VRP/GRA |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 060-070399 | | | 10 | 05/12/16 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 05/06/16 | 05/09/16 | D | 05/12/16 | USER | | 122498 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 05/13/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 65.40 | 0.00 | 65.40 |

TOTAL CLAIMS FOR VEHICLE JF2SJAHC3GH[redacted] 65.40

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 167908 | 0.60 | 0.00 | 0.00 | 0.00 | 65.40 |
| | TELEMATICS DCM ID CHECK & REPROGRAMMING | | | | | |
| | TOTALS | 0.60 | 0.00 | 0.00 | 0.00 | 65.40 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | | |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | PERFORM RECALL |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | kco2 | 07/06/2017 | 07/06/2017 | 060-02-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAHC3GH[redacted] | 150023 | 822678 | 13567 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD41 | 07/05/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Keith Cook | kco2@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the vehicle air bag light is on.

**Technician's Findings and Repair**
Technician performed system inspection and found DTC B1760 located in air bag C/M. Technician referred to TSB 07 108 16R for diagnostics and found vehicle passenger seat has been contaminated significantly but is still dry. Retailer contacted FSE for consult. FSE advised of vehicle repair procedure by a thorough cleaning and drying or component replacement if vehicle cannot be repaired by cleaning and drying. Retailer will perform repair attempt by cleaning and drying eat.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAHC3GH[redacted] | 06/06/2016 | 11/30/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 150023 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| VRP | 21 | C | N |

**Engine Size**

2.5

**Original Trans #**

822678




SUBARU
ASSEMBLED IN MEXICO
SUBARU: 98321SG021
DELPHI: 28440835
FF
XKT1RT

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | csch | 07/07/2017 | 07/07/2017 | 050-01-03 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC9HH[redacted] | -- | -- | 11328 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/23/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Christopher Schultz | csch@subaru.com | -- |

**Customer's Description of Complaint**
Customer states the airbag light keeps coming on and off.

**Technician's Findings and Repair**
Technician verified concern and diagnosed the airbag light. Light keeps coming on and off. Technician found the vehicle's passenger seat bottom to be faulty  Technician replaced the vehicle's passenger side seat bottom, and erased codes. SSM4 Data shows the DTCs B1760 and B1650 set on May 30, 2017  B1821 on June 23, 2017 was caused by technician error

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC9HH[redacted] | 08/09/2016 | 06/06/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 355808 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| VRP | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 303822 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | wdav | 07/07/2017 | 07/07/2017 | 060-04-01 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAWC3HH[redacted] | -- | -- | 2611 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC40 | 07/06/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| William Davis | wdav@subaru.com | -- |

**Customer's Description of Complaint**
Passenger airbag light goes off with a passenger in the seat.

**Technician's Findings and Repair**
Worked with Service Tech on diagnosis and repair. Tested the ODS with FSE in seat. There were no issues and off and on indicators were working per design Tested the ODS with SM in passenger seat weighing approximately 225 LBS. Detection again worked per design. Tested again with Female Service consultant weighing in at 125 LBS Air bag light would not turn on under any condition with lighter weight. I had her move the seat and lean back to different positions with the same result. The seat was calibrated, but the results were the same No codes stored Seat appeared to be in good condition with no liquid spills noted.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAWC3HH[redacted] | 04/22/2017 | 01/10/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 590104 | Continuously Variable Transmission | 2017 | HFJ |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| QBP | 33 | C | N |

**Engine Size**

2.5

**Original Trans #**

118791

DEALER VEHICLE INQUIRY
FOR DEALER: phay

---

Vin JF2-SJAFC7 GH[redacted]
Description (GFF C BBM) 2016 Forester 2.5i Premium
Option Description All-Weather Package + EyeSight

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFF | 14 | BBM/BLC | C | 190912 | 33856 | 852242 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 274 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 12-Jan-2016 | 23-Feb-2016 | 31-Mar-2016 | 31-Mar-2016 | 31-Mar-2016 |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
HUFFINES SUBARU 040698 040698
5150 S I-35E

DENTON TX 76210

SOLD BY:
---
STERLING SUBARU 040736 040736
205 N EARL RUDDER FREEWAY

BRYAN TX 77802

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 04Q | Seat Back Protector | 12-Feb-2016 | A |
| | 0AK | Door Edge Guards | 12-Feb-2016 | A |
| | C0C | STI Pedal Pad Set | 12-Feb-2016 | A |
| | KGB | Dim Mirror/Com w/Homelink | 12-Feb-2016 | A |
| | MGD | Cargo Tray | 12-Feb-2016 | A |
| | PGE | Rear Bumper Cover | 12-Feb-2016 | A |
| | QGM | Splash Guards | 12-Feb-2016 | A |
| | X43 | Roadside Assistance Label | 12-Feb-2016 | A |
| | X6N | Forester Eyesight OIK | 12-Feb-2016 | A |
| | XAA | PDI | 12-Feb-2016 | A |
| | XN4 | StarLink Window Cling | 12-Feb-2016 | A |
| | XN6 | Eyesight Window Cling | 12-Feb-2016 | A |
| | XNU | PZEV Badge | 12-Feb-2016 | A |
| X7K | X2U | Black Mat | 12-Feb-2016 | A |
| X7K | X6B | 2016 Forester OIK | 12-Feb-2016 | A |
| X7K | XDN | Handling | 12-Feb-2016 | A |

OWNER: [redacted]
---

CO-OWNER:
---

[redacted]
(H)
(W)
(F)

(H)
(W)
(F)

DRIVER:
---

CO-DRIVER:
---

(H)
(W)
(F)

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAFC7 GH[redacted] | 2016.0 | GFF | (GFF C BBM) 2016 Forester 2.5i Premium | 14 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040[redacted] | 040[redacted] | 31-Mar-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | New Car Basc | 03/31/16 | 03/31/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | SULEV | 03/31/16 | 03/31/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Fed Defect | 03/31/16 | 03/31/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Cal Defect | 03/31/16 | 03/31/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Powertrain | 03/31/16 | 03/31/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Ext Deft | 03/31/16 | 03/31/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | New Car Adj | 03/31/16 | 03/31/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Life Seatblt | 03/31/16 | 03/31/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |

WC Cal Ext Deft 03/31/16 03/31/24 100000 N
California Emissions Extended Defect Warranty

WC Rust Perf 03/31/16 03/31/21 999999 N
Rust Perforation Warranty

WC Fed Perform 03/31/16 03/31/18 24000 N
Federal Emissions Performance Warranty

WC New Car Wear 03/31/16 03/31/19 36000 N
New Car Wear Item Warranty

WC Brake Pad 03/31/16 03/31/19 36000 N
Warranty Brake Pad

SA New Gold Plus 03/31/16 03/31/23 N
7yr/70,000 $100 Deductible

SA Maint Maintenance 03/31/16 03/31/18 N
2yr/24,000 6,000 Mile Intervals

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 523 | Active | 100 | 105 | [redacted] |

Effective Date 03/31/16 [redacted]
Expr Date 03/31/23 Expr Mileage 70000 [redacted]
Transfer Date Cancel Date Tire Protection Available

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 105 | [redacted] |

Effective Date 03/31/16 [redacted]
Expr Date 03/31/18 Expr Mileage 24000 [redacted]
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: phay

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAFC7 GH[redacted] | 2016.0 | 14 | GFF | (GFF C BBM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040[redacted] | 040[redacted] | 31-Mar-2016 | 31-Mar-2016 | C | BBM/BLC |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 03/31/16 | 03/31/23 | Active | [redacted] |
| 03/31/16 | 03/31/18 | Active | [redacted] |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 060-040736 | JQW90 | | 6276 | 08/09/16 |
| 2 | WC | [redacted] B | 060-040736 | YBM23 | | 6276 | 08/09/16 |
| 3 | SA | [redacted] A | 060-040736 | JQX90 | | 13288 | 12/23/16 |
| 4 | SA | [redacted] A | 060-040736 | JQY90 | | 19019 | 06/05/17 |
| 5 | WC | [redacted] A | 060-040736 | URC43 | | 19952 | 06/30/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/06/16 | 08/06/16 | D | 08/09/16 | USER | | 83742 |
| 2 | 08/06/16 | 08/06/16 | D | 08/09/16 | USER | | 83742 |
| 3 | 12/22/16 | 12/22/16 | D | 12/23/16 | USER | | 143070 |
| 4 | 06/03/17 | 06/03/17 | D | 06/05/17 | USER | | 83742 |
| 5 | 06/30/17 | 06/30/17 | D | 06/30/17 | USER | | 139346 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 08/12/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 2 | CR Paid | 08/12/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 12/23/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4 | CR Paid | 06/09/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5 | CR Paid | 06/30/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 77.39 | 0.00 | 77.39 |
| 2 | 19.00 | 0.00 | 19.00 |
| 3 | 119.34 | 0.00 | 119.34 |
| 4 | 77.39 | 0.00 | 77.39 |
| 5 | 868.74 | 0.00 | 868.74 |

TOTAL CLAIMS FOR VEHICLE JF2SJAFC7GH516804 1161.86

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 2 | 913181 | 0.20 | 0.00 | 0.00 | 0.00 | 19.00 |
| | KICK PANEL R&R | | | | | |
| 3 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 4 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 5 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 86.12 |
| | ODS CONTROL MODULE, LOAD CELL &/or HARNESS | | | | | |
| 5 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 96.89 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 3.60 | 0.00 | 0.00 | 0.00 | 329.51 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA63500-1 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 2 | No Parts Data | | | | | | | |
| 3 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 3 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 3 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| 3 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 4 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 4 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 4 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 5 | 64139SG002VH CUSHION AY OCPANTRH | 1 | 685.73 | 685.73 | 0.00 | 685.73 | Y | |
| | TOTALS | | | | | 685.73 | 0.00 | 685.73 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 2 | DRIVERS SIDE KICK PANEL CAME LOOSE RESECURED PANEL |
| 5 | CUST STATES AIR BAG LIGHT ON DIAGNOSED CB1650 FAULTY PASS. SEAT SENSING SENSOR (PART OF CUSHION) REPLACED CUSHION ASSEMBLY |

# WARRANTY REPAIR ORDER

| Work Phone | R/O Open Date | R/O Number |
|---|---|---|
| | 6/30/17 | [redacted] |
| Home Phone | R/O Close Date | Cross Reference # |
| [redacted] | 6/30/17 | Original |
| Body | Mileage In | Mileage Out |
| 4DR CVT 2.5I | 19952 | 19952 |

| Year | Make | Model | License Number | Service Advisor | |
|---|---|---|---|---|---|
| 2016 | SUBARU | FORESTER | | Mike Stuessy | 8309 |

| Vehicle Identification Number | Color | | Delivery Date | In-Service Date |
|---|---|---|---|---|
| JF2SJAFC7GH[redacted] | BURNISHED | | 4/01/16 | 4/01/16 |

GH[redacted]

| DESCRIPTION OF SERVICE AND PARTS | COST | AMOUNT |
|---|---|---|
| Cell: [redacted] Email: [redacted] | | |
| #1 - MR AIRBAG: AIRBAG WARNING LAMP OR OPERATION CONCERN<br>CUSTOMER STATES SRS WARNING LAMP COMES ON IN DASH INTERMITTANTLY, LIGHT OFF NOW, ADVISOR SHOWN PICTURE OF WARNING LAMP<br>Cause: PERFORMED DIAGNOSTIC CHECK, RETREIVED FAULT CODE B1650, PASSENGER ODS MALFUNCTION . DIAGNOSED PASS SEAT SENSING MAT FAILURE, NO INDICATION OF FLUID INTRUSION. | | |
| Tech: 306/3210 0.70hrs | 14.00 | 73.36 |
| Part: 64139SG002VH :CUSHION AY OCPANTRH 1 | 480.01 | 685.73 |
| Sub-Total Labor: 14.00 73.36 | | |
| Sub-Total Parts: 480.01 685.73 | | |
| Sub-Total: 494.01 759.09 | | |
| SAVED DATA ON SSM4, REMOVED PASSENGER SIDE FRONT SEAT, REPLACED SEAT CUSHION AND SENSING MAT ASSY, REASSEMBLED AND REINSTALLED SEAT. CLEARED FAULT CODE AND RETESTED, ALL OKAY. | | |
| B913411 0.2HR | | |
| C913472 0.5HR | | |
| #2 - MR 24SUB1: SUBLET RENTAL | | |
| Line 1 6/30/17 Tech 306 Start 8:30 End 8:31 Hours .02 | | |
| Line 1 6/30/17 Tech 306 Start 8:31 End 8:31 Hours .00 | | |
| Line 1 6/30/17 Tech 306 Start 9:19 End 10:06 Hours .78 | | |
| Line 1 6/30/17 Tech 306 Start 13:45 End 13:50 Hours .08 | | |
| Line 2 6/30/17 Tech 306 Start 8:32 End 8:32 Hours .00 | | |

| ACCOUNT # | | | |
|---|---|---|---|
| | LABOR | 14.00 | 73.36 |
| | PARTS | 480.01 | 685.73 |
| METHOD | SUBLET | | .00 |
| | SHOP SUPPLIES | | .00 |
| | SALES TAX OR TAX I.D. | | .00 |
| RECEIPT # | DEDUCTIBLE | | .00 |
| | TOTAL DUE | 494.01 | 759.09 |

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# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 07/09/2017 | 07/09/2017 | 060-04-03 | 040736 |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC7GH[redacted] | -- | -- | 19952 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/30/2017 | 64139SG002VH | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states Airbag comes on then goes off...intermittently.

**Technician's Findings and Repair**
Technician found DTC B1650. Technician did not perform additional diagnoses using TSB 07-108-16. Technician installed new seat cushion and released vehicle back to the customer FSE will issue TR #[redacted]-10 FSE will collect failed part and return to the PCC.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC7GH[redacted] | 03/31/2016 | 01/12/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 190912 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| BBM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 852242 |






SUBARU
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SUBARU
CERTIFIED SYNTHETIC
MOTOR OIL SAE 0W-20
NET CONTENTS: 6 US GALLONS-22.71 LITERS
P/N SOA427V1315
QTY. 12/1 QT (0.946 LTR) BOTTLES
P/N SOA427V1310
BE Products, Inc.
110

# WARRANTY REPAIR ORDER

HART, TRAVIS A
PO BOX 384/106 SHORT ST
FAYETTEVILLE, WV 25840

| Work Phone | R/O Open Date | R/O Number |
|---|---|---|
| | 6/24/17 | |
| **Home Phone** | **R/O Close Date** | **Cross Reference #** |
| | | |
| **Body** | **Mileage In** | **Mileage Out** |
| 4DR CVT 2.5I | 16607 | 16607 |

| Year | Make | Model | License Number | Service Advisor |
|---|---|---|---|---|
| 2016 | SUBARU | FORESTER | | Drew Steplowski 7 |

| Vehicle Identification Number | Color | | Delivery Date | In-Service Date |
|---|---|---|---|---|
| JF2SJAFC9GH | ICE SILVER | | 5/10/16 | 5/10/16 |

S3018

| DESCRIPTION OF SERVICE AND PARTS | COST | AMOUNT |
|---|---|---|
| Cell: | | |
| #1 - MISC: MISC COMPLAINT | | |
| CUSTOMER STATES AIR BAG LIGHT COMES ON AND OFF | | |
| ORDERED PASS SEAT BOTTOM | | |
| Cause: B820496 0.8 C820201 0.9 URC38 | | |
| Op: B820496: (C820201) (URC38) | | |
| Tech: 28/2 1.70hrs @ 87.88 | 39.10 | 149.41 |
| Part: 64139SG002VH:CUSHION AY OCPANTRH 1 | 480.01 | 685.73 |
| FOUND CODES B1650 AND B1760,CODES WOULD REOCCUR,RE | | |
| PLACED RT FRONT SEAT BOTTOM | | |
| Sub-Total Labor: 39.10 149.41 | | |
| Sub-Total Parts: 480.01 685.73 | | |
| Sub-Total: 519.11 835.14 | | |
| DREW | | |
| Line 1 6/24/17 Tech 28 Start 10:13 End 10:17 Hours .10 | | |

POSTED
835.14

6.24.17

| | | | |
|---|---|---|---|
| ACCOUNT # | LABOR | 39.10 | 149.41 |
| | PARTS | 480.01 | 685.73 |
| METHOD | SUBLET | | .00 |
| | SHOP SUPPLIES | | .00 |
| | SALES TAX OR TAX I.D. | | .00 |
| RECEIPT # | DEDUCTIBLE | | .00 |
| | TOTAL DUE | 519.11 | 835.14 |

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HOMETOWN SUBARU
117 Midtown Ave
Mount Hope, WV 25880
(304) 929-4935
Toll Free: (866) 401-5497
Fax: (304) 255-4756

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon-Fri
7:30 a.m. to 12:00 p.m. Sat
Closed Sunday

| R/O Open Date | R/O Number |
|---|---|
| 6/24/17 | [redacted] |
| Time Received | Time Promised |
| 9:08 | 6/24 17:00 |
| Current Mileage | Mileage Out |
| 16607 | |
| Estimate of Repairs | Service Advisor / Key Tag # |
| | Drew Steplowski/ |

| [redacted] | Work Phone | Vehicle Identification Number |
|---|---|---|
| | | JF2SJAFC9GH[redacted] |
| | | Delivery Date: 5/10/16 |
| | | In-Service Date: 5/10/16 |
| | | License Number: [redacted] |

| Year | Make | Model | Body | Color |
|---|---|---|---|---|
| 2016 | SUBARU | FORESTER | 4DR CVT 2.5I PREM | ICE SILVER |

S3018 SUBARU ADDED SECURITY 80000 or 5/10/22 Ded 100

| Job Number | Description of Work | Code |
|---|---|---|
| 1. | MISC COMPLAINT<br>CUSTOMER STATES AIR BAG LIGHT COMES ON AND OFF<br>ORDERED PASS SEAT BOTTOM | MISC WARR-SUBARU |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |

## WARRANTY PARTS RECEIVED

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

[redacted]

[redacted]

Scanned by CamScanner

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | djacks | 07/10/2017 | 07/10/2017 | 050-02 04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Body and Paint | Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC9GH[redacted]1 | 221839 | 294233 | 16607 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC38 | 05/10/2017 | 64139SG002VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Jackson | djacks@subaru.com | -- |

**Customer's Description of Complaint**
C/S the airbag light comes on and off.

**Technician's Findings and Repair**
The technician was able to confirm the customers complaint. Performed an all systems scan and found codes B1760 and B1650. Tech performed trouble tree diagnosis. The seat was not wet, nor does it show signs of liquid damage. The technician verified the pass airbag warning indicator would not detect a passenger. The technician checked for resistance, power and ground with the air bag test harness installed. He found no abnormal readings, or any loose connections leading to a problem with the wiring. The technician replaced the passenger seat bottom assembly, and tested the airbag system to confirm repairs. The vehicle was returned to the customer in good working order. No freeze frame data available.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC9GH[redacted] | 05/10/2016 | 02/19/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 221839 | Continuously Variable Transmission | 2016 | GFF |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| ISM | 14 | C | N |
| **Engine Size** | **Original Trans #** | | |
| 2.5 | 294233 | | |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dund | 07/11/2017 | 07/11/2017 | 060-03-01 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC4HH[redacted] | -- | -- | 6764 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 05/30/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Dave Underwood | dund@subaru.com | -- |

**Customer's Description of Complaint**
Air bag light stays on

**Technician's Findings and Repair**
Technician scan for codes and found B1760. Technician inspect harness and connector and found no damage or poor fit  Seat was not wet  Replaced ODS module to repair

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC4HH[redacted] | 07/30/2016 | 06/16/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 363200 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 962548 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dpag | 07/12/2017 | 07/12/2017 | 050-03-04 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | -- | -- | 6933 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI39 | 06/23/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Page | dpag@subaru.com | -- |

**Customer's Description of Complaint**
CS: Air Bag light is on.

**Technician's Findings and Repair**
Technician found code# B1650, followed diagnosis and found an open in the seat bottom. retailer ordered and installed the new seat bottom, cleared code and confirmed repairs

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | 12/08/2016 | 06/29/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 384498 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 046359 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | mgou5273 | 07/12/2017 | 07/12/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 333340 | 022275 | 7038 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/11/2017 | 64139SG160LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Mike Gould | mgould@westhoustonvw-subaru.com | -- |

**Customer's Description of Complaint**
Customer states airbag light red indicator comes on at times even with someone seated in chair.

**Technician's Findings and Repair**
Tech verified concern. Tech scanned for codes and retrieved B1650 and B1760. Tech performed diag as per TSB 07-108-16R and ODS failed. Tech ordered pass ODS unit VOR back ordered cust in rental.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 07/30/2016 | 05/19/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 333340 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 022275 |





# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jmen4913 | 07/12/2017 | 07/13/2017 | 060-04-03 | 040743 |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC5GH[redacted] | 166288 | 505207 | 20845 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/12/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 835595 | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
customer state SRS LIGHT is on

**Technician's Findings and Repair**
tech fund code B1760 FOUND ODS has fluids stains causing light to turn on. no repairs done at this time.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC5GH[redacted] | 06/13/2016 | 12/11/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 166288 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 505207 |

**Additional Comments**

(07/13/2017 10:51:19) (jmen4913) The fields of "Rollover, fire accident, injury, and death" were all marked incorrectly on the QMR posted on 7/12/2017. They should all have been marked as "No."
(07/13/2017 11:57:19) (jmen4913) I had a 2016 Forester come in with a complaint of an SRS light Sets the DTC B1760, no Freeze frame data. Step by step: Airbag light is on, seat is dry, DTC is on, cleared memory, test drove vehicle and warning came back on, checked connectors found no issues. Customer Interview: light was first seen weeks ago when driving the vehicle with no one sitting in the seat, no audible chimes, customer keeps cellphone in bag pocket or cup holder, and it was unplugged and not in use at the time. Service History: No previous repairs. Picture of seat has been attached in QMR. Cause of staining as per customer was from a family member who had urinary incontinence and vomited on seat. Junk under seat: water bottles and the owners manual.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | cber1564 | 07/13/2017 | 07/13/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC6HH[redacted] | -- | -- | 7562 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UQF43 | 07/12/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Craig Berndt | cberndt@teamgillnan.com | -- |

**Customer's Description of Complaint**
Air bag off light comes on with someone in the seat.

**Technician's Findings and Repair**
B1650 set 3rd time this code has set. The seat bottom was dry and all connections looked good to the seat bottom. Pin fitment was tight in SRS connectors to ODS. Replaced the seat bottom.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC6HH[redacted] | 11/15/2016 | 09/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 844848 | Continuously Variable Transmission | 2017 | HFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 16 | C | Y |

| Engine Size | Original Trans # |
|---|---|
| | 874357 |

2

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

---

Vin JF2-SJAEC4 HH[redacted]
Description (HFF C QBP) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | QBP/GRA | C | 329995 | 33719 | 026600 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 313 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 16-May-2016 | 30-Jun-2016 | 25-Jul-2016 | 25-Jul-2016 | 25-Jul-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 07/26/2016 | 07/26/2017 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-3410 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
STEVE MOYER SUBARU 030237 030237
201 S CENTRE AVE

LEESPORT PA 19533

SOLD BY:
---
STEVE MOYER SUBARU 030237 030237
201 S CENTRE AVE

LEESPORT PA 19533

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | X43 | Roadside Assistance Label | 27-Jun-2016 | A |
| | XAA | PDI | 27-Jun-2016 | A |
| | XNU | PZEV Badge | 27-Jun-2016 | A |
| | XZK | Accy Promo Sticker | 27-Jun-2016 | A |
| X9S | X2U | Black Mat | 27-Jun-2016 | A |
| X9S | X9B | 2017 Forester OIK | 27-Jun-2016 | A |
| X9S | XDN | Handling | 27-Jun-2016 | A |

OWNER: [redacted]

[redacted]

(H) [redacted]
(W)
(F)

CO-OWNER:

(H)
(W)
(F)

DRIVER:

CO-DRIVER:

| | |
|---|---|
| (H) | (H) |
| (W) | (W) |
| (F) | (F) |

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC4 HH[redacted] | 2017.0 | HFF | (HFF C QBP) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 030[redacted] | 030[redacted] | 25-Jul-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Life Seatblt | 07/25/16 | 07/25/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 07/25/16 | 07/25/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | Rust Perf | 07/25/16 | 07/25/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Brake Pad | 07/25/16 | 07/25/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | Powertrain | 07/25/16 | 07/25/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Ext Deft | 07/25/16 | 07/25/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Cal Ext Deft | 07/25/16 | 07/25/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | New Car Adj | 07/25/16 | 07/25/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |

WC New Car Basc 07/25/16 07/25/19 36000 N
Basic New Car Warranty

WC Fed Defect 07/25/16 07/25/19 36000 N
Federal Emissions Defect Warranty

WC Cal Defect 07/25/16 07/25/19 50000 N
California Emissions Performance & Defect Warrant

WC New Car Wear 07/25/16 07/25/19 36000 N
New Car Wear Item Warranty

WC SULEV 07/25/16 07/25/31 150000 N
California Emissions PZEV

SA New Gold Plus 07/25/16 07/25/23 N
7yr/70,000 $0 Deductible

R/C WTJ70 08/17/16 08/17/26 999999 Completed
2017 Forester CVTF Top Off

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 525 | Active | 0 | 24 | [redacted] |

Effective Date 07/25/16 [redacted]
Expr Date 07/25/23 Expr Mileage 70000 [redacted]
Transfer Date Cancel Date Tire Protection Available

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: ewalke

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC4 HH[redacted] | 2017.0 | 13 | HFF | (HFF C QBP) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 030[redacted] | 030[redacted] | 25-Jul-2016 | 25-Jul-2016 | C | QBP/GRA |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 07/25/16 | 07/25/23 | Active | [redacted] |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 050-030237 | | | 4438 | 10/27/16 |
| 2 | WC | [redacted] A | 050-030237 | UYG00 | | 12099 | 07/07/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 10/24/16 | 10/26/16 | D | 10/27/16 | USER | | 53747 |
| 2 | 07/03/17 | 07/03/17 | D | 07/07/17 | USER | | 6748 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 10/28/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 07/07/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1 | 50.52 | 0.00 | 50.52 |
| 2 | 48.60 | 0.00 | 48.60 |

TOTAL CLAIMS FOR VEHICLE JF2SJAEC4HH[redacted] 99.12

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 130370 | 0.50 | 0.00 | 0.00 | 0.00 | 46.24 |
| | WTJ70 17 FORESTER STALL TESTING | | | | | |
| 2 | 100009 | 0.50 | 0.00 | 0.00 | 0.00 | 48.60 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| | TOTALS | 1.00 | 0.00 | 0.00 | 0.00 | 94.84 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | 803918060 | 1 | 4.28 | 4.28 | 0.00 | 4.28 | Y | |
| | GASKET 18X24X1.0 | | | | | | | |
| | TOTALS | | | | | 4.28 | 0.00 | 4.28 |
| 2 | No Parts Data | | | | | | | |

---

SEQ NUM CLAIM COMMENTS

1 PLEASER PERFORM OPEN SERVICE CAMPAIGN WTJ-70 ON VEHICLE. CHECKED AND V ERIFIED THE TRANSMISSION FLUID LEVEL HAS NOT BEEN INSPECTED. NO PAINT MARKING ONTRANSMISSION. COMPLETED OPEN SERVICE CAMPAIGN WTJ-70 ON THE VEHICLE - ADJUSTED THE CVT TRANSMISSION FLUID AS NEEDED AS OUTLINED BY THE SUBARU REPAIRPROCEDURES. TEST DROVE VEHICLE AFTER REPAIRS - CHECK ED AND VERIFIED ALL REPAIRS. (130-370) .5 LABOR WTJ70 CVT FLUID FULL, COMPLETED STALL TEST

2 CUSTOMER STATES- AIRBAG FAULT LIGHT IS ON PLEASE CHECK AND ADVISE TECH PULLED VEHICLE INTO SHOP AND VERIFIED THE AIRBAG LIGHT IS NOT ON AT T HIS TIME.CHECKED FOR PREXISTING CODES AND FOUND A B1650 CODE FOR AIRBA G HARNESS. TECH CHECKED ALL CONNECTIONS. CHECKED FOR EXISTING CODES. C HECKED BATTERY VOLTAGE. ROAD TESTED VEHICLE AND EVERYTHING LOOKS GOOD AT THIS TIME.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ewalke | 07/13/2017 | 07/13/2017 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | -- | -- | 12099 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UYG00 | 07/03/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the Air Bag light came on while driving.

**Technician's Findings and Repair**
This vehicle was brought to my attention by the Service Writer. He told me that after I had stopped in last week this vehicle came in the next day. It had a Air Bag concern with the same code as two other vehicles he had in the week of 6/26. He wanted to let me know about this vehicle so I could see if I could find out about this B1650 Code. The Tech who looked at the vehicle did not save a data stream file only the DTC info. The vehicles passenger seat was not wet nor was the passenger side floorboard. The Air Bag light was not on when the vehicle came in. However it had a B1650 code stored in History.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | 07/25/2016 | 05/16/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 329995 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
| --- | --- | --- | --- |
| QBP | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 026600 |

# Quality Monitoring Report

**QMR Id**
QMR[redacted]

**Created By**
jber4114

**Report Date**
07/14/2017

**Last Updated**
07/14/2017

**Reg-Zn-Dst**
060-04-03

**Dealer**
040[redacted]

**Section**
Electrical

**Sub Section**
Air Bag

**VIN**
JF2SJAJC1HH[redacted]

**Engine #**
--

**Trans #**
--

**Mileage**
9735

**Failure Code**
URD43

**Failure Date**
07/12/2017

**Failed Part #**
64139SG160LL

**Technician Duplicated Condition?**
Y

**R/O Number**
[redacted]

**Rollover**
N

**Fire**
N

**Accident**
N

**Injury**
N

**Death**
N

**Property Damage**
N

**DTC Code(s)**
B1650

**Reporter Name**
JAMES BERTHOLD

**Reporter Email**
jberthold@sterlingautogroup.net

**Reporter Phone Number**
--

**Customer's Description of Complaint**
AIRBAG LIGHT ON

**Technician's Findings and Repair**
CODE B1650 FAULTY PASSENGER OCS, NO STAINS ON SEAT REPLACED SEAT CUSHION ASSEMBLY

**Attachments**
No Attachments Found

---

**VIN Remainder**
JF2SJAJC1HH[redacted]

**Warranty Start Date**
12/10/2016

**Production Date**
09/05/2016

**Car Line**
Forester

**Original Engine #**
451370

**Trans. Type Desc**
Continuously Variable Transmission

**Model Year**
2017

**Model Code**
HFI

**Color**
QBP

**Options**
21

**Emission Spec**
C

**Turbo**
N

**Engine Size**
2.5

**Original Trans #**
725754

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dmille | 07/14/2017 | 07/14/2017 | 080-04-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | -- | -- | 9597 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URE43 | 07/14/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
--

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Scott Miller | dmille@subaru.com | -- |

**Customer's Description of Complaint**
CS: Airbag light came on.

**Technician's Findings and Repair**
TS: Airbag light not on and no DTCs, vehicle returned to customer.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC8HH[redacted] | 11/12/2016 | 09/15/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 464385 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 21 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 416194 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 07/18/2017 | 07/18/2017 | 060-02 01 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | | | 20908 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/07/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states the air bag light is illuminated. Customer also noted when starting the vehicle, it states the SRS air bag system needs to be checked.

**Technician's Findings and Repair**
Technician found codes B1650 and B1760. Technician determined that ODS system is defective. Technician replaced passenger seat bottom assembly, air bag light is now off and working as designed. No FF data available, No TT data available. TR with part collection will be issued.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC6HH[redacted] | 08/05/2016 | 05/13/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 328588 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| JGM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 025982 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ostran | 07/18/2017 | 07/18/2017 | 060-02 01 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | | | 152 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 04/24/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1795

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Ole Strand | ostran@subaru.com | -- |

**Customer's Description of Complaint**
Customer states air bag light is on. Customer states passenger side air bag always says off.

**Technician's Findings and Repair**
Note: Part was found during routine warranty 10 bin inspection. Technician verified concern. Technician found codes B1650 and B1795. Technician found TSB 07-108-16 and followed flow chart. Results were to replace seat bottom assembly. Technician removed and replaced seat bottom assembly, system is working as designed. No FF data captured, No TT results attached to RO. TR with part collection will be issued.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC2HH[redacted] | 04/21/2017 | 11/30/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 554695 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| IS1 | 13 | C | N |

**Engine Size**

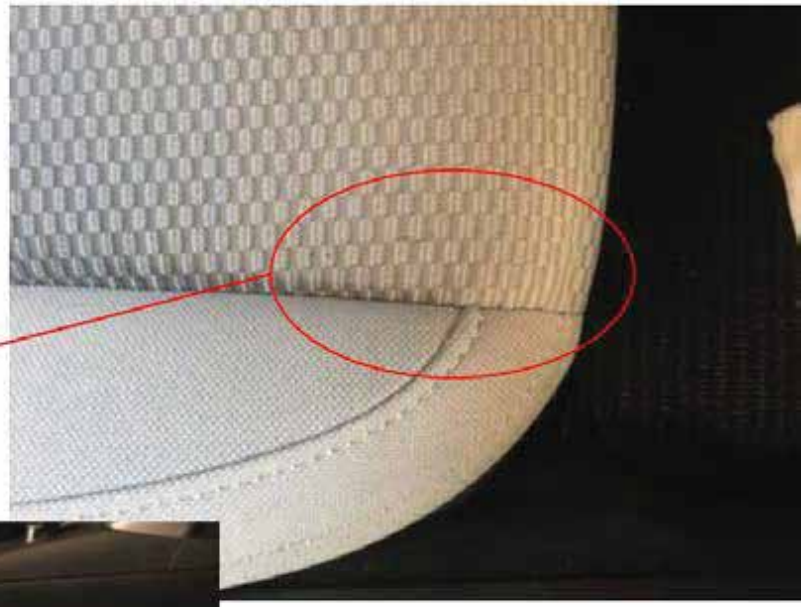
2.5

**Original Trans #**

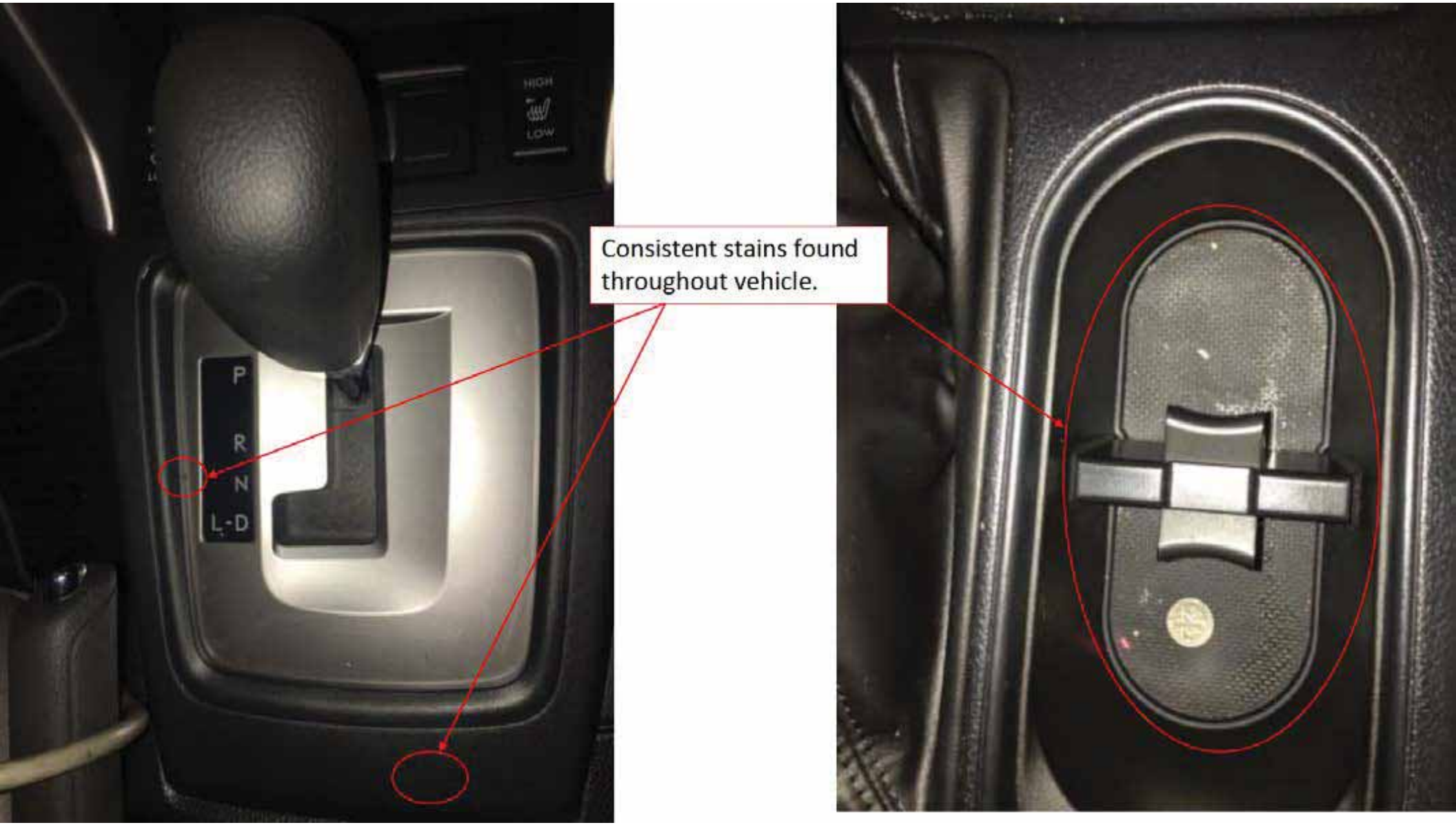
808402



Consistent stains found throughout vehicle.






Consistent stains found throughout vehicle.
HIGH
LOW
P
R
N
L-D


Stains from an interior cleaner
found throughout vehicle

No objects found under the seat



# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | sdcdspa | 07/21/2017 | 07/21/2017 | 020-01-03 | 020[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAECXHH[redacted] | -- | -- | 3274 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/07/2017 | 64139SG060LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Spaccavento | dspaccavento@subarudistcorp.com | -- |

**Customer's Description of Complaint**
Customer concern: Passenger airbag stays off even when wide is sitting in passenger seat.

**Technician's Findings and Repair**
FSE notified of vehicle through 2/10 report as the vehicle is currently waiting for the ODS to arrive (part currently on BO). FSE contacted SM and requested diag information and states that the ODS needs replacement. FSE inspected vehicle and found consistent stains throughout the vehicle, along with an interior cleaner found on all the door panels and various plastic components in the vehicle. FSE and technician unable to duplicate the customer's concern and the DTC does not return. Only time the DTC returns is when the ODS is disconnected. Connections between the SRS module and ODS were checked. Connectors and pins are tight. FSE and technician double checked TT for DT B1760 and found that in step 5, it states to either replace the ODS Harness or replace passenger ODS, but after checking parts catalog these components are non serviceable and are part of the "CUSHION AY OCCUPANT RH" As per the SM, the customer does place their cell phone that is connected through USB on the passenger seat. FSE suggests since the vehicle has returned for the same concern and DTC's the ODS (CUSHION AY OCCUPANT RH) should be replaced and is shipped back to PCC once the repair is complete.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAECXHH[redacted] | 01/20/2017 | 11/11/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 531266 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

790329

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jmarch | 07/21/2017 | 07/21/2017 | 050-03-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | -- | -- | 12272 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 07/21/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Joe Marchica | jmarch@subaru.com | -- |

**Customer's Description of Complaint**
Customer states that the passenger air bag light goes on and off randomly.

**Technician's Findings and Repair**
The technician found the above DTC and the diagnostics lead to replacing the passenger front seat cushion  The customer has been having this issue since January of this year  The customer has aftermarket seat covers on all 4 seats. They were told to remove them and the issue was still occurring, they were told about possible moisture so removed the seat covers and let them dry out for a day in the sun and the issue was still occurring. The seat cushion has been ordered to correct the condition, but is back ordered

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 08/12/2016 | 06/20/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 370497 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| QBP | 14 | C | N |

**Engine Size**

2.5

**Original Trans #**

022359

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | tken | 07/21/2017 | 07/21/2017 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAFC2GH[redacted] | -- | -- | 14993 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/23/2017 | 64139SG002LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
CLIENT STATES THAT THE PASSENGER SEAT IS NOT REGISTERING PEOPLE SITTING IN THE SEAT PROPERLY.

**Technician's Findings and Repair**
TECHNICIAN FOUND THE PASSENGER SEAT BOTTOM TO BE THROWING AIRBAG CODES FOR P1650 OCCUPANT DETECTION MALFUNCTION TECHNICIAN THEN FOLLOWED THE SUBARU PROCEDURES AND FOUND THE PASSENGER SEAT BOTTOM TO BEMALFUNCTIONING ATTHIS TIME TECHNICIAN THEN REPLACED THE PASSENGER SEATBOTTOM. Part is being returned to pcc for additional inspection.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAFC2GH[redacted] | 02/27/2016 | 12/16/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 170442 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 271478 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | tken | 07/21/2017 | 07/21/2017 | 080-01-01 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC8HH[redacted] | -- | -- | 15423 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD39 | 07/10/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| T Kenner | | |

**Customer's Description of Complaint**
Airbag light is On

**Technician's Findings and Repair**
FOUND ODS CODE B1650 OCCUPANT DETECTION SYSTEM MALFUNCTION TESTED ODS SYSETM AND FOUND LOAD CELL TO BE OPEN REPLACED P/S SEAT CUSHION/ODS ASSEMBLY AND CLEARED CODES Part is being returned to pcc for additional inspection

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC8HH[redacted] | 08/12/2016 | 06/28/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 381789 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 971566 |





| Adv: 248 DONALD BUCKLES | Tag 1761 | License [redacted] | JF2SJAGC9 HF[redacted] | Page 1 (Last) | Invoice [redacted] |
|---|---|---|---|---|---|

**Invoice to**

[redacted]

**Driver/Owner Information**

[redacted]

**For Office Use**

Odometer In: 9995 Out: 9995 | Dist: JF1 WAR W | Final

MFG: 066001

Begin: 06/27/17 | Done: 06/27/17 | Invoiced: 06/27/17 13:04 DB

**Vehicle Information**

17 SUBARU FORESTER 2.5I PREM 4DR SUV WHITE

Stock#: 00S70103 | Inv Acct: 2240

In-service: 08/16/16 | Production: 08/16/16 | Sold: 08/16/16

**Customer Concern**

Concern 51: C/S THAT THE PASSENGER SIDE AIR BAG LIGHT DOESN'T OUT WHEN OCCUPIED

Cause: SCANNED FOR CODES FOUND B1650.

Correction: INSPECTED SYSTEM FOUND AN OPEN CIRCUIT IN THE ODS

51 - 1: REPLACED PASSENGER SIDE SEAT BOTTOM WITH NEW SENSOR VERIFIED NORMAL OPERATION AT THIS TIME

Parts

| Part Number | PO# | Note | Description |
|---|---|---|---|
| SUB 64139SG060LL | | NSTK | CUSHION AY OCCUPANT |

Parts: Count 1.00 Allowance: 205.69

Tech 163 BEMIS JR, THOMA

COND CODE : URC
FAIL CODE : 39

51 - 1

COND CODE : URC
FAIL CODE : 39

Type: W

| Operation | Tech | Units | Amount |
|---|---|---|---|
| B820496 | 163 | 0.8 | 77.60 |
| C820201 | 163 | 0.9 | 87.30 |

| Qty | List | Sell | |
|---|---|---|---|
| 1 | 685.64 | 685.64 | 685.64 |

Subtotal

| | |
|---|---|
| PARTS | 685.64 |
| LAB-MECHANICAL | 164.90 |
| TOTAL CHARGE FOR CONCERN | 850.54 |

**Summary of Charges for Invoice W11455**

| | |
|---|---|
| PARTS | 685.64 |
| LAB-MECHANICAL | 164.90 |
| TOTAL CHARGE | 850.54 |

**Payment Distribution for Invoice W11455**

| | |
|---|---|
| TOTAL CHARGE | 850.54 |
| **FAC WARRANTY** | **850.54** |

If you have any questions - please see DONALD BUCKLES

UC982004

Scanned by CamScanner

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 07/26/2017 | 07/26/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | -- | -- | 9995 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC39 | 05/18/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states ODS Air Bag light is illuminated.

**Technician's Findings and Repair**
Technician confirmed B1650. DTC information is attached. Seat cushion has stains. Advised retailer to contact T/L for all ODS issues going forward for proper instructions on how to address these types of concerns. FSE will collect part and issue TR. Part was on previously on backorder.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC9HH[redacted] | 08/16/2016 | 06/28/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 376776 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 973050 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dund | 07/27/2017 | 07/27/2017 | 060-03 01 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJARC5GH[redacted] | | | 7380 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 06/24/2017 | 64139SG043VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Dave Underwood | dund@subaru.com | -- |

**Customer's Description of Complaint**
Customer when passenger is in passenger seat air bag light comes on at times

**Technician's Findings and Repair**
Technician scanned for codes and found B1650. Inspected wiring and connections and no problem found. Tech could duplicate concern by sitting in passenger seat and then cycling ignition and air bag light would go out at times. Replaced ODS module to repair

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJARC5GH[redacted] | 02/16/2016 | 11/20/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 141963 | Continuously Variable Transmission | 2016 | GFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 23 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 479826 |

DEALER VEHICLE INQUIRY
FOR DEALER: bspidl

---

Vin JF2-SJAEC3 HH[redacted]
Description (HFF C WHC) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | WHC/GRA | C | 331420 | 36448 | 027138 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 313 | 008 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 17-May-2016 | 06-Jul-2016 | 23-Jul-2016 | 26-Jul-2016 | 23-Jul-2016 |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: A Sold Order: N

ALLOCATED:
---
JOHNSON SUBARU OF CARY 040565
5000 OLD RALEIGH ROAD

CARY NC 27511

SOLD BY:
---
JOHNSON SUBARU OF CARY 040565
5000 OLD RALEIGH ROAD

CARY NC 27511

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | X43 | Roadside Assistance Label | 28-Jun-2016 | A |
| | XAA | PDI | 28-Jun-2016 | A |
| | XNU | PZEV Badge | 28-Jun-2016 | A |
| | XZK | Accy Promo Sticker | 28-Jun-2016 | A |
| FZ6 | 04Q | Seat Back Protector | 28-Jun-2016 | A |
| FZ6 | BGA | All Weather Floor Mats | 28-Jun-2016 | A |
| FZ6 | OGA | Luggage Compartment Cover | 28-Jun-2016 | A |
| FZ6 | PGE | Rear Bumper Cover | 28-Jun-2016 | A |
| FZ6 | QGM | Splash Guards | 28-Jun-2016 | A |
| X9S | X2U | Black Mat | 28-Jun-2016 | A |
| X9S | X9B | 2017 Forester OIK | 28-Jun-2016 | A |
| X9S | XDN | Handling | 28-Jun-2016 | A |

OWNER: [redacted]HICA
---
[redacted]
[redacted]
(H[redacted]
(W)
(F)

CO-OWNER:
---
(H)
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC3 HH[redacted] | 2017.0 | HFF | (HFF C WHC) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 040[redacted] | 040[redacted] | 23-Jul-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | SULEV | 07/23/16 | 07/23/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Fed Defect | 07/23/16 | 07/23/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Cal Ext Deft | 07/23/16 | 07/23/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Fed Perform | 07/23/16 | 07/23/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | New Car Wear | 07/23/16 | 07/23/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | New Car Basc | 07/23/16 | 07/23/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | New Car Adj | 07/23/16 | 07/23/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Fed Ext Deft | 07/23/16 | 07/23/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| WC | Cal Defect | 07/23/16 | 07/23/19 | 50000 | N |
| | California Emissions Performance & Defect Warrant | | | | |
| WC | Powertrain | 07/23/16 | 07/23/21 | 60000 | N |
| | Powertrain Warranty | | | | |
| WC | Life Seatblt | 07/23/16 | 07/23/66 | 999999 | N |
| | Lifetime Seatbelt Warranty | | | | |
| WC | Brake Pad | 07/23/16 | 07/23/19 | 36000 | N |
| | Warranty Brake Pad | | | | |
| WC | Rust Perf | 07/23/16 | 07/23/21 | 999999 | N |
| | Rust Perforation Warranty | | | | |
| SA | New Gold Plus | 07/23/16 | 07/23/23 | | N |
| | 7yr/70,000 $100 Deductible | | | | |
| R/C | WTJ70 | 08/17/16 | 08/17/26 | 999999 | Completed |
| | 2017 Forester CVTF Top Off | | | | |

## EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

## EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

## SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 523 | Termtd | 100 | 28 | [redacted] |

Effective Date 07/23/16

Expr Date 07/23/23 Expr Mileage 70000

Transfer Date Cancel Date 06/22/17 Tire Protection Available

## VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC3 HH405413 | 2017.0 | 13 | HFF | (HFF C WHC) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 040565 | 040565 | 23-Jul-2016 | 23-Jul-2016 | C | WHC/GRA |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 07/23/16 | 07/23/23 | Termtd | Villegas Canchi, Carlos A |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 050-040565 | | | 7176 | 02/21/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 02/13/17 | 02/13/17 | D | 02/21/17 | USER | | 118446 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 02/24/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 48.64 | 0.00 | 48.64 |

TOTAL CLAIMS FOR VEHICLE JF2SJAEC3HH[redacted] 48.64

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 130371 | 0.30 | 0.00 | 0.00 | 0.00 | 30.63 |
| | WTJ70 17 FORESTER CVT FLUID TOP OFF | | | | | |
| | TOTALS | 0.30 | 0.00 | 0.00 | 0.00 | 30.63 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635304 | 1 | 13.73 | 13.73 | 0.00 | 13.73 | Y | |
| | CVTF-II | | | | | | | |
| 1 | 803918060 | 1 | 4.28 | 4.28 | 0.00 | 4.28 | N | |
| | GASKET 18X24X1.0 | | | | | | | |
| | TOTALS | | | | | 18.01 | 0.00 | 18.01 |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | GUEST STATES VEHICLE HAS RECALL. TECHNICIAN CHECKED AND TOPPED OFF C VTFII FLUID PER RECALL. |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | bspidl | 07/31/2017 | 07/31/2017 | 050-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGTCXHH[redacted] | -- | -- | 7555 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/06/2017 | 64139SG220VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 345701 | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Benjamin Spidle | -- | -- |

**Customer's Description of Complaint**
Customer states Passenger airbag light off when someone is in seat.

**Technician's Findings and Repair**
Tech found passenger airbag module (seat bottom) to have erratic operation. Tech replaced seat bottom  DTC/FFD not available  Vehicle has been traded in for a different vehicle due to backordered part. Vehicle is now fixed. Trouble Tree information not available. FSE advised SM to see TSB for ODS and requested info about repair

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGTCXHH[redacted] | 08/04/2016 | 05/17/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 962174 | Continuously Variable Transmission | 2017 | HFN |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| W1C | 32 | C | Y |

| Engine Size | Original Trans # |
| --- | --- |
| 2 | 840975 |


Subaru Impreza MF-1
DELPHI
Made in Mexico
SUBARU
SUBARU: 64084SG020
DELPHI: 28446578
XKW065780163060008


303
12-30 31







# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 08/01/2017 | 08/01/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | -- | -- | 1305 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/26/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
2nd time in for B1650.

**Technician's Findings and Repair**
FSE inspected on 7/31/2017. No evidence of liquid nor moisture on the seat fabric, ODS mat or seat cushion foam  Advised to install new seat cushion assembly  Per recent update from FQA, seat cushion is not being collected.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC1HH[redacted] | 04/29/2017 | 02/15/2017 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 633411 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 135115 |

DEALER VEHICLE INQUIRY
FOR DEALER: phay

---

Vin JF2-SJGEC6 HH[redacted]
Description (HFM C CBS) 2017 Forester 2.0XT Premium
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFM | 16 | CBS/BLC | C | 844848 | 36910 | 874357 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 338 | 003 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 02-Sep-2016 | 17-Oct-2016 | 15-Nov-2016 | 17-Nov-2016 | 15-Nov-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 11/17/2016 | 11/17/2017 | STARLINK Safety Plus 1 Year Trial | Laura Mosley |

Salesman: ###-##-9232 Sales Order Type: Wholesale Sale Type: C Sold Order: N

ALLOCATED:
---
NORTH PARK SUBARU 401703
21415 IH-10 W

SAN ANTONIO TX 78257

SOLD BY:
---
GILLMAN SUBARU HOUSTON 040950
18010 INTERSTATE 45 NORTH

HOUSTON TX 77090

[redacted]

OWNER:
--------
[redacted]

[redacted]

(H[redacted]
(W)
(F)

CO-OWNER:
-----------

(H)
(W)
(F)

DRIVER:
--------

(H)
(W)
(F)

CO-DRIVER:
-----------

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJGEC6 HH[redacted] | 2017.0 | HFM | (HFM C CBS) 2017 Forester 2.0XT Premium | 16 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 401[redacted] | 040[redacted] | 15-Nov-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Cal Ext Deft | 11/15/16 | 11/15/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 11/15/16 | 11/15/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Powertrain | 11/15/16 | 11/15/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Ext Deft | 11/15/16 | 11/15/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Rust Perf | 11/15/16 | 11/15/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Cal Defect | 11/15/16 | 11/15/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | New Car Wear | 11/15/16 | 11/15/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |
| WC | Life Seatblt | 11/15/16 | 11/15/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |

WC Fed Perform 11/15/16 11/15/18 24000 N
Federal Emissions Performance Warranty

WC Brake Pad 11/15/16 11/15/19 36000 N
Warranty Brake Pad

WC New Car Basc 11/15/16 11/15/19 36000 N
Basic New Car Warranty

WC New Car Adj 11/15/16 11/15/19 36000 N
New Car Adjustment Coverage

SA Maint Maintenance 11/15/16 11/15/18 N
2yr/24,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 4609 | Active | | 279 | [redacted] |

Effective Date 11/15/16 [redacted]
Expr Date 11/15/18 Expr Mileage 24000 [redacted]
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: phay

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJGEC6 HH[redacted] | 2017.0 | 16 | HFM | (HFM C CBS) | 2 | CVT | 2.0XT Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 401[redacted] | 040[redacted] | 15-Nov-2016 | 15-Nov-2016 | C | CBS/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 11/15/16 | 11/15/18 | Active | [redacted] |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 060-040950 | JQW90 | | 4670 | 03/15/17 |
| 2 | WC | [redacted] B | 060-040950 | UYG00 | | 4670 | 03/15/17 |
| 3 | WC | [redacted] A | 060-040950 | URC43 | | 7562 | 07/19/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 03/13/17 | 03/13/17 | D | 03/15/17 | USER | | 142765 |
| 2 | 03/13/17 | 03/13/17 | D | 03/15/17 | USER | | 142765 |
| 3 | 07/12/17 | 07/12/17 | D | 07/19/17 | USER | | 61561 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 03/17/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 03/17/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 07/21/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 77.39 | 0.00 | 77.39 |
| 2 | 61.20 | 0.00 | 61.20 |
| 3 | 876.73 | 0.00 | 876.73 |

TOTAL CLAIMS FOR VEHICLE JF2SJGEC6HH465205 1015.32

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 2 | 100009 | 0.60 | 0.00 | 0.00 | 0.00 | 61.20 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| 3 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 89.88 |
| | ODS CONTROL MODULE, LOAD CELL &/or HARNESS | | | | | |
| 3 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 101.12 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 2.80 | 0.00 | 0.00 | 0.00 | 289.70 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 2 | No Parts Data | | | | | | | |
| 3 | 64139SG140VH | 1 | 685.73 | 685.73 | 0.00 | 685.73 | Y | |
| | CUSHION AY OCCUPANT F SEAT RH | | | | | | | |
| | TOTALS | | | | | 685.73 | 0.00 | 685.73 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | oil and filter change/tire rotation performed. |
| 2 | customer states airbag light is on. Scanned vehicle for fail codes and there was nothing present. Could not duplicate customer concern. |
| 3 | customer states passenger airbag light will stay off when person is in theseat. Found erratic operation with the seat frame assembly. Replaced passenger seat frame assembly. |
| 3 | customer states passenger airbag light will stay off when person is in theseat. Found erratic operation with the seat frame assembly. Replaced passenger seat frame assembly. |

Port

# Gillman SINCE 1938

SUBARU

NORTH
18010 NORTH FRWY.
HOUSTON, TEXAS 77090

PHONE (281) 821-1100
FAX LINE (281) 209-4389

Visit us at www.gillmanauto.com

SUBARU

All bills due and payable in Houston, Harris County, Texas.

"STILL THE ONLY WAY TO GO!"

[redacted]

| Advr [redacted] | Inv 2263 | License [redacted] | [redacted] | Page 1 | Invoice [redacted] |
|---|---|---|---|---|---|

| Invoice to | Driver/Owner Information |
|---|---|
| [redacted] | [redacted] |

| Rec Office Use | | | Vehicle Information |
|---|---|---|---|
| Odometer In: 7362 | Out: 7362 | Date: 07/ 6/17 | Fuel: 17 SUBARU FORESTER 4DR SUV H/BACK |
| | Mfr: 060601 | | Stock#: [redacted] |
| Begin: 07/12/17 | Date: 07/13/17 | Invoiced: 07/13/17 11:11 AM | Inspection: 11/11/16 Color: 11/11/16 |

**Customer Concern**

| | | Operation | Tech Units | Amount |
|---|---|---|---|---|
| Concern: 01 | PASSENGER AIR BAG LIGHT WILL STAY OFF WHEN A PERSON IS IN PASSENGER SIDE SEAT - CHECK SRS LIGHT WILL APPEAR. PARTS ORDERED AT PREVIOUS TIME, NEED TO INSTALL | | | |
| Cause: | PASSENGER AIR BAG LIGHT WILL STAY OFF WHEN A PERSON IS IN PASSENGER SIDE SEAT - CHECK SRS LIGHT WILL APPEAR. PARTS ORDERED AT PREVIOUS TIME, NEED TO I | SEATBOTTOM | Sls 0.7 | 78.65 |
| Correction: | TECH REPLACED PASSENGER SEAT FRAME ASSY FOR ERRATIC OPERATION TESTED AND TESTED POSTIVE | | | |
| 01 - 1 | TECH REPLACED PASSENGER SEAT FRAME ASSY PASSENGER AIR BAG LIGHT WILL STAY OFF WHEN A PERSON IS IN PASSENGER SIDE SEAT - CHECK SRS LIGHT WILL APPEAR. PARTS ORDERED AT PREVIOUS TIME, NEED TO INSTALLON ERRATIC OPERATION TESTED NEW SEAT BOTTOM TESTED POSITIVE | SEATBOTTOM | Sls 0.4 | 44.94 |
| Parts: | Part Number [redacted] PCH Note Description: CUSHION AT OCCUPANT | Qty | List Sell | |
| | Parts Count 1.00 Allowance: 205.72 | 1 | 685.73 $685.73 | 685.73 |
| | Tech: 124 VELASQUEZ, KEVIN | | | |
| | TURBO CHECK : YES | | | |
| | SALE CODE : 01 | | | |
| 01 - 1 | CORE CODE : YES | | | |
| | FAIL CODE : 01 | | | |
| | Line Auth: APPROVE 07/12/17 16:19 | | | |
| | | Subtotal: | | |
| | | PARTS | | 685.73 |
| | | LABOR-MECHANICAL | | 123.59 |
| Type: W | | TOTAL CHARGE FOR CONCERN | | 809.32 |

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of the arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

[redacted]

WARRANTY

# Gillman SINCE 1938

SUBARU

NORTH
18010 NORTH FRWY.
HOUSTON, TEXAS 77090

PHONE (281) 821-1100
FAX LINE (281) 209-4389

SUBARU

Visit us at www.gillmanauto.com

All bills due and payable in Houston, Harris County, Texas.

*STILL THE ONLY WAY TO GO!*

[redacted]

| | | | | |
|---|---|---|---|---|
| Adv: [redacted] | Tag [redacted] | License [redacted] | [redacted] | Invoice [redacted] |

| | |
|---|---|
| Invoice to [redacted] | Driver/Owner [redacted] |
| Invoiced: 07/13/17 11:11:40 GE | 17 SUBARU FORESTER 4DR AUT W/BACK |

| Summary of Charges for Invoice W96624 | | Payment Distribution for Invoice W96624 | |
|---|---|---|---|
| PARTS | 685.73 | TOTAL CHARGE | 809.32 |
| LABOR-MECHANICAL | 123.59 | | |
| TOTAL CHARGE | 809.32 | FAC WARRANTY | 809.32 |

If you have any questions - please see [redacted]
SIGNATURE: _____
**SEE OUR WEB SPECIALS WWW.GILLMANAUTO.COM**

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED X

[redacted]

WARRANTY

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 08/01/2017 | 08/01/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC6HH[redacted] | | | 7562 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 07/12/2017 | 64139SG140VH | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states ODS light is on again. 2nd time in for this complaint.

**Technician's Findings and Repair**
Technician confirmed B1650 in history. Technician stated no signs of moisture or spillage. Technician installed new seat cushion assembly. FSE will issue TR and collect failed part.

**Attachments**
Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC6HH[redacted] | 11/15/2016 | 09/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 844848 | Continuously Variable Transmission | 2017 | HFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 16 | C | Y |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2 | 874357 |



# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jsha | 08/04/2017 | 08/04/2017 | 050-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADCXGH[redacted] | -- | -- | 17322 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 07/24/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Jeff Sharkey | jsha@subaru.com | -- |

**Customer's Description of Complaint**
During warranty 10-bin inspection FSE found this seat bottom.

**Technician's Findings and Repair**
FSE found from technician that the code was B1650. Technician verified there was no water type damages on seat, however there were a few coffee type stains found  All electronically saved data could not be retrieved because the SSM was replaced because of a failure.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADCXGH[redacted] | 05/27/2016 | 02/05/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 221066 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 288558 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | mper1520 | 08/05/2017 | 08/05/2017 | 050-01-02 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC8HH[redacted] | -- | -- | 10663 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULI42 | 08/05/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
Customer states airbag light is on, has come on once in the past but no codes were stored and technician was unable to duplicate concern, light has come on again and is staying on

**Technician's Findings and Repair**
Pulled DTC B1760 occupant detection sensor mat malfunction  Inspected front passenger seat, no damage to seat, no water damage or water marks found, checked connection of the sensor found sensor connection stable and connected properly, according to diagnostic tree, ordered seat cushion and frame rail

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC8HH[redacted] | 08/18/2016 | 07/01/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 800532 | Continuously Variable Transmission | 2017 | HFM |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 16 | C | Y |

| Engine Size | Original Trans # |
| --- | --- |
| 2 | 856446 |

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

---

Vin JF2-SJAEC5 HG[redacted]
Description (HFE C WHC) 2017 Forester 2.5i Premium
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFE | 11 | WHC/GRA | C | 429264 | 35048 | 960401 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | SAS | [redacted] | 336 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 09-Aug-2016 | 23-Sep-2016 | 13-Oct-2016 | 14-Oct-2016 | 13-Oct-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 10/14/2016 | 10/14/2017 | STARLINK Safety Plus 1 Year Trial | [redacted] |

Salesman: ###-##-5484 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
SENDELL SUBARU 401396 401396
5085 STATE ROUTE 30

GREENSBURG PA 15601

SOLD BY:
ALEXANDER SUBARU INC. 030294
933 BROAD ST

MONTOURSVILLE PA 17754

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | 0EX | Mirror Compass | 21-Sep-2016 | A |
| | BGA | All Weather Floor Mats | 21-Sep-2016 | A |
| | MGD | Cargo Tray | 21-Sep-2016 | A |
| | OGA | Luggage Compartment Cover | 21-Sep-2016 | A |
| | QGM | Splash Guards | 21-Sep-2016 | A |
| | X43 | Roadside Assistance Label | 21-Sep-2016 | A |
| | XAA | PDI | 21-Sep-2016 | A |
| | XN4 | StarLink Window Cling | 21-Sep-2016 | A |
| | XNU | PZEV Badge | 21-Sep-2016 | A |
| | XZK | Accy Promo Sticker | 21-Sep-2016 | A |
| X9S | X2U | Black Mat | 21-Sep-2016 | A |
| X9S | X9B | 2017 Forester OIK | 21-Sep-2016 | A |
| X9S | XDN | Handling | 21-Sep-2016 | A |

OWNER: [redacted]
[redacted]

[redacted]
([redacted] (H)
[redacted] (W)

CO-OWNER:

(F)

(F)

DRIVER:
---

CO-DRIVER:
---

(H)
(W)
(F)

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC5 HG[redacted] | 2017.0 | HFE | (HFE C WHC) 2017 Forester 2.5i Premium | 11 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| 6MT | C | | 401[redacted] | 030[redacted] | 13-Oct-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Cal Defect | 10/13/16 | 10/13/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Life Seatblt | 10/13/16 | 10/13/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Powertrain | 10/13/16 | 10/13/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | SULEV | 10/13/16 | 10/13/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Fed Ext Deft | 10/13/16 | 10/13/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 10/13/16 | 10/13/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Cal Ext Deft | 10/13/16 | 10/13/24 | 100000 | N | |
| | California Emissions Extended Defect Warranty | | | | | |
| WC | New Car Basc | 10/13/16 | 10/13/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |

WC New Car Adj 10/13/16 10/13/19 36000 N
New Car Adjustment Coverage

WC Fed Perform 10/13/16 10/13/18 24000 N
Federal Emissions Performance Warranty

WC New Car Wear 10/13/16 10/13/19 36000 N
New Car Wear Item Warranty

WC Rust Perf 10/13/16 10/13/21 999999 N
Rust Perforation Warranty

WC Brake Pad 10/13/16 10/13/19 36000 N
Warranty Brake Pad

SA New Gold Plus 10/13/16 10/13/23 N
7yr/100,000 $100 Deductible

SA Maint Maintenance 10/13/16 10/13/19 N
3yr/36,000 6,000 Mile Intervals

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCTIBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|
| [redacted] | 516 | Active | 100 | 193 | [redacted] |

Effective Date 10/13/16
Expr Date 10/13/23 Expr Mileage 100000
Transfer Date Cancel Date Tire Protection Available

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | 462 | Active | | 193 | [redacted] |

Effective Date 10/13/16
Expr Date 10/13/19 Expr Mileage 36000
Transfer Date Cancel Date No Tire Protection

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: ewalke

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC5 HG[redacted] | 2017.0 | 11 | HFE | (HFE C WHC) | 2 | 6MT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 401[redacted] | 030[redacted] | 13-Oct-2016 | 13-Oct-2016 | C | WHC/GRA |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| 10/13/16 | 10/13/23 | Active | [redacted] |
| 10/13/16 | 10/13/19 | Active | [redacted] |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | SA | [redacted] A | 020-020287 | JQJ90 | | 4585 | 02/23/17 |
| 2 | SA | [redacted] A | 020-020287 | JQK90 | | 10626 | 07/12/17 |
| 3 | WC | [redacted] A | 050-402174 | URC43 | | 10778 | 07/28/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 02/17/17 | 02/17/17 | D | 02/23/17 | USER | | 3150 |
| 2 | 07/08/17 | 07/08/17 | D | 07/12/17 | USER | | 52182 |
| 3 | 07/10/17 | 07/26/17 | D | 07/31/17 | USER | 74R134 | 3953 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 02/24/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 07/14/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 08/04/17 | 0.00 | 0.00 | 0.00 | 0.00 | 680.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 77.39 | 0.00 | 77.39 |
| 2 | 119.34 | 0.00 | 119.34 |
| 3 | 1516.91 | 0.00 | 1516.91 |

TOTAL CLAIMS FOR VEHICLE JF2SJAEC5HG[redacted] 1713.64

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 100661 | 0.50 | 0.00 | 0.00 | 0.00 | 37.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 2 | 100661 | 0.70 | 0.00 | 0.00 | 0.00 | 52.50 |
| | ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC | | | | | |
| 3 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 71.18 |
| | ODS CONTROL MODULE, LOAD CELL &/or HARNESS | | | | | |
| 3 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 80.08 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 2.90 | 0.00 | 0.00 | 0.00 | 241.26 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 1 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 1 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |
| | TOTALS | | | | | 0.00 | 0.00 | 0.00 |
| 2 | SOA635045 | 6 | 5.14 | 0.00 | 0.00 | 0.00 | Y | |
| 2 | 15208AA15A | 1 | 7.85 | 0.00 | 0.00 | 0.00 | N | |
| 2 | 11126AA000 | 1 | 1.20 | 0.00 | 0.00 | 0.00 | N | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 2 | 72880AJ00A | 1 | 26.95 | 0.00 | 0.00 | 0.00 | N |
| | TOTALS | | | | 0.00 | 0.00 | 0.00 |
| 3 | 64139SG060LL | 1 | 685.64 | 685.64 | 0.00 | 685.64 | Y |
| | CUSHION AY OCCUPANT RH | | | | | | |
| | TOTALS | | | | 685.64 | 0.00 | 685.64 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | PERFOMRED SYNTHETIC OIL CHANGE AND TIRE ROTATE PER SAS MAINTANCE PLAN 462 |
| 2 | performed oil and filter change per sas maintance plan 462 |
| 2 | performed oil and filter change per sas maintance plan 462 |
| 3 | CASE [redacted] |
| 3 | CASE [redacted] |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ewalke | 08/06/2017 | 08/06/2017 | 050-01-04 | 402[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC5HG[redacted] | -- | -- | 10777 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/11/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the AIRBAG light is on while driving.

**Technician's Findings and Repair**
The Tech verified the SRS Light is on and code B1650 was set. The Tech inspected the Harnesses and Cushion Assembly and could find no trace of water or corrosion. The Tech ordered and installed a Passenger ODS Seat Cushion.

**Attachments**
Click to view documents

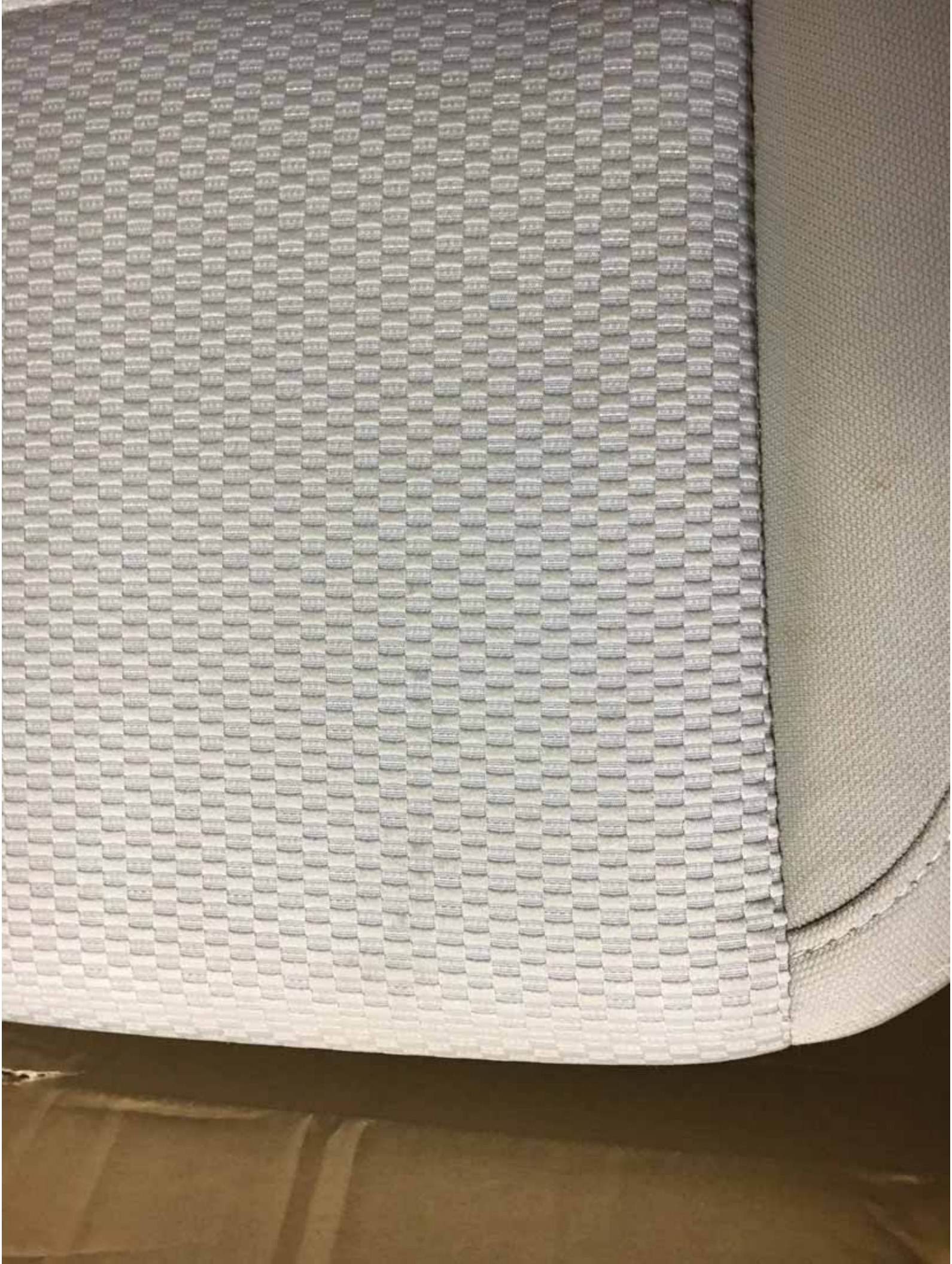
| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC5HG[redacted] | 10/13/2016 | 08/09/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 429264 | 6-Speed Manual | 2017 | HFE |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 11 | C | N |

| Engine Size | Original Trans # |
|---|---|
| | 960401 |

2.5





INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dwa | 08/15/2017 | 08/15/2017 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | -- | -- | 7593 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 08/09/2017 | 64139SG060L | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dwa@subar u.com | -- |

**Customer's Description of Complaint**
C/S the airbag light is on.

**Technician's Findings and Repair**
Tech verified the concern, found DTC B1650 stored. Tech replaced the right side seat bottom. FSE found this claim during 10 bin inspection FSE inspected the seat bottom for signs of spills None found. Part is available upon request.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC7HH[redacted] | 12/30/2016 | 07/16/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 402844 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 353523 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | amat4366 | 08/15/2017 | 08/15/2017 | 080-04-04 | 090[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | -- | -- | 6399 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 08/04/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| ANGELA MATTIX | angela.mattix@shopsubaru.com | -- |

**Customer's Description of Complaint**
Customer states air bag light is on

**Technician's Findings and Repair**
B1650 passenger side ODS module failure. Replaced passenger side seat bottom cushion. We have seen 5 of these in the past few weeks.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC7HH[redacted] | 02/11/2017 | 12/14/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 569529 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| QBP | 15 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 820383 |







# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dzwa | 08/16/2017 | 08/16/2017 | 060-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | -- | -- | 4592 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 06/20/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S airbag indicator came on.

**Technician's Findings and Repair**
Tech verified the airbag light was on. Tech pulled DTCs B1650 & B1760. Tech follow TT and replaced the right side seat bottom  FSE inspected the seat bottom for signs of a spill on the seat cushion, and the underside of the seat. No evidence of a spill found. FSE will collect the part and issue TR.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 02/20/2017 | 12/23/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 580925 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 537205 |

# west houston SUBARU

Really Really Happy Customers!

17109 KATY FREEWAY
HOUSTON, TEXAS 77094
281-398-3300

[redacted]

820496.8.9
820201
URL43

SUBARU

[redacted]

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---|---|---|---|---|---|---|---|
| 01SUZZSAS | SAS VERIFY | MI | | | 07-108-16R | | |

## SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|---|---|---|---|---|---|---|---|
| 01/26/17 | [redacted] | 3806 | 8650 | 2369 | W | 01SUSAS01 | 6000 SERVICE SAS |
| | | | | 2369 | C | 00SUZ27POINT | WALKAROUND 27PT INSP |
| 10/27/16 | | 2149 | 2196 | 2169 | W | 00SUZR | RECALL |
| 08/05/16 | | 176 | 2196 | 2246 | I | 85SUZ02 | WINDOW TINT |
| 07/11/16 | | 5 | 8254 | 2298 | I | 75SUZ | PDI |
| | | | | 2298 | I | 03SUZ02 | STATE INSPECT 2 YEAR |

SALESPERSON NO. 9048 TROY DUANE LYNN

# SERVICE

STATE REG# 7

VEHICLE I.D. NO. JF2SJAJC2HH[redacted]

YEAR/MAKE/MODEL 17/SUBARU/FORESTER/2.5i LIMITED CVT

PRODUCTION DATE

STOCK NO. 47070

LICENSE NO. [redacted]

CUSTOMER NO. [redacted]

SERVICE CONTRACT

DELIVERY DATE 07/30/16

DELIVERY MILES 22

SELLING DEALER NO.

P. O. DATE 07/11/17

COLOR CRYSTAL WHITE P/G

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES [redacted]

| TURBO | MAKE | AIR COND. | P.S. | TRANS. | MILEAGE | ADVISOR NO. | ADVISOR |
|---|---|---|---|---|---|---|---|
| | SUZZ | | | | 7,038 | 8650 | ROBERT BRINKMEYER |

[redacted]

11:29am | 07/11/17 | 08:00pm | PRIORITY

APPOINTMENT
☒ Yes
☐ No

LABOR RATE

CELL: 281-881-8617

I HEREBY AUTHORIZE THE REPAIR WORK THEREIN SET FORTH TO BE DONE BY YOU, TOGETHER WITH THE FURNISHING BY YOU OF THE NECESSARY PARTS AND OTHER MATERIAL FOR SUCH REPAIR, AND AGREE: THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OR DELAYED AVAILABILITY OF PARTS OR MATERIAL FOR ANY REASON; THAT YOU NEITHER ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH SUCH REPAIR; THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE ABOVE VEHICLE, OR ARTICLES LEFT THEREIN, IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL; THAT AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO; THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTING SUCH VEHICLE.

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

COMMENTS :
DROP OFF
s: Scheduled, Transport Type: DROP OFF

1 W 01SUSAS02 ***12000 SERVICE SAS***
12,000 Mile or 12 Month Maintenance

2 W 52SUZAIRBAG ***AIRBAG CONCERN***
CUSTOME STATES AIRBAG LIGHT RED INDICATOR COMES ON SOMETIMES EVEN WITH SOMEONE SEATED IN CHAIR

3 C 00SUZ27POINT ***WALKAROUND 27PT INSP***
PERFORM WALK-AROUND INSPECTION OF VEHICLE

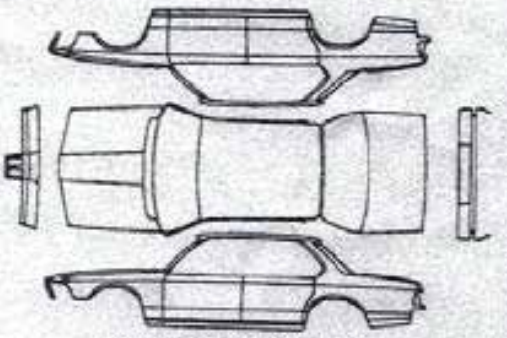
Rental Auth# [redacted]

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOTICE PURSUANT TO 70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.503, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X _____
SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE



Show damage location with codes.
X Stone damage ○ Dent △ Scratch ▨ Collision damage

149621



SERVICE FILE COPY

R.O.# [redacted] DATE 8/16/17

PART(S)# 64,355g 160 LL

RETURNED BY 2280

RECEIVED BY

12K M.L Service - 7

| STRAIGHT TIME (HOURS) | FLAT RATE | R.O. NO. [redacted] | TIME | OFF | 10 |
|---|---|---|---|---|---|
| | .7 | OPER. NO. | | | |
| | | EMP. NO. 7280 | | ON | |

Code: B1760 Occupation Sensor Mat Abnormal

w #2) A) Customer states Pass Air bag light will come on even when no one is on it

B) Follow steps given check for damage on Seat Tram. wet spots, water bottles, electronics, trash / Call tech line for any further info. Case # [redacted] Clear Memory took vehicle for a drive several times the light came back on

C) Replace passenger seat cushion

| STRAIGHT TIME (HOURS) | FLAT RATE | R.O. NO. [redacted] | TIME | OFF | 1 |
|---|---|---|---|---|---|
| | .8 | OPER. NO. | | AUG 16 9:10 | |
| | | EMP. NO. 2280 | | AUG 16 8:16 | |

Diagnostic Code(s) Display
Date Tuesday, July 11, 2017
Time 10:34
System Airbag System

| Code | Description trouble position | Trouble |
|---|---|---|
| Past faults | Number of Diagnostic Code(s): 1 | |
| B1650 | Occupant Classification System Malfunction | First de |

Occupation System

$91760 Sensor Mat Abnormal

(also # [redacted]

stic Code(s) Display
Tuesday, July 11, 2017
10:34
Airbag System

Diagnostic Code(s) Display
Date Wednesday, July 12, 2017
Time 12:14
System Occupant Detection System

| Code | Description trouble position | Trouble |
|---|---|---|
| Past faults | Number of Diagnostic Code(s): 1 | |
| B1760 | Sensor mat abnormal | - |

Freeze Frame Data Display
Date Tuesday, July 11, 2017
Time 10:34
System Airbag System

First detection
B1650 : Occupant Classification System Malfunction

| Item | History3 | History2 |
|---|---|---|
| IGN Counter | — | — |
| Count | — | — |
| IG-ON Elapsed Time | — | — |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | phay | 08/16/2017 | 08/16/2017 | 060-04-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | -- | -- | 7038 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC43 | 07/11/2017 | 64139SG160LL | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Pat Hayes | phay@subaru.com | -- |

**Customer's Description of Complaint**
Customer states A/B light is "on" and then goes "off"

**Technician's Findings and Repair**
Technician inspected and found no evidence of contamination nor moisture. Replacement part had been on back order  During this time the customer stated the system would randomly malfunction Retailer is currently on 100% part return. Part will automatically be collected and returned to the PCC  PCC will issue TR

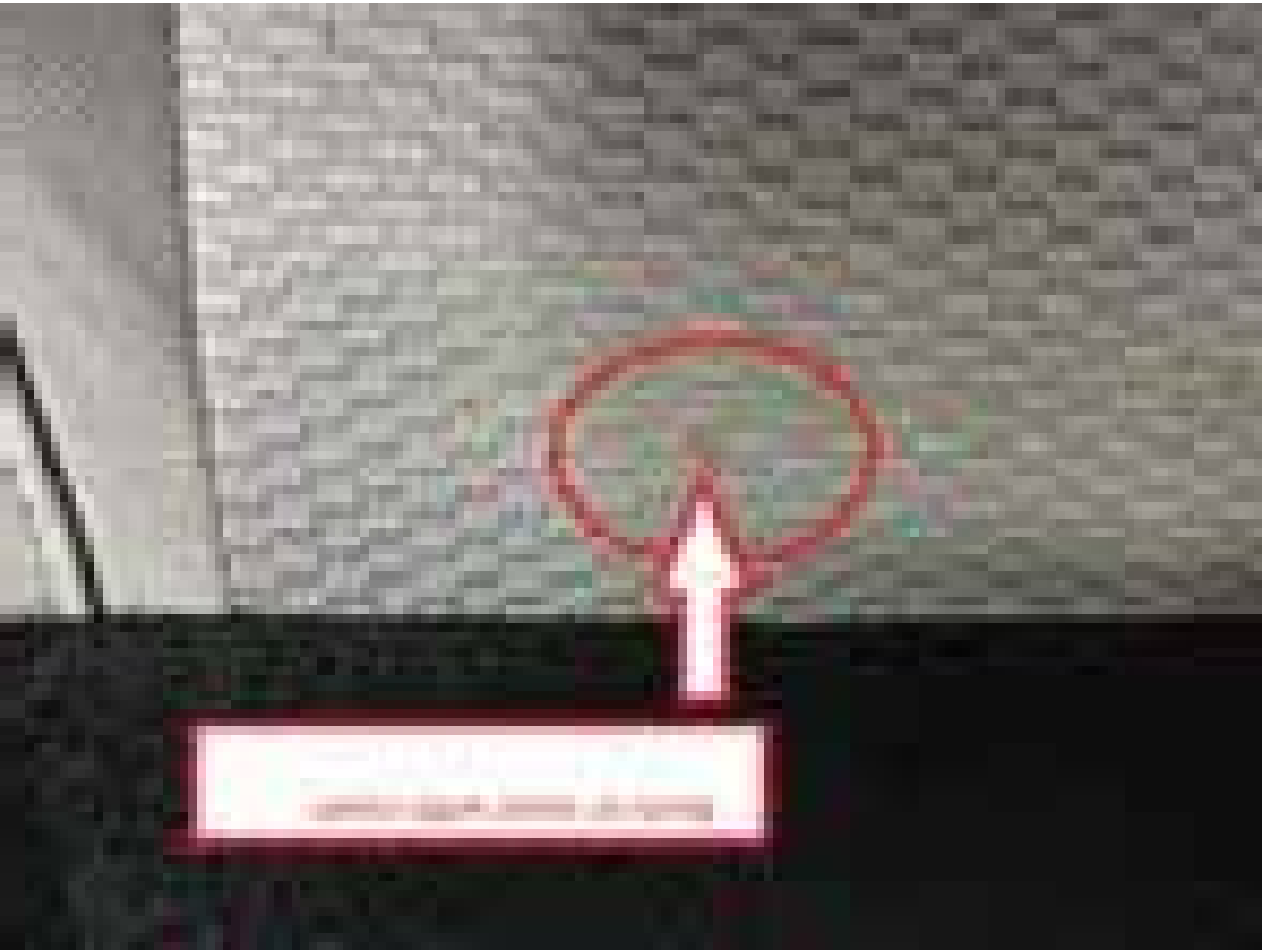
**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAJC2HH[redacted] | 07/30/2016 | 05/19/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 333340 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 21 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 022275 |











DEALER VEHICLE INQUIRY
FOR DEALER: bspidl

---

Vin JF2-SJAEC0 HH[redacted]
Description (HFF C WHC) 2017 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| HFF | 13 | WHC/GRA | C | 347907 | 36542 | 032971 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 316 | 008 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 30-May-2016 | 08-Jul-2016 | 01-Aug-2016 | 01-Aug-2016 | 01-Aug-2016 |

SUBARU STARLINK Telematics Subscription Information:

| Agreement Start Date | Package End Date | Package Type | Subscriber Name |
|---|---|---|---|
| 08/01/2016 | 07/10/2018 | STARLINK Safety Plus and Security Plus 1 Year | [redacted] |

Salesman: ###-##-1126 Sales Order Type: Wholesale Sale Type: L Sold Order: N

ALLOCATED:
---
STIVERS DECATUR SUBARU 400103
1950 ORION DRIVE

DECATUR GA 30033

SOLD BY:
---
LANDERS MCLARTY SUBARU 040576
5790 UNIVERSITY DR

HUNTSVILLE AL 35816

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | BGA | All Weather Floor Mats | 07-Jul-2016 | A |
| | QGM | Splash Guards | 07-Jul-2016 | A |
| | X43 | Roadside Assistance Label | 07-Jul-2016 | A |
| | XAA | PDI | 07-Jul-2016 | A |
| | XNU | PZEV Badge | 07-Jul-2016 | A |
| | XZK | Accy Promo Sticker | 07-Jul-2016 | A |
| FC9 | 0EY | Mirror Compass w/ homelink | 07-Jul-2016 | A |
| FC9 | MGA | Seat Back Cargo Net | 07-Jul-2016 | A |
| FC9 | PGE | Rear Bumper Cover | 07-Jul-2016 | A |
| FC9 | QGJ | Ext Mirror w Appro Lt/Compass | 07-Jul-2016 | A |
| X9S | X2U | Black Mat | 07-Jul-2016 | A |
| X9S | X9B | 2017 Forester OIK | 07-Jul-2016 | A |
| X9S | XDN | Handling | 07-Jul-2016 | A |

OWNER:
---
[redacted]

[redacted]
(H) [redacted]
(W)

CO-OWNER:
---
[redacted]

[redacted]
(H)
(W)

(F) (F)

DRIVER: CO-DRIVER:
-------- -----------

(H) (H)
(W) (W)
(F) (F)

Vehicle Coverage Inquiry

FOR USER: bspidl

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJAEC0 HH[redacted] | 2017.0 | HFF | (HFF C WHC) 2017 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 400[redacted] | 040[redacted] | 01-Aug-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | New Car Basc | 08/01/16 | 08/01/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Powertrain | 08/01/16 | 08/01/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | New Car Adj | 08/01/16 | 08/01/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Fed Defect | 08/01/16 | 08/01/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | SULEV | 08/01/16 | 08/01/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Brake Pad | 08/01/16 | 08/01/19 | 36000 | N | |
| | Warranty Brake Pad | | | | | |
| WC | Cal Defect | 08/01/16 | 08/01/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | Fed Ext Deft | 08/01/16 | 08/01/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |

WC Life Seatblt 08/01/16 08/01/66 999999 N
Lifetime Seatbelt Warranty

WC New Car Wear 08/01/16 08/01/19 36000 N
New Car Wear Item Warranty

WC Fed Perform 08/01/16 08/01/18 24000 N
Federal Emissions Performance Warranty

WC Cal Ext Deft 08/01/16 08/01/24 100000 N
California Emissions Extended Defect Warranty

WC Rust Perf 08/01/16 08/01/21 999999 N
Rust Perforation Warranty

R/C WTJ70 08/17/16 08/17/26 999999 Completed
2017 Forester CVTF Top Off

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: bspidl

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJAEC0 HH[redacted] | 2017.0 | 13 | HFF | (HFF C WHC) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 400[redacted] | 040[redacted] | 01-Aug-2016 | 01-Aug-2016 | C | WHC/GRA |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 050-040721 | | | 6134 | 10/24/16 |
| 2 | WC | [redacted] A | 050-040721 | UYG00 | | 19014 | 06/09/17 |
| 3 | WC | [redacted] B | 050-040721 | YAR03 | | 19014 | 06/09/17 |
| 4 | WC | [redacted] C | 050-040721 | XED04 | | 19014 | 06/09/17 |
| 5 | WC | [redacted] A | 050-040721 | URC42 | | 19324 | 07/11/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 10/24/16 | 10/24/16 | D | 10/24/16 | USER | | 143043 |
| 2 | 06/07/17 | 06/07/17 | D | 06/09/17 | USER | | 2132 |
| 3 | 06/07/17 | 06/07/17 | D | 06/09/17 | USER | | 2132 |
| 4 | 06/07/17 | 06/07/17 | D | 06/09/17 | USER | | 2132 |
| 5 | 06/23/17 | 07/11/17 | D | 07/12/17 | USER | 83R644 | 56333 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 10/28/16 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 2 | CR Paid | 06/09/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 06/09/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4 | CR Paid | 06/09/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5 | CR Paid | 07/14/17 | 0.00 | 0.00 | 0.00 | 0.00 | 630.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 60.05 | 0.00 | 60.05 |
| 2 | 100.70 | 0.00 | 100.70 |
| 3 | 201.40 | 0.00 | 201.40 |
| 4 | 52.78 | 0.00 | 52.78 |
| 5 | 1473.12 | 0.00 | 1473.12 |

TOTAL CLAIMS FOR VEHICLE JF2SJAEC0HH[redacted] 1888.05

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 130370 | 0.50 | 0.00 | 0.00 | 0.00 | 46.50 |
| | WTJ70 17 FORESTER STALL TESTING | | | | | |
| 2 | 100009 | 1.00 | 0.00 | 0.00 | 0.00 | 100.70 |
| | CUSTOMER CONCERN NO REPAIR MADE | | | | | |
| 3 | 911001 | 2.00 | 0.00 | 0.00 | 0.00 | 201.40 |
| | DASH ASSEMBLY R&R | | | | | |
| 4 | 830163 | 0.20 | 0.00 | 0.00 | 0.00 | 20.14 |
| | REFILL, WIPER ONE/ALL R&R | | | | | |
| 5 | 820496 | 0.80 | 0.00 | 0.00 | 0.00 | 80.56 |
| | ODS CONTROL MODULE, LOAD CELL &/or HARNESS | | | | | |
| 5 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 90.63 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 5.40 | 0.00 | 0.00 | 0.00 | 539.93 |

---

PARTS INFORMATION

| SEQ | | UNIT | UNIT | EXTENDED | HANDL- | CLAIM | FAILED | RETURN |
|---|---|---|---|---|---|---|---|---|

| NUM | PART NUMBER | QTY | COST | COST | ING | PARTS | PART | CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | SOA635304 | 1 | 9.68 | 9.68 | 3.87 | 13.55 | Y | |
| | CVTF-II | | | | | | | |
| | TOTALS | | | | | 9.68 | 3.87 | 13.55 |
| 2 | No Parts Data | | | | | | | |
| 3 | No Parts Data | | | | | | | |
| 4 | 86548AJ000 | 1 | 7.17 | 7.17 | 2.87 | 10.04 | Y | |
| | RUBBER 650 UNI | | | | | | | |
| 4 | 86542AG09A | 1 | 8.97 | 8.97 | 3.59 | 12.56 | N | |
| | BLADE NR14 350 | | | | | | | |
| 4 | 86548SG100 | 1 | 7.17 | 7.17 | 2.87 | 10.04 | N | |
| | RUBBER AY WINDSHLD WIPER 425 | | | | | | | |
| | TOTALS | | | | | 32.99 | 13.20 | 46.19 |
| 5 | 64139SG060LL | 1 | 479.95 | 479.95 | 191.98 | 671.93 | Y | |
| | CUSHION AY OCCUPANT RH | | | | | | | |
| | TOTALS | | | | | 512.94 | 205.18 | 718.12 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | CUSTOMER REQUEST OPEN RECALL CAMPAIGN - TOPPED OFF CVTF AND STALL TESTED |
| 2 | CUSTOMER STATES THAT AIRBAG LIGHT HAS BEEN COMING ON AND OFF FOR SOME TIMENOW. - FOUND OCD HAS B1760 SENSOR MAT ABNORMA - PLUGGED VEHICLE IN TO COMPUTER AND FOUND PASSENGER FRONT SENSOR MAT ABNORMAL. CHECKED MAT AND SEENSOR FOR ABNORMAL OPERATION, FOUND NO ABNORMAL OPERATION OF MAT. CLEARED HISTORY CODE FROM COMPUTER AND CODE DID NOT RETURN. AFTER CONVERSATIONS WITH TECHLINE, RECOMMEND MONITORING WITH CUSTOOMER AS SENSOR READS IF SOMEONE IS SITTING IN THE SEAT VIA WEIGHT AND ELECTRICAL SIGNAL. NO FURTHER ACTION REQUIRED |
| 3 | CUSTOMER STATES THAT THERE IS A RATTLE COMING FROM THE DASH - FOUND TWO RATTLES ON THE DRIVERS SIDE OF DASH. FIRST RATTLE COMING FROM BEHIND COMBINATION METER BETWEEN DASH AND CRASH BAR. SECOND RATTLE COMING FROM SILVER TRIMON LEFT KNEE BOSTER - INSULATED BETWEEN DASH PAD AND CRASH BAR AND INSULATED BEHIND SILVER TRIM ON LEFT KNEE BOSTER |
| 4 | CUSTOMER STATES WIPERS STREAKING - FOUND WIPERS WORN - REPLACED WIPERS |
| 5 | CUSTOMER STATES AIR BAG LIGHT IS ON -= FOUND B1760 , INCORRCT OUTPUT FROMODS SENSOR - REPLACED SEAT BOTTOM ODS MAT |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | bspidl | 08/16/2017 | 08/16/2017 | 050-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | -- | -- | 19324 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URC42 | 06/23/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1760

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

**Customer's Description of Complaint**
Customer states air bag light is on

**Technician's Findings and Repair**
Tech found B1760, incorrect output from ODS Sensor, tech replaced lower seat assembly FSE inspected seat during retailer visit, found possible damage to seat cover, no rust or water stains found on frame or cover SSM4 project data not available, unable to find in retailer's scan tools Tech unavailable for interview.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC0HH[redacted] | 08/01/2016 | 05/30/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 347907 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| WHC | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

2.5 032971



# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dzwa | 08/21/2017 | 08/21/2017 | 060-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC1GH[redacted] | | | 14046 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 07/25/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S airbag light is on.

**Technician's Findings and Repair**
Tech verified the condition. Tech found DTC B1650, B1760 set. Tech followed TT and determined the seat cushion need to be replaced. Tech did not save DTC or TT results. FSE found this part during 10-bin inspection. There were no signs of liquid spilled on the seat cushion or signs of surface rust on the underside of the seat. Part is being collected and returned to the PCC. TR issued.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC1GH[redacted] | 06/03/2016 | 12/15/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 168216 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| IS1 | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

270592



# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dzwa | 08/21/2017 | 08/21/2017 | 060-03-02 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGC4GH[redacted] | | | 14230 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| YMA43 | 08/01/2017 | 64139SG002LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650, B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S airbag light is on.

**Technician's Findings and Repair**
Tech verified the condition. Tech found DTC B1650, B1760 set. Tech followed TT and determined the seat cushion need to be replaced. Tech did not save DTC or TT results. FSE found this part during 10-bin inspection. There were no signs of liquid spilled on the seat cushion or signs of surface rust on the underside of the seat. Part is being collected and returned to the PCC. TR issued.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGC4GH[redacted] | 02/20/2016 | 12/15/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 169687 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|

| | | | |
|---|---|---|---|
| DGM | 15 | C | N |

**Engine Size**

2.5

**Original Trans #**

508061

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jhar7142 | 08/22/2017 | 08/22/2017 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADCXGH[redacted] | -- | -- | 33543 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULM42 | 08/04/2017 | 81502SG712 | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

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

**Customer's Description of Complaint**
customer states air bag light was on but now is off

**Technician's Findings and Repair**
Upon inspection air bag light is off. Scanned for codes and found b1650 stored in past faults. Pulled up diagnostic chart per stis and went through the list. Check resistance in 6ag No. 9- 2ap No 2,measured .3 ohms. measure 6ag No. 11- 2ap No. 1 .3 ohms measured. Found ok. next step 6ag No 9 to ground .901 mega ohms. 6ag No.11- ground .248 mega ohms. 6ag No 9 to ground .855 mega ohms. A ll resistances found to be under 1 mega ohm, diagnosis tree advised to replace harness at this point. Replaced rear air bag harness, air bag light is out, no codes were stored

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADCXGH[redacted] | 02/15/2016 | 11/05/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 122935 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 810615 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dzwa | 08/28/2017 | 08/28/2017 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | -- | -- | 7897 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| UZG85 | 06/26/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S that when there is a passenger in the passenger seat, the airbag light will come on intermittently.

**Technician's Findings and Repair**
Tech inspected and found DTC B1650 stored for occupant detection system. Tech inspected the seat, tested the system, and did not find any faults  Tech cleared the DTC and released the vehicle

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC1HH[redacted] | 07/09/2016 | 05/09/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 321234 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 931144 |

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dzwa | 08/28/2017 | 08/28/2017 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJALC6HH[redacted] | -- | -- | 11665 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| VRD41 | 07/20/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1826, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S airbag light is on.

**Technician's Findings and Repair**
Tech followed TT for DTC B1826. Tech found connector AB19 disconnected under driver seat. Tech reconnected the connector, cleared DTCs  All OK

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJALC6HH[redacted] | 02/21/2017 | 12/28/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 587156 | Continuously Variable Transmission | 2017 | HFI |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 22 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 117991 |

# EASTSIDE SUBARU

11803 NE 116th St. - Kirkland, WA 98034
(425) 820-8993

**SERVICE DEPARTMENT HOURS**
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:30 p.m. Saturday

| R/O Open Date | R/O Number |
|---|---|
| 7/12/17 | [redacted] |
| **R/O Close Date** | **Status** |
| 7/12/17 | Pre-Invoice |
| **Mileage In** | **Mileage Out** |
| 10433 | 10434 |
| **Service Advisor / Tag #** | |
| Jake Corpuz/5185 | |

[redacted]

| Work Phone | Vehicle Identification Number |
|---|---|
| [redacted] | JF2SJAEC3HH[redacted] |
| **Home Phone** | **Delivery Date** / **In-Service Date** |
| [redacted] | 12/05/16 / 12/05/16 |

| Year | Make | Model | Body | Color | License Number |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | SILVER | |

HH[redacted]

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|---|---|
| Cell: [redacted] Email: [redacted] | |
| #1 - 00SUBAPRI: FREE MULTI POINT INSPECTION<br>Tech: Garrett Buske (025)<br>PERFORMED MULTI POINT INSPECTION<br>FRONT BRAKES 10MM REAR BRAKES 9MM<br>LEFT FRONT TIRE 10/32 RIGHT FRONT TIRE 10/32<br>LEFT REAR TIRE 10/32 RIGHT REAR TIRE 10/32<br>Sub Total: .00 | |
| #2 - 05SUZ: ELECTRICAL WORK<br>CUSTOMER STATES THE PASSENGER SRS/AIRBAG LIGHT HAS COME ON SERVERL TIMES. OWNER WILL PULL THE CAR OVER AND MOVE THE PASSENGER SEAT AND THE LIGHT GO AWAY. PLEASE INSPECT AND ADVISE<br>Caused by<br>INSPECTED AND FOUND HISTORY CODE B1650.<br>PERFORM ACTIVE TEST ON ODS SYSTEM. SYSTEM IS WORKING AS DESIGNED. LIGHT CAN COME ON IF ANY IS LEFT ON THE SEAT (WATER BOTTLE, CELL PHONE ETC. )<br>Tech: Garrett Buske (025)<br>CLEARED CODES AND RECHECKED. SYSTEM IS WOKRING AT INSTENDED. | Warranty |
| #3 - 22SUZLOAN: PROVIDE SUBARU LOANER VEHICLE WHILE GUEST VEHICLEIS WORKED ON<br>Sub Total: .00 | |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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| | |
|---|---|
| LABOR | .00 |
| PARTS | .00 |
| DEDUCTIBLE | .00 |
| SUBLET | .00 |
| SHOP SUPPLIES | .00 |
| HAZARDOUS MATERIALS | .00 |
| SALES TAX OR TAX I.D. | .00 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS | .00 |
| TOTAL DUE | .00 |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X [redacted]

[redacted]

| Home Phone | R/O Open Date | R/O Number |
|---|---|---|
| | 7/12/17 | |
| | Time Received | Time Promised |
| | 10:24 | 7/12 17:00 |
| Key Tag # | Current Mileage | Mileage Out |
| 5185 | 10433 | |

| Year | Make | Model | Body | Engine Code | Service Advisor |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | | Jake Corpuz |

| Vehicle Identification Number | Color | License Number | Delivery Date | In-Service Date |
|---|---|---|---|---|
| JF2SJAEC3HH[redacted] | SILVER | | 12/05/16 | 12/05/16 |

HH489006

Cell: [redacted] Email: [redacted]

#1 - 00SUBAPRI: FREE MULTI POINT INSPECTION C

Estimate: .00 .00

#2 - 05SUZ: ELECTRICAL WORK W
CUSTOMER STATES THE PASSENGER SRS/AIRBAG W
LIGHT HAS COME ON SERVERL TIMES. OWNER WILL W
PULL THE CAR OVER AND MOVE THE PASSENGER SEAT W
AND THE LIGHT GO AWAY. PLEASE INSPECT AND ADVISE W

Dave

B1650

#3 - 22SUZLOAN: PROVIDE SUBARU LOANER VEHICLE WHILE GUEST VEHICLE C
IS WORKED ON C

Estimate: .00 .00

Original Estimate: .00

[redacted]

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."
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ADDITIONAL INSTRUCTIONS OR ESTIMATES

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

B1850: occupant detection malfunction. old stored code. airbag light not on. tested ODS system, functions as designed. CWW complaint. possible electrical device on seat

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

# EASTSIDE SUBARU

11803 NE 116th St. - Kirkland, WA 98034
(425) 820-8993

**SERVICE DEPARTMENT HOURS**
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:30 p.m. Saturday

| R/O Open Date | R/O Number |
|---|---|
| 8/11/17 | [redacted] |
| **R/O Close Date** | **Status** |
| 8/11/17 | Pre-Invoice |
| **Mileage In** | **Mileage Out** |
| 12034 | 12035 |
| **Service Advisor / Tag #** | |
| Jake Corpuz/5403 | |

[redacted] | Work Phone [redacted]

| Vehicle Identification Number | |
|---|---|
| JF2SJAEC3HH[redacted] | |
| **Delivery Date** | **In-Service Date** |
| 12/05/16 | 12/05/16 |

| Year | Make | Model | Body | Color | License Number |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | SILVER | |

HH[redacted]

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|---|---|
| Cell: [redacted] Email: [redacted] | |
| #1 - 00SUBAPRI: FREE MULTI POINT INSPECTION<br>Tech: Jennifer Lette (964)<br>PERFORMED MULTI POINT INSPECTION<br>FRONT BRAKES 9MM REAR BRAKES 7MM<br>LEFT FRONT TIRE 8/32 RIGHT FRONT TIRE 8/32<br>LEFT REAR TIRE 7/32 RIGHT REAR TIRE 7/32<br>Sub Total: .00 | |
| #2 - 01SUZDIA: ONLINE SUBMISSION (warning comes on)<br>CUSTOMER STATES THAT PASSENGER AIRBAG LIGHT GOES OFF WHEN PASSENGER SITS IN SEAT ABOUT 80 PERCENT OF THE TIME.PLEASE CHECK AND ADVISE.<br>CUSTOMER IS GETTING MESSAGES FROM STARLINK TO<br>Caused by<br>INSPECTED AND FOUND CODE B1650 -OCCUPANT DETECTION SYSTEM MALFUNTION (HISTORY CODE). WENT TO INSPECT WIRING AND FOUND OBJECTS STORED UNDER BOTH DRIVER AND PASSENGER SEAT. REMOVED OBJECTS FROM UNDER BOTH SEATS AND CHECKED WIRING (GOOD). ADVISE OWNER THESE AREAS NEED TO REMAIN CLEAR OF OBJECTS. ADVISOR NOTE FOUND PLATIC UNDER PASSENGER SEAT WEDGED BETWEEN SEAT AND REUSABLE SHOPPING BAG. REMOVED AND PUT ON SEAT.<br>Tech: Jennifer Lette (964)<br>PERFORMED SYSTEM PERFORMANCE CHECK PER TROUBLE SHOOTING GUIDE ON STIS. ALL SYSTEMS ARE FUNCTIONING AS DESIGNED. ADVISE OWNER ON PAGE | Warranty |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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| | |
|---|---|
| LABOR | |
| PARTS | |
| DEDUCTIBLE | |
| SUBLET | |
| SHOP SUPPLIES | |
| HAZARDOUS MATERIALS | |
| SALES TAX OR TAX I.D. | |
| SPECIAL ORDER DEPOSIT | |
| DISCOUNTS | |
| TOTAL DUE | |

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

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# EASTSIDE SUBARU

11803 NE 116th St. - Kirkland, WA 98034
(425) 820-8993

**SERVICE DEPARTMENT HOURS**
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:30 p.m. Saturday

| R/O Open Date | R/O Number |
|---|---|
| 8/11/17 | [redacted] |
| **R/O Close Date** | **Status** |
| 8/11/17 | Pre-Invoice |
| **Mileage In** | **Mileage Out** |
| 12034 | 12035 |
| **Service Advisor / Tag #** | |
| Jake Corpuz/5403 | |

| | | | Work Phone | Vehicle Identification Number | |
|---|---|---|---|---|---|
| [redacted] | | | | JF2SJAEC3HF[redacted] | |
| | | | | Delivery Date | In-Service Date |
| | | | | 12/05/16 | 12/05/16 |
| Year | Make | Model | Body | Color | License Number |
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | SILVER | |
| HH[redacted] | | | | | |

| DESCRIPTION OF SERVICE AND PARTS | | AMOUNT |
|---|---|---|
| Tech: Jennifer Lette (964) | | .01 |
| Installed 72880FG000 :FILTER | 1@49.94 | 49.94 |
| REPLACED THE CABIN AIR FILTER AS REQUESTED | | |
| Sub Total: 49.95 | | |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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[redacted] R SPECIAL ORDERS.

X

| | |
|---|---|
| LABOR | 10.02 |
| PARTS | 139.88 |
| DEDUCTIBLE | .00 |
| SUBLET | .00 |
| SHOP SUPPLIES | .00 |
| HAZARDOUS MATERIALS | .00 |
| SALES TAX OR TAX I.D. | 14.99 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS | .00 |
| TOTAL DUE | 164.89 |

# EASTSIDE SUBARU

11803 NE 116th St. - Kirkland, WA 98034
(425) 820-8993

**SERVICE DEPARTMENT HOURS**
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:30 p.m. Saturday

| R/O Open Date | R/O Number |
|---|---|
| 8/11/17 | [redacted] |
| **R/O Close Date** | |
| 8/11/17 | Pre-Invoice |
| **Mileage In** | **Mileage Out** |
| 12034 | 12035 |
| **Service Advisor / Tag #** | |
| Jake Corpuz/5403 | |

| | Work Phone | Vehicle Identification Number | |
|---|---|---|---|
| [redacted] | [redacted] | JF2SJAEC3HH[redacted] | |
| | | Delivery Date | In-Service Date |
| | | 12/05/16 | 12/05/16 |

| Year | Make | Model | | Color | License Number |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | SILVER | |

HH[redacted]

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|---|---|
| 1-42 OF OWNERS MANUAL INFORMATION ON SRS (SEATBELT RESTRAINT SYSTEM). THIS SECTION GIVE INFORMATION AS SEATING POSITION OF OCCUPANT, NO ELECTRONICS ON SEAT, STORAGE BENEATH SEATS, NO LIGQUIDS ON SEAT, WEIGHT REQUIREMENT, ETC. | |
| #4 - 22SUZLOAN: PROVIDE SUBARU LOANER VEHICLE WHILE GUEST VEHICLEIS WORKED ON<br>Sub Total: .00 | |
| #5 - XLOFSYN: PERFORM A SYNTHETIC ENGINE OIL AND FILTER CHANGETOP OFF FLUIDS, SET TIRE PRESSURES 0.3 | |
| Tech: Jennifer Lette (964) | .01 |
| Kit: PK15CP: SYN 0W20 | 89.94 |
| Installed SOA635045 :SYNTHETIC 0W-20 OIL QT | Included |
| Installed 15208AA15A :OIL FILTER COMPLETE | Included |
| Installed 803916010 :GASKET | Included |
| PERFORMED THE ENGINE OIL AND FILTER CHANGE WITH SYNTHETIC OIL | |
| THANK YOU FOR SERVICING WITH EASTSIDE SUBARU | |
| Sub Total: 89.95 | |
| #6 - XROT: PERFORM A TIRE ROTATION AS PREVENTATIVEMAINTENANCE AND CHECK TIRE PRESSURE 0.2 | |
| Tech: Jennifer Lette (964) | 10.00 |
| PERFORMED TIRE ROTATION AS REQUESTED | |
| Sub Total: 10.00 | |
| #7 - XCAF: REPLACE THE CABIN AIR FILTER 0.2 | |

TERMS. STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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| | |
|---|---|
| LABOR | |
| PARTS | |
| DEDUCTIBLE | |
| SUBLET | |
| SHOP SUPPLIES | |
| HAZARDOUS MATERIALS | |
| SALES TAX OR TAX I.D. | |
| SPECIAL ORDER DEPOSIT | |
| DISCOUNTS | |
| TOTAL DUE | |

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

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[redacted]

| Home Phone | R/O Open Date | R/O Number |
|---|---|---|
| | 8/11/17 | [redacted] |
| | Time Received | Time Promised |
| | 8:14 | 8/11 17:00 |
| Key Tag # | Current Mileage | Mileage Out |
| 5403 | 12034 | |

| Year | Make | Model | Body | Engine Code | Service Advisor |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | | Jake Corpuz |

| Vehicle Identification Number | Color | License Number | Delivery Date | In-Service Date |
|---|---|---|---|---|
| JF2SJAEC3HH[redacted] | SILVER | | 12/05/16 | 12/05/16 |

HH489006

Cell: [redacted] Email: [redacted]

#1 - 00SUBAPRI: FREE MULTI POINT INSPECTION C

Estimate: .00 .00

#2 - 01SUZDIA: ONLINE SUBMISSION C
CUSTOMER STATES THAT PASSENGER AIRBAG LIGHT GOES
OFF WHEN PASSENGER SITS IN SEAT ABOUT 80 PERCENT
OF THE TIME. PLEASE CHECK AND ADVISE.
CUSTOMER IS GETTING MESSAGES FROM STARLINK TO
Come to Dealership

Estimate: .00 .00

#4 - 22SUZLOAN: PROVIDE SUBARU LOANER VEHICLE WHILE GUEST VEHICLE C
IS WORKED ON C

Estimate: .00 .00

#5 - XLOFSYN: PERFORM A SYNTHETIC ENGINE OIL AND FILTER CHANGE C
TOP OFF FLUIDS, SET TIRE PRESSURES 0.3 C

Estimate: .00 89.95

#6 - XROT: PERFORM A TIRE ROTATION AS PREVENTATIVE C
MAINTENANCE AND CHECK TIRE PRESSURE 0.2 C

Estimate: .00 10.00

#7 - XCAF: REPLACE THE CABIN AIR FILTER 0.2 C

Estimate: .00 49.95

In @ 1:43pm [redacted]

149.90

[redacted]

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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ADDITIONAL INSTRUCTIONS OR ESTIMATES

8/32nds
7/32nds (Caliper)

9mm
7mm

0.7 - Cabin Filter (FG) / Tire Rotation / Oil Change (FB) 5.1 qts

#0 - Diag. Ø

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER

To begin inspection of systems was performed as per trouble shooting guide on systems all systems function as designed at this time.

Pulled Codes:
B1650 - Occupant Detection System Malfunction (History)

- Applicable information on operation of SRS/Airbag Systems begins on page 1-42 of owner's manual.

Please advise customer system is operating normally. There are numerous conditions under which the Occupant Detection System may not operate. Including, but not limited to:
- Weight requirement
- seating position (of occupand) requirement
- no electronics on seat
- No liquids on seat
- storage of objects beneath seat
- additional supplies (stuff) on seat while occupant present
- etc.

Please advise customer, if airbag indicator for passenger seat does not illuminate, one of these requirements is not met or out of spec/range, and passenger should be moved to rear seating of vehicle, or adjustments made based on other requirements.

Note: There were objects (stuff) stored beneath the front passenger seat.

LABOR RECORD

| | OFF | ON |
|---|---|---|
| | OFF | ON |
| | OFF | ON |
| | OFF | ON |
| | OFF | ON |
| | OFF | ON |
| | OFF | ON |
| | OFF | ON |

ADDITIONAL FLAGS

| [redacted] | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF |
|---|---|---|---|---|---|
| | | | 0.7 | 0.6 | AUG 11 11.5 4 |
| | | | | | AUG 11 10.9 ON |

| [redacted] | MPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF |
|---|---|---|---|---|---|---|
| | 61 | | Ø | | 0.6 | AUG 11 10.9 3 |
| | | | | | | AUG 11 10.3 ON |

FLAG

FLAG

AD-98201

# EASTSIDE SUBARU

11803 NE 116th St. - Kirkland, WA 98034
(425) 820-8993

**SERVICE DEPARTMENT HOURS**
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 4:30 p.m. Saturday

| R/O Open Date | R/O Number |
|---|---|
| 8/28/17 | [redacted] |
| **R/O Close Date** | **Status** |
| 8/28/17 | Pre-Invoice |
| **Mileage In** | **Mileage Out** |
| 12835 | 12838 |
| **Service Advisor / Tag #** | |
| Toby Gabriel/1392 | |

[redacted]

| Work Phone | Vehicle Identification Number |
|---|---|
| [redacted] | JF2SJAEC3HH[redacted] |
| [redacted] | Delivery Date / [redacted]e |
| [redacted] | 12/05/16 / 12/05/16 |

| Year | Make | Model | Body | Color | License Number |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | SILVER | BCX9419 |

HH[redacted]

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|---|---|
| Cell: [redacted] Email: [redacted] | |
| #1 - 00SUBAPRI: FREE MULTI POINT INSPECTION<br>Tech: Cameron Giamelo (963)<br>PERFORMED MULTI POINT INSPECTION<br>FRONT BRAKES 9MM REAR BRAKES 7MM<br>LEFT FRONT TIRE 8/32 RIGHT FRONT TIRE 8/32<br>LEFT REAR TIRE 7/32 RIGHT REAR TIRE 7/32 | Warranty |
| #2 - 01SUZDIA: ONLINE SUBMISSION<br>CUSTOMER STATES THAT HE IS HAVING THE SAME ISSUE<br>WITH THE AIRBAG LIGHT COMING ON DASH DISPLAY<br>AND SHOWS PASS AIRBAG OFF WHEN SOMEONE IS<br>SITTING IN THE SEAT. INTERMITTENT BUT HAPPENS ALOT<br>SEE HISTORY. CUSTOMER TO TEST DRIVE WITH TECH<br>Caused by<br>ROAD TESTED WITH CUSTOMER BUT DID NOT VERIFY<br>CONCERN AT THAT TIME. INSPECTED AND FOUND CODE<br>B1650 STORED IN MEMORY AGAIN. SEAT CUSHION HAS NOT<br>BEEN WET AND NO ELECTRONICS BEING LEFT ON SEAT<br>WE CONTACTED SUBARU TECH LINE (CASE#26059172823)<br>AFTER PERFORMING ALL DIAGNOSTICS TESTS WE WERE<br>INFORMED TO ORDER AND REPLACE THE PASSENGER FRONT<br>SEAT BOTTOM ASSEMBLY<br>Tech: Cameron Giamelo (963)<br>ORDERED PARTS AS NEEDED. WE WILL CONTACT CUSTOMER<br>WHEN PARTS ARRIVE. NOTE*** PART IS ON BACK ORDER<br>AND MAY BE OCTOBER OR NOVEMBER BEFORE RELEASED | Warranty |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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| | |
|---|---|
| LABOR | |
| PARTS | |
| DEDUCTIBLE | |
| SUBLET | |
| SHOP SUPPLIES | |
| HAZARDOUS MATERIALS | |
| SALES TAX OR TAX I.D. | |
| SPECIAL ORDER DEPOSIT | |
| DISCOUNTS | |
| TOTAL DUE | |

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

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| R/O Open Date | R/O Number |
|---|---|
| 8/28/17 | [redacted] |
| **R/O Close Date** | **Status** |
| 8/28/17 | Pre-Invoice |
| **Mileage In** | **Mileage Out** |
| 12835 | 12838 |
| **Service Advisor / Tag #** | |
| Toby Gabriel/1392 | |

| [redacted] | Work Phone | Vehicle Identification Number |
|---|---|---|
| | | JF2SJAEC3HH[redacted] |
| | | Delivery Date / Date |
| | | 12/05/16 / 12/05/16 |

| Year | Make | Model | Body | Color | License Number |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | SILVER | BCX9419 |

HH[redacted]

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|---|---|
| #3 - 22SUZLOAN: PROVIDE SUBARU LOANER VEHICLE WHILE GUEST VEHICLEIS WORKED ON | |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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| | |
|---|---|
| LABOR | .00 |
| PARTS | .00 |
| DEDUCTIBLE | .00 |
| SUBLET | .00 |
| SHOP SUPPLIES | .00 |
| HAZARDOUS MATERIALS | .00 |
| SALES TAX OR TAX I.D. | .00 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS | .00 |
| TOTAL DUE | .00 |

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

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[redacted]

| Home Phone | R/O Open Date | R/O Number |
|---|---|---|
| [redacted] | 8/28/17 | [redacted] |
| | Time Received | Time Promised |
| | 7:21 | 8/28 17:00 |
| | Current Mileage | Mileage Out |
| 1392 | 12835 | 17,838 |

| Year | Make | Model | Body | Engine Code | Service Advisor |
|---|---|---|---|---|---|
| 2017 | SUBARU | FORESTER | 2.5I PREM CVT | | Toby Gabrie |
| Vehicle Identificat | | Color | License Number | Delivery Date | In-Service Date |
| JF2SJAEC3HH[redacted] | | SILVER | BCX9419 | 12/05/16 | 12/05/16 |

HH489006

Cell: [redacted] Email: [redacted]

#1 - 00SUBAPRI: FREE MULTI POINT INSPECTION W

#2 - 01SUZDIA: ONLINE SUBMISSION W
CUSTOMER STATES THAT HE IS HAVING THE SAME ISSUE W
WITH THE AIRBAG LIGHT COMING ON DASH DISPLAY W
AND SHOWS PASS AIRBAG OFF WHEN SOMEONE IS W
SITTING IN THE SEAT. INTERMITTENT BUT HAPPENS ALOT W
SEE HISTORY. CUSTOMER TO TEST DRIVE WITH TECH W

#3 - 22SUZLOAN: PROVIDE SUBARU LOANER VEHICLE WHILE GUEST VEHICLE W
IS WORKED ON W

Original Estimate: .00

Reynolds and Reynolds ORDER TOLL FREE 1-800-344-5996 FAX 1-800-531-9655

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any Limitation contained herein does not apply where prohibited by law.
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AD-98201

Custom [redacted]

## ADDITIONAL INSTRUCTIONS OR ESTIMATES

Pulled code and got B1650 same code as before

Case # [redacted]

ADDITIONAL FLAGS

| R.O. OR | EMPL. NO. | MECH. PAY $ | FLAT RATE TIME | W - TIME | REPAIR ORDER TIME | OFF ON |
|---|---|---|---|---|---|---|
| [redacted] | 96 | | 1.2 | | | AUG 28 AM 11:4 / AUG 28 AM 10:2 |

FLAG

FLAG

FLAG

## MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

| ELAPSED TIME | TIME CLOCK |
|---|---|

MECHANIC'S NAME & NUMBER

Test drove with customer and the light stayed on. 963. PI

Didn't find any thing

MECHANIC'S NAME & NUMBER

Wrong with the seat

Talked to techline and the recommend replacing seat bottom

MECHANIC'S NAME & NUMBER

B

MECHANIC'S NAME & NUMBER

Techline

They wanted to know if been wet or if had anything charging. Advisor said none of that happend. Techline recommend replacing seat bottom

OFF / ON

AD-98201

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | gbor | 08/29/2017 | 08/29/2017 | 080-02-02 | 401[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | [redacted] | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | -- | -- | 12838 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 08/28/2017 | 64139SG060LL | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Gary Borland | gbor@subaru.com | -- |

**Customer's Description of Complaint**
CS- Passenger airbag / SRS light will come on. Has happened x3.

**Technician's Findings and Repair**
TS- 7/12 found B1650. Could not replicate fault 8/11 found B1650. Could not replicate fault. 8/28 found B1650 Could not replicate fault Checked for wet base none found Ordered seat base as per TL.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC3HH[redacted] | 12/05/2016 | 10/11/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 494689 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| IS1 | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|

| | |
|---|---|
| 2.5 | 759821 |

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

---

Vin JF2-SJADCX GH[redacted]
Description (GFF C ISM) 2016 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFF | 13 | ISM/BLC | C | 122935 | 38300 | 810615 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 260 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 05-Nov-2015 | 04-Jan-2016 | 15-Feb-2016 | 15-Feb-2016 | 15-Feb-2016 |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: A Sold Order: N

ALLOCATED:
---
FAIRWAY SUBARU 030232 030232
1109 N CHURCH ST

HAZEL TOWNSHIP PA 18202

SOLD BY:
---
FAIRWAY SUBARU 030232 030232
1109 N CHURCH ST

HAZEL TOWNSHIP PA 18202

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | MGA | Seat Back Cargo Net | 30-Dec-2015 | A |
| | MGD | Cargo Tray | 30-Dec-2015 | A |
| | X43 | Roadside Assistance Label | 30-Dec-2015 | A |
| | XAA | PDI | 30-Dec-2015 | A |
| | XN4 | StarLink Window Cling | 30-Dec-2015 | A |
| | XNU | PZEV Badge | 30-Dec-2015 | A |
| | XZK | Accy Promo Sticker | 30-Dec-2015 | A |
| FZ6 | 04Q | Seat Back Protector | 30-Dec-2015 | A |
| FZ6 | BGA | All Weather Floor Mats | 30-Dec-2015 | A |
| FZ6 | OGA | Luggage Compartment Cover | 30-Dec-2015 | A |
| FZ6 | PGE | Rear Bumper Cover | 30-Dec-2015 | A |
| FZ6 | QGM | Splash Guards | 30-Dec-2015 | A |
| X7K | X2U | Black Mat | 30-Dec-2015 | A |
| X7K | X6B | 2016 Forester OIK | 30-Dec-2015 | A |
| X7K | XDN | Handling | 30-Dec-2015 | A |

OWNER: [redacted]
---
[redacted]

[redacted]

CO-OWNER:
---

(H[redacted]
(W)
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJADCX GH484711 | 2016.0 | GFF | (GFF C ISM) 2016 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 030[redacted] | 030[redacted] | 15-Feb-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | New Car Basc | 02/15/16 | 02/15/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Fed Ext Deft | 02/15/16 | 02/15/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 02/15/16 | 02/15/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Cal Defect | 02/15/16 | 02/15/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | SULEV | 02/15/16 | 02/15/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Life Seatblt | 02/15/16 | 02/15/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 02/15/16 | 02/15/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | New Car Wear | 02/15/16 | 02/15/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |

WC Brake Pad 02/15/16 02/15/19 36000 N
Warranty Brake Pad

WC Cal Ext Deft 02/15/16 02/15/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Adj 02/15/16 02/15/19 36000 N
New Car Adjustment Coverage

WC Rust Perf 02/15/16 02/15/21 999999 N
Rust Perforation Warranty

WC Powertrain 02/15/16 02/15/21 60000 N
Powertrain Warranty

R/C WQZ61 02/08/16 02/08/26 999999 Completed
WQZ61 Telematics DCM ID Check & Reprogramming

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EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

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EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

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VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: ewalke

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJADCX GH[redacted] | 2016.0 | 13 | GFF | (GFF C ISM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 030[redacted] | 030[redacted] | 15-Feb-2016 | 15-Feb-2016 | C | ISM/BLC |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 050-030232 | | | 20031 | 01/16/17 |
| 2 | WC | [redacted] D | 050-030232 | NBT88 | | 20031 | 01/16/17 |
| 3 | WC | [redacted] A | 050-030232 | ULM42 | | 33543 | 08/24/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 01/12/17 | 01/13/17 | D | 01/16/17 | USER | | 118910 |
| 2 | 01/12/17 | 01/13/17 | D | 01/16/17 | USER | | 118910 |
| 3 | 08/21/17 | 08/22/17 | D | 08/24/17 | USER | | 83409 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 01/20/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 01/20/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 08/25/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 21.60 | 0.00 | 21.60 |
| 2 | 100.80 | 0.00 | 100.80 |
| 3 | 1135.64 | 0.00 | 1135.64 |

TOTAL CLAIMS FOR VEHICLE [redacted] 1258.04

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LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 167900 | 0.30 | 0.00 | 0.00 | 0.00 | 21.60 |
| | TELEMATICS DCM ID CHECK | | | | | |
| 2 | 611008 | 1.00 | 0.00 | 0.00 | 0.00 | 72.00 |
| | FRONT SUSPENSION ALIGNMENT | | | | | |
| 2 | 611018 | 0.40 | 0.00 | 0.00 | 0.00 | 28.80 |
| | REAR SUSPENSION ALIGNMENT | | | | | |
| 3 | 820251 | 5.20 | 0.00 | 0.00 | 0.00 | 426.82 |
| | AIR BAG CONTROL UNIT WIRE HARNESS R&R | | | | | |
| 3 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 73.87 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 7.80 | 0.00 | 0.00 | 0.00 | 623.09 |

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PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | | |
| 2 | No Parts Data | | | | | | | |
| 3 | 81502SG712 | 1 | 590.54 | 590.54 | 44.41 | 634.95 | Y | |
| | WIRING HARNESS REAR | | | | | | | |
| | TOTALS | | | | | 590.54 | 44.41 | 634.95 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|

1 wqz61

2 upon inspection found inner edge wear on the tires performed a 4 wheel alignment

3 per last repair rear air bag harness needs to be replaced light goes on and off. per diagnosis on 08/04/17 found rear air bag harness faulty removed all inner components removed both front seats remove all spare tire cover components removed rear seat bottom disconnect harness and removed from vehicle installed a new harness and interior components confirmed repair srs light no longer on operating as designed

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

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Vin JF2-SJADCX GH[redacted]
Description (GFF C ISM) 2016 Forester 2.5i Premium
Option Description All-Weather Package

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFF | 13 | ISM/BLC | C | 122935 | 38300 | 810615 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 260 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 05-Nov-2015 | 04-Jan-2016 | 15-Feb-2016 | 15-Feb-2016 | 15-Feb-2016 |

Salesman: ###-##-[redacted] Sales Order Type: Wholesale Sale Type: A Sold Order: N

ALLOCATED:
---
FAIRWAY SUBARU 030232 030232
1109 N CHURCH ST

HAZEL TOWNSHIP PA 18202

SOLD BY:
---
FAIRWAY SUBARU 030232 030232
1109 N CHURCH ST

HAZEL TOWNSHIP PA 18202

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | MGA | Seat Back Cargo Net | 30-Dec-2015 | A |
| | MGD | Cargo Tray | 30-Dec-2015 | A |
| | X43 | Roadside Assistance Label | 30-Dec-2015 | A |
| | XAA | PDI | 30-Dec-2015 | A |
| | XN4 | StarLink Window Cling | 30-Dec-2015 | A |
| | XNU | PZEV Badge | 30-Dec-2015 | A |
| | XZK | Accy Promo Sticker | 30-Dec-2015 | A |
| FZ6 | 04Q | Seat Back Protector | 30-Dec-2015 | A |
| FZ6 | BGA | All Weather Floor Mats | 30-Dec-2015 | A |
| FZ6 | OGA | Luggage Compartment Cover | 30-Dec-2015 | A |
| FZ6 | PGE | Rear Bumper Cover | 30-Dec-2015 | A |
| FZ6 | QGM | Splash Guards | 30-Dec-2015 | A |
| X7K | X2U | Black Mat | 30-Dec-2015 | A |
| X7K | X6B | 2016 Forester OIK | 30-Dec-2015 | A |
| X7K | XDN | Handling | 30-Dec-2015 | A |

OWNER: [redacted]
---

CO-OWNER:
---

(H[redacted]
(W)
(F)

(H)
(W)
(F)

DRIVER:
---

(H)
(W)
(F)

CO-DRIVER:
---

(H)
(W)
(F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJADCX GH[redacted] | 2016.0 | GFF | (GFF C ISM) 2016 Forester 2.5i Premium | 13 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| CVT | C | | 030[redacted] | 030[redacted] | 15-Feb-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | New Car Basc | 02/15/16 | 02/15/19 | 36000 | N | |
| | Basic New Car Warranty | | | | | |
| WC | Fed Ext Deft | 02/15/16 | 02/15/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 02/15/16 | 02/15/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | Cal Defect | 02/15/16 | 02/15/19 | 50000 | N | |
| | California Emissions Performance & Defect Warrant | | | | | |
| WC | SULEV | 02/15/16 | 02/15/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | Life Seatblt | 02/15/16 | 02/15/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Perform | 02/15/16 | 02/15/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |
| WC | New Car Wear | 02/15/16 | 02/15/19 | 36000 | N | |
| | New Car Wear Item Warranty | | | | | |

WC Brake Pad 02/15/16 02/15/19 36000 N
Warranty Brake Pad

WC Cal Ext Deft 02/15/16 02/15/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Adj 02/15/16 02/15/19 36000 N
New Car Adjustment Coverage

WC Rust Perf 02/15/16 02/15/21 999999 N
Rust Perforation Warranty

WC Powertrain 02/15/16 02/15/21 60000 N
Powertrain Warranty

R/C WQZ61 02/08/16 02/08/26 999999 Completed
WQZ61 Telematics DCM ID Check & Reprogramming

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

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SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

# Vehicle Claim History Report

FOR USER: ewalke

## VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJADCX GH[redacted] | 2016.0 | 13 | GFF | (GFF C ISM) | 2 | CVT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 030[redacted] | 030[redacted] | 15-Feb-2016 | 15-Feb-2016 | C | ISM/BLC |

## SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

## CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | RC | [redacted] A | 050-030232 | | | 20031 | 01/16/17 |
| 2 | WC | [redacted] D | 050-030232 | NBT88 | | 20031 | 01/16/17 |
| 3 | WC | [redacted] A | 050-030232 | ULM42 | | 33543 | 08/24/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 01/12/17 | 01/13/17 | D | 01/16/17 | USER | | 118910 |
| 2 | 01/12/17 | 01/13/17 | D | 01/16/17 | USER | | 118910 |
| 3 | 08/21/17 | 08/22/17 | D | 08/24/17 | USER | | 83409 |

## CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | CR Paid | 01/20/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | CR Paid | 01/20/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | CR Paid | 08/25/17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 21.60 | 0.00 | 21.60 |
| 2 | 100.80 | 0.00 | 100.80 |
| 3 | 1135.64 | 0.00 | 1135.64 |

TOTAL CLAIMS FOR VEHICLE JF2SJADCXGH[redacted] 1258.04

---

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 167900 | 0.30 | 0.00 | 0.00 | 0.00 | 21.60 |
| | TELEMATICS DCM ID CHECK | | | | | |
| 2 | 611008 | 1.00 | 0.00 | 0.00 | 0.00 | 72.00 |
| | FRONT SUSPENSION ALIGNMENT | | | | | |
| 2 | 611018 | 0.40 | 0.00 | 0.00 | 0.00 | 28.80 |
| | REAR SUSPENSION ALIGNMENT | | | | | |
| 3 | 820251 | 5.20 | 0.00 | 0.00 | 0.00 | 426.82 |
| | AIR BAG CONTROL UNIT WIRE HARNESS R&R | | | | | |
| 3 | 820201 | 0.90 | 0.00 | 0.00 | 0.00 | 73.87 |
| | AIR BAG SYSTEM TESTING | | | | | |
| | TOTALS | 7.80 | 0.00 | 0.00 | 0.00 | 623.09 |

---

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | No Parts Data | | | | | | | |
| 2 | No Parts Data | | | | | | | |
| 3 | 81502SG712 | 1 | 590.54 | 590.54 | 44.41 | 634.95 | Y | |
| | WIRING HARNESS REAR | | | | | | | |
| | TOTALS | | | | | 590.54 | 44.41 | 634.95 |

---

| SEQ NUM | CLAIM COMMENTS |
|---|---|

1 wqz61

2 upon inspection found inner edge wear on the tires performed a 4 wheel alignment

3 per last repair rear air bag harness needs to be replaced light goes on and off. per diagnosis on 08/04/17 found rear air bag harness faulty removed all inner components removed both front seats remove all spare tire cover components removed rear seat bottom disconnect harness and removed from vehicle installed a new harness and interior components confirmed repair srs light no longer on operating as designed

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ewalke | 08/31/2017 | 08/31/2017 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADCXGH[redacted] | -- | -- | 32378 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ULM42 | 08/23/2017 | 81502SG712 | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states that the Air bag Light was on but off now.

**Technician's Findings and Repair**
The Tech called me and told me he had a B1650 stored in a Forester. He asked what the issue was that I had covered on my conference call. I told him we were looking for Passenger Side Seat Cushions setting a B1650. He informed me the vehicle he was working on also had a B1650 but the Rear SRS harness resistance was Low. Instead of 1M Ohms his was .85M Ohms. Based on the vehicle concern I told him this was not the issue I was pursuing but thanked him for the information.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADCXGH[redacted] | 02/15/2016 | 11/05/2015 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 122935 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| ISM | 13 | C | N |

**Engine Size**

2.5

**Original Trans #**

810615

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | dzwa | 09/05/2017 | 09/05/2017 | 060-03-02 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADCXGH[redacted] | -- | -- | 12008 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| VRH39 | 08/16/2017 | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 239490 | N | N | N | N | N | N |

**DTC Code(s)**
B1760

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Daniel Zwaan | dzwa@subaru.com | -- |

**Customer's Description of Complaint**
C/S the airbag light comes on intermittently.

**Technician's Findings and Repair**
Tech inspected the seat, there were no signs of anything spilled on the seat, and the customer stated there was nothing on the seat when the light came on  Tech followed the trouble tree for the DTC Tech found the owner's manual stuffed under the seat pushing on the ODS module connector causing an intermittent open circuit  Tech removed the manual and verified proper operation of the ODS system.

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADCXGH[redacted] | 04/15/2016 | 01/30/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 213128 | Continuously Variable Transmission | 2016 | GFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| BBM | 13 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 555722 |

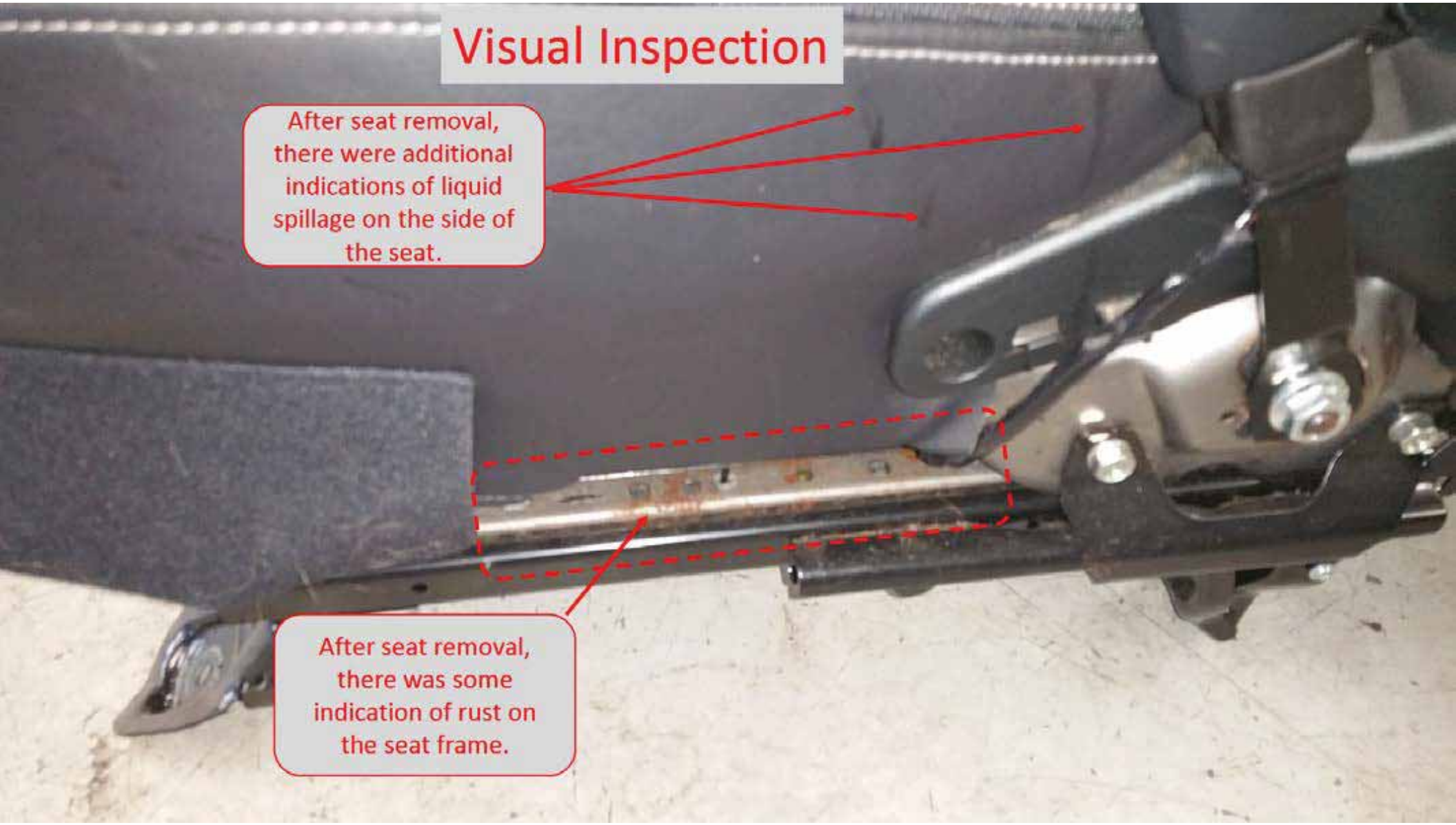
# 2016 Forester B1650/B1760 QRA

by Bertucci, Anthony

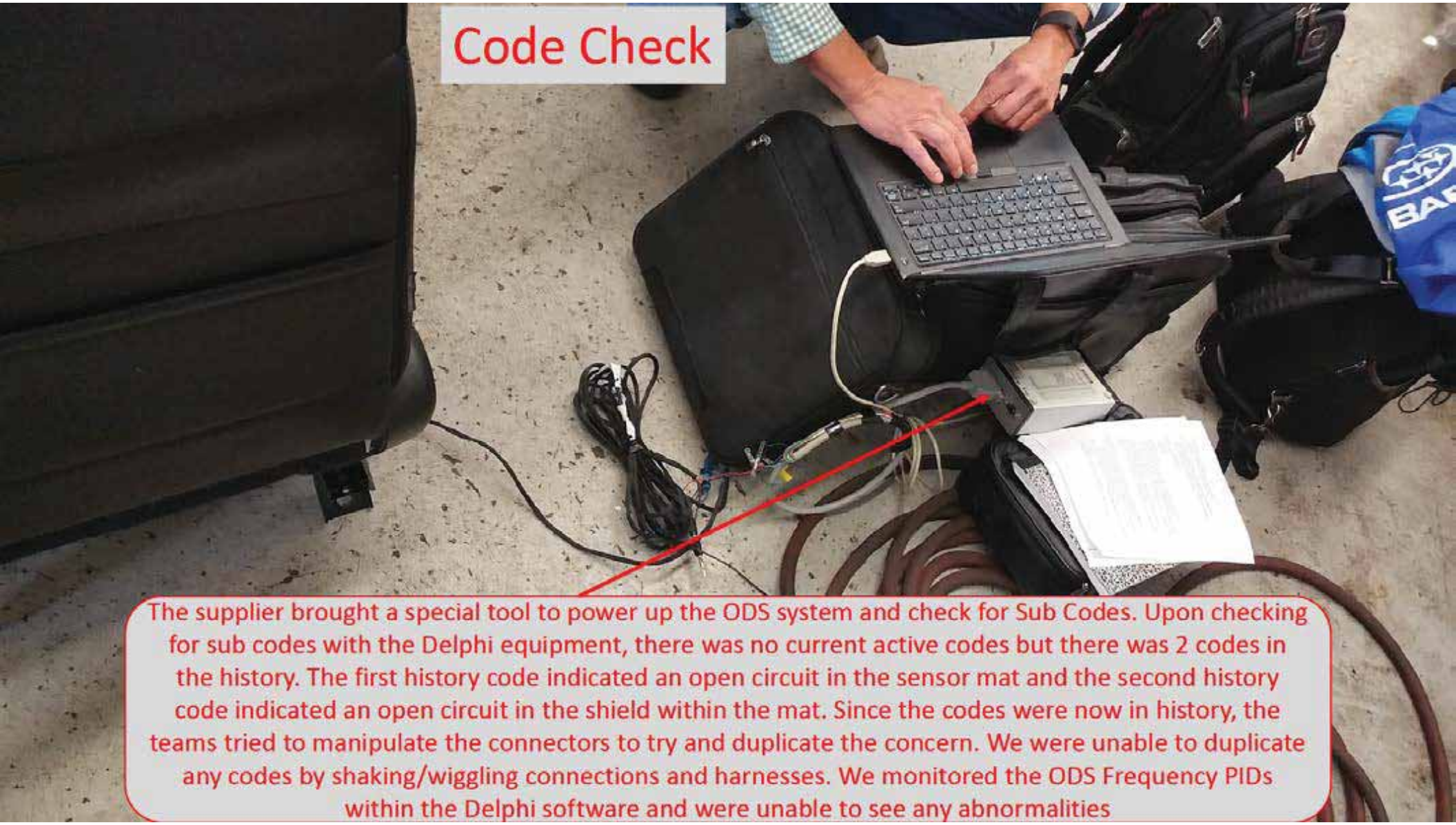
# Customer states Air Bag Indicator on.

FSE was requested to assist in QRA along with ODS supplier Delphi and NASI Engineer. Upon initial arrival the team confirmed the Red Airbag indicator lamp on. All systems check was performed to check for all codes. Two codes were present in the airbag module- B1650 Occupant Classification System Error and B1760 Sensor Mat Abnormal were both Current Codes. A visual inspection was performed on the seat and surrounding areas looking for any liquid spills that could have possibly caused the codes. There was indications of a liquid spill on the surrounding trim panels (Center console). Rust was also found on the seat frame but upon further investigation of the actual seat bottom where the sensor mat is installed, there was no indication of liquid. (See pictures for details) The seat was then removed for further investigation. Before removal, all connector installation was confirmed. It is important to note that the team did NOT touch the connectors, but did visually inspect the connectors for proper installation. Before the seat was removed, visually, all connectors were installed. The connectors were then disconnected and the seat was removed. The supplier brought a special tool to power up the ODS system and check for Sub Codes. Upon checking for sub codes with the Delphi equipment, there was no current active codes but there were 2 codes in the history. The first history code indicated an open circuit in the sensor mat and the second history code indicated an open circuit in the shield within the mat. Since the codes were now in history, the team tried to manipulate the connectors to try and duplicate the concern. We were unable to duplicate any codes by shaking/wiggling connections and harnesses. We monitored the ODS Frequency PIDs within the Delphi software and were unable to see any abnormalities. Due to the codes going from an active status to a history status, it was decided to reinstall the seat in the vehicle to try and eliminate the vehicle side as a possible fault. The seat was reinstalled and codes were checked but no codes were active. The seat was removed again and hooked up to the Delphi equipment again and duplication tests were attempted. Pressure was applied on the mat in different areas but no duplication was possible. The ODS module was shook and tapped but no codes returned. The ODS Mat connector was disconnected and the capacitance was checked. Capacitance showed at 7.6nF (Spec 7-8nF) At this time, it was thought that when the Delphi rep was installing special tools during initial removal, he may have touched or manipulated a poor connection. Due to not being able to duplicate the issue at this time, NASI recommended replacing the seat bottom. The seat bottom was then replaced, the codes were cleared and system was recalibrated successfully. No codes were present after replacement.

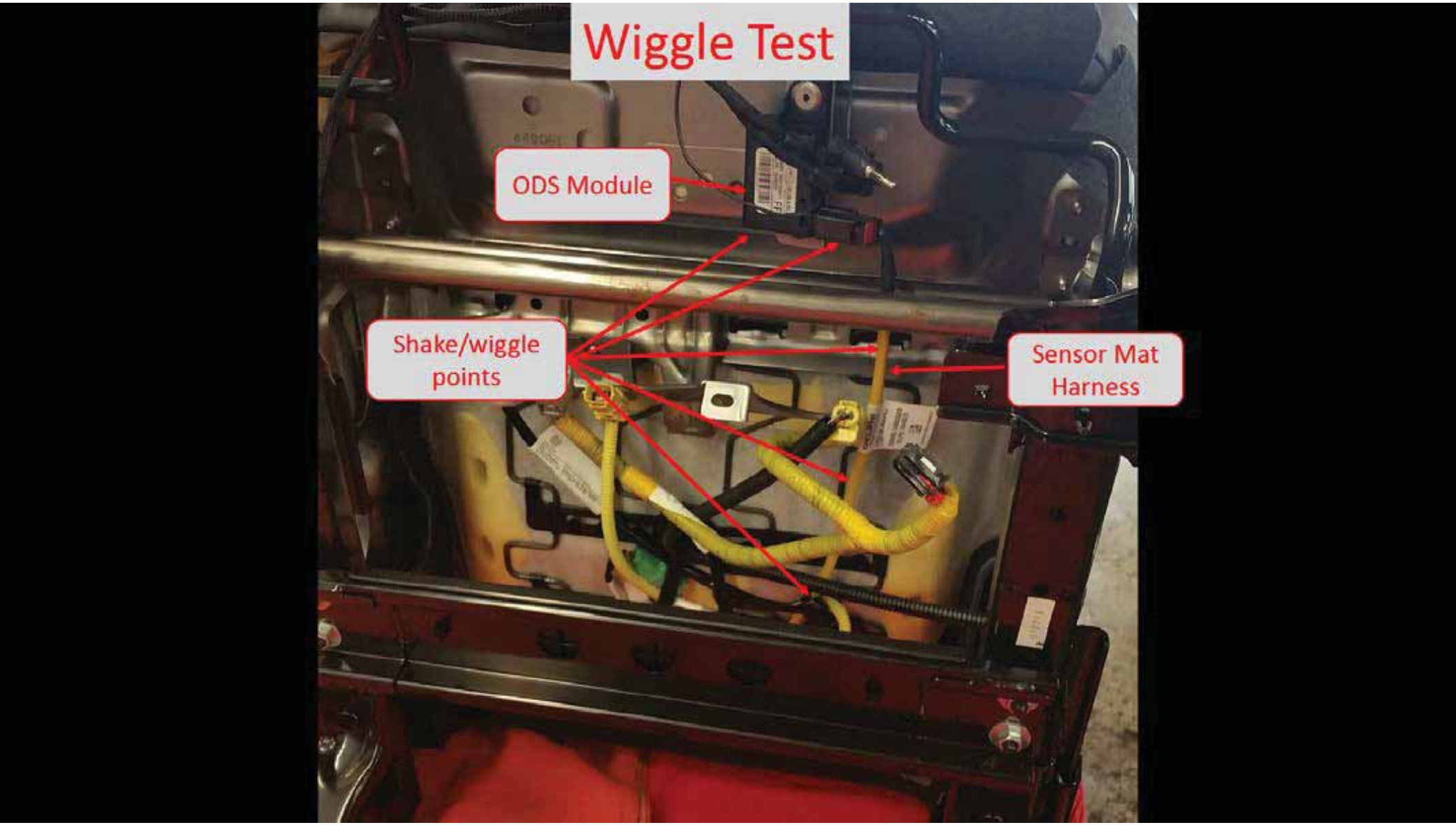

Visual Inspection
There was no indication of liquid spillage on the seat.
There were indications of liquid spillage on the center console.


Visual Inspection
After seat removal, there were additional indications of liquid spillage on the side of the seat.
After seat removal, there was some indication of rust on the seat frame.

# Code Check



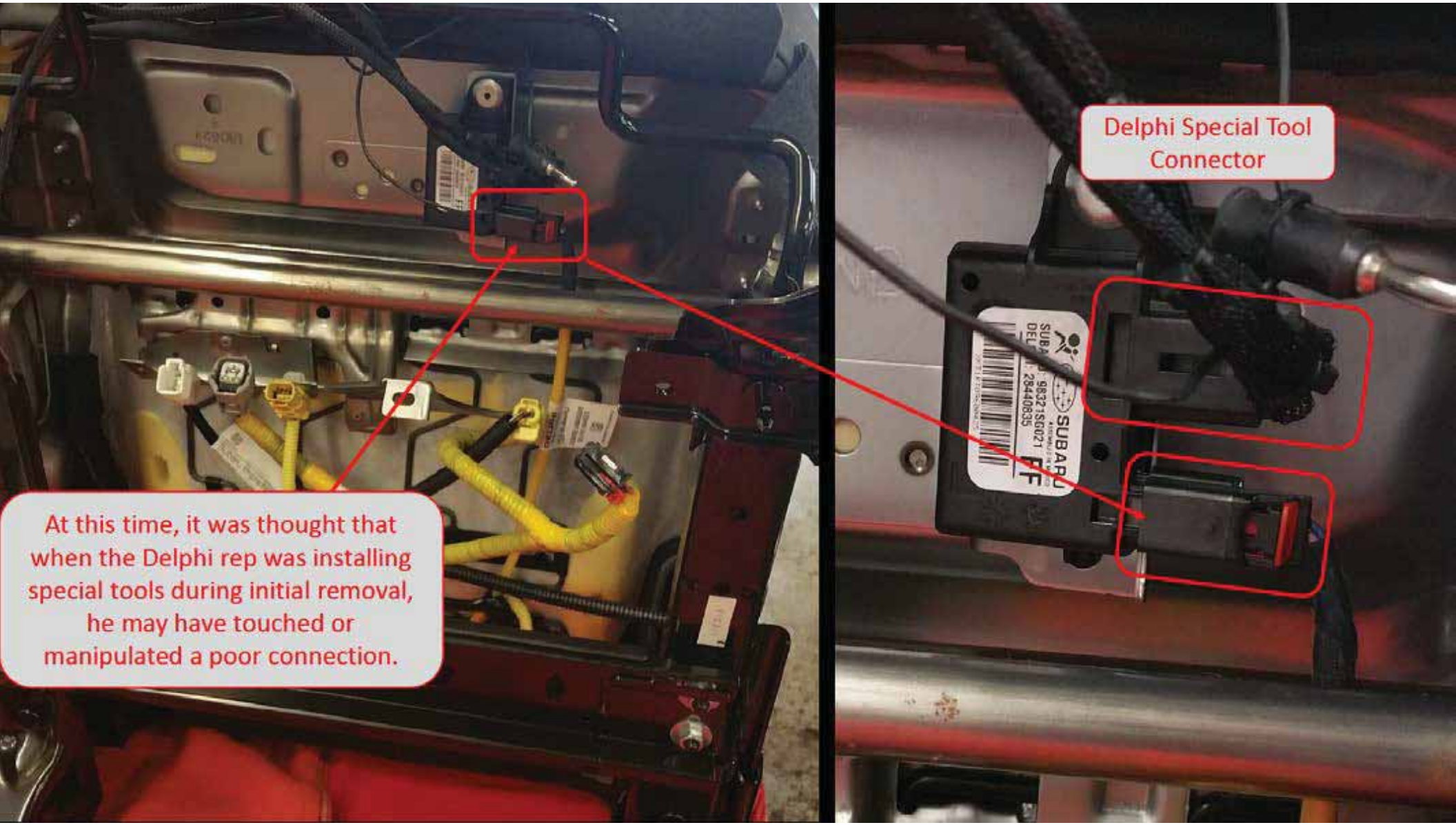
The supplier brought a special tool to power up the ODS system and check for Sub Codes. Upon checking for sub codes with the Delphi equipment, there was no current active codes but there was 2 codes in the history. The first history code indicated an open circuit in the sensor mat and the second history code indicated an open circuit in the shield within the mat. Since the codes were now in history, the teams tried to manipulate the connectors to try and duplicate the concern. We were unable to duplicate any codes by shaking/wiggling connections and harnesses. We monitored the ODS Frequency PIDs within the Delphi software and were unable to see any abnormalities

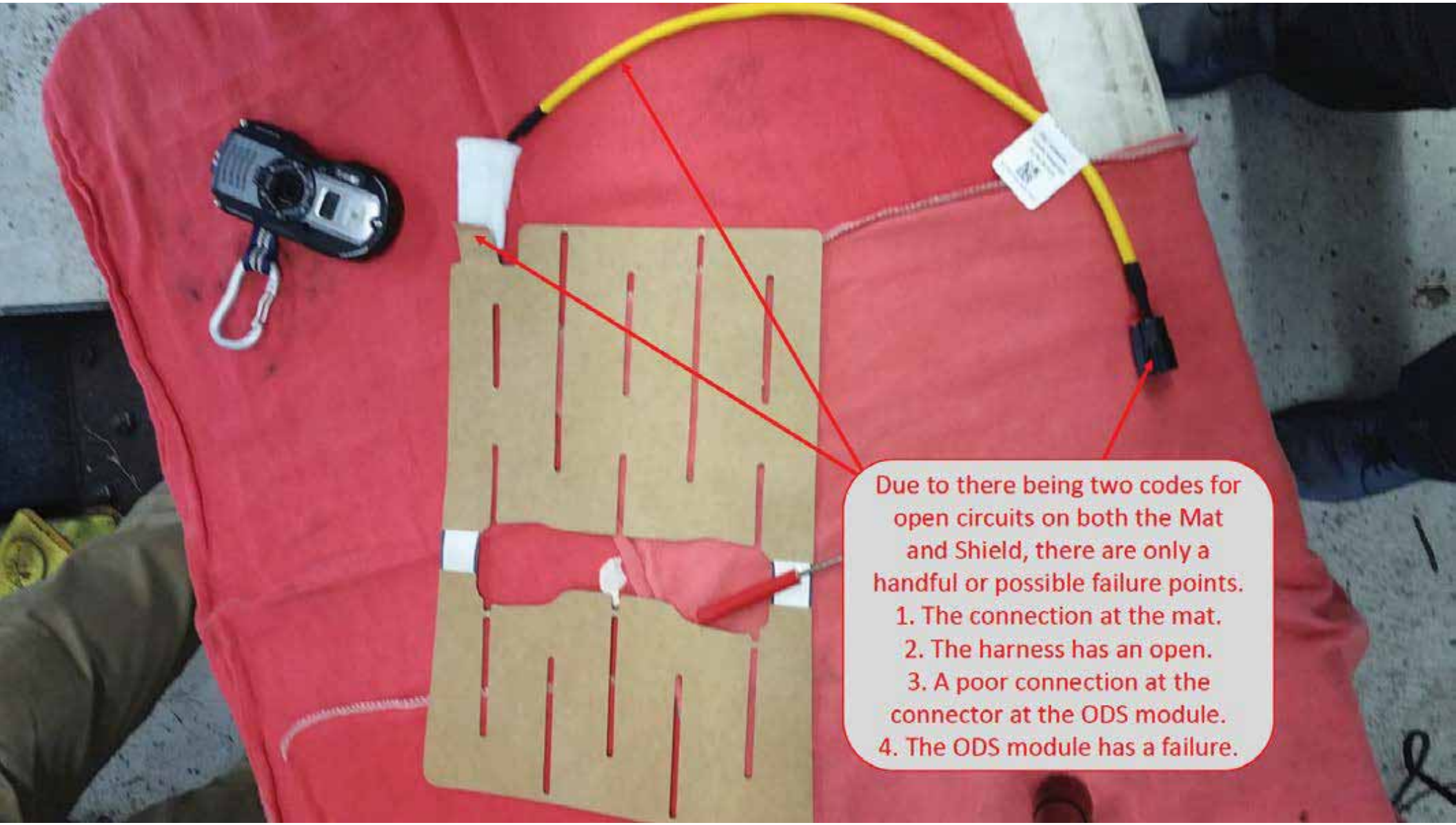

Wiggle Test
ODS Module
Shake/wiggle points
Sensor Mat Harness

Due to the codes going from an active status to a history status, it was decided to reinstall the seat in the vehicle to try and eliminate the vehicle side as a possible faults. The seat was reinstalled and codes were checked but no codes were active.




The ODS Mat connector was disconnected and the capacitance was checked. Capacitance showed at 7.6nF (Spec 7-8nF)


Delphi Special Tool Connector
At this time, it was thought that when the Delphi rep was installing special tools during initial removal, he may have touched or manipulated a poor connection.


Due to there being two codes for open circuits on both the Mat and Shield, there are only a handful or possible failure points.
1. The connection at the mat.
2. The harness has an open.
3. A poor connection at the connector at the ODS module.
4. The ODS module has a failure.

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | aber | 09/07/2017 | 09/07/2017 | 060-01-03 | 070[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Power Seats |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJGEC0HH[redacted] | -- | -- | 10329 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URJ41 | | | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1760, B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Anthony Bertucci | aber@subaru.com | -- |

## Customer's Description of Complaint
Customer states airbag light on.

## Technician's Findings and Repair
FSE was requested to assist in QRA along with ODS supplier Delphi and NASI Engineer. Upon initial arrival the team confirmed the Red Airbag indicator lamp on  All systems check was performed to check for all codes. Two codes were present in the airbag module- B1650 Occupant Classification System Error and B1760 Sensor Mat Abnormal were both Current Codes  A visual inspection was performed on the seat and surrounding areas looking for any liquid spills that could have possibly caused the codes  There was indications of a liquid spill on the surrounding trim panels (Center console). Rust was also found on the seat frame but upon further investigation of the actual seat bottom where the sensor mat is installed, there was no indication of liquid  (See pictures for details) The seat was then removed for further investigation. Before removal, all connector installation was confirmed  It is important to note that the team did NOT touch the connectors, but did visually inspect the connectors for proper installation. Before the seat was removed, visually, all connectors were installed  The connectors were then disconnected and the seat was removed  The supplier brought a special tool to power up the ODS system and check for Sub Codes. Upon checking for sub codes with the Delphi equipment, there was no current active codes but there were 2 codes in the history The first history code indicated an open circuit in the sensor mat and the second history code indicated an open circuit in the shield within the mat  Since the codes were now in history, the team tried to manipulate the connectors to try and duplicate the concern. We were unable to duplicate any codes by shaking/wiggling connections and harnesses  We monitored the ODS Frequency PIDs within the Delphi software and were unable to see any abnormalities. Due to the codes going from an active status to a history status, it was decided to reinstall the seat in the vehicle to try and eliminate

the vehicle side as a possible fault. The seat was reinstalled and codes were checked but no codes were active. The seat was removed again and hooked up to the Delphi equipment again and duplication tests were attempted. Pressure was applied on the mat in different areas but no duplication was possible. The ODS module was shook and tapped but no codes returned. The ODS Mat connector was disconnected and the capacitance was checked. Capacitance showed at 7.6nF (Spec 7-8nF) At this time, it was thought that when the Delphi rep was installing special tools during initial removal, he may have touched or manipulated a poor connection. Due to not being able to duplicate the issue at this time, NASI recommended replacing the seat bottom. The seat bottom was then replaced, the codes were cleared and system was recalibrated successfully. No codes were present after replacement.

## Attachments

Click to view documents

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJGEC0HH[redacted] | 11/18/2016 | 06/29/2016 | Forester |
| **Original Engine #** | **Trans. Type Desc** | **Model Year** | **Model Code** |
| 998814 | Continuously Variable Transmission | 2017 | HFM |
| **Color** | **Options** | **Emission Spec** | **Turbo** |
| DGM | 16 | C | Y |
| **Engine Size** | **Original Trans #** | | |
| 2 | 855936 | | |

---

**Additional Comments**

(09/07/2017 15:34:43) (mbr3) adding a pptx attachment as requested.

# Quality Monitoring Report

SUBARU

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | rmil3668 | 09/12/2017 | 09/12/2017 | 050-03-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXHH[redacted] | [redacted] -- | -- | 20979 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ZYH00 | 08/28/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| [redacted] | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| rhonda miller | rmiller@crosscreekcaras.com | -- |

**Customer's Description of Complaint**
customer states air bag was on but not on now

**Technician's Findings and Repair**
air bag light was on found code b1650 logged into history this code is generated by havin g, a electronic device chargingin passenger seat. The current generated by device charging triggers the fault code, will advise customer of this.

**Attachments**
No Attachments Found

---

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXHH[redacted] | 09/28/2016 | 08/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 384673 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 14 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 060048 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | gbor | 09/13/2017 | 09/13/2017 | 080-02-02 | 140[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | -- | -- | 1000 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| URD43 | 09/12/2017 | -- | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| gary borland | gbor@subaru com | |

**Customer's Description of Complaint**
CS Telematics show that the vehicle has B1650 DTC stored in system

**Technician's Findings and Repair**
FSE was asked to inform retailer to add note to DMS system when vehicle is next in for service to check and diagnose DTC B1650. Retailer added the note to DMS and will monitor the situation. Retailer will report when the vehicle is diagnosed

**Attachments**
No Attachments Found

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAEC4HH[redacted] | 09/08/2016 | 07/26/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 414223 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 13 | C | N |

| Engine Size | Original Trans # |
|---|---|
| 2.5 | 995915 |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | jmarch | 09/15/2017 | 09/15/2017 | 050-03-03 | 040[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJAGCXHH[redacted] | -- | -- | 20979 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| ZYH00 | 09/15/2017 | | N |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| -- | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Joe Marchica | jmarch@subaru.com | -- |

**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 | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJAGCXHH[redacted] | 09/28/2016 | 08/02/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 384673 | Continuously Variable Transmission | 2017 | HFF |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| DGM | 14 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 060048 |

**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.

DEALER VEHICLE INQUIRY
FOR DEALER: ewalke

---

Vin JF2-SJADC7 GG[redacted]
Description (GFE C CBS) 2016 Forester 2.5i Premium
Option Description Standard Model

| Model Code | Option Code | Ext/Int | Spec | Engine # | Ign Key | Trans # |
|---|---|---|---|---|---|---|
| GFE | 11 | CBS/BLC | C | 219584 | 35959 | 927971 |

| Dlr Demo | Soa Demo | Service Contract | Case | Ship | Port | Telematics |
|---|---|---|---|---|---|---|
| | | NONE | [redacted] | 285 | 007 | Yes |

| Production Date | ETA Date | Warranty Start | Retail Date | Retail Delivery |
|---|---|---|---|---|
| 04-Feb-2016 | 21-Mar-2016 | 25-Mar-2016 | 28-Mar-2016 | 25-Mar-2016 |

Salesman: ###-##-6619 Sales Order Type: Wholesale Sale Type: L Sold Order: Y

ALLOCATED:
---
FAIRWAY SUBARU 030232 030232
1109 N CHURCH ST

HAZEL TOWNSHIP PA 18202

SOLD BY:
---
FAIRWAY SUBARU 030232 030232
1109 N CHURCH ST

HAZEL TOWNSHIP PA 18202

PORT ACCESSORIES

| PROMO CODE | ACCY CODE | ACCESSORY DESCRIPTION | DATE INSTALLED | ACCY TYPE |
|---|---|---|---|---|
| | MGD | Cargo Tray | 17-Mar-2016 | A |
| | X43 | Roadside Assistance Label | 17-Mar-2016 | A |
| | XAA | PDI | 17-Mar-2016 | A |
| | XN4 | StarLink Window Cling | 17-Mar-2016 | A |
| | XNU | PZEV Badge | 17-Mar-2016 | A |
| FZ6 | 04Q | Seat Back Protector | 17-Mar-2016 | A |
| FZ6 | BGA | All Weather Floor Mats | 17-Mar-2016 | A |
| FZ6 | OGA | Luggage Compartment Cover | 17-Mar-2016 | A |
| FZ6 | PGE | Rear Bumper Cover | 17-Mar-2016 | A |
| FZ6 | QGM | Splash Guards | 17-Mar-2016 | A |
| X7K | X2U | Black Mat | 17-Mar-2016 | A |
| X7K | X6B | 2016 Forester OIK | 17-Mar-2016 | A |
| X7K | XDN | Handling | 17-Mar-2016 | A |

OWNER: [redacted]
---

[redacted]
(H[redacted]
(W)

CO-OWNER:
---

(H)
(W)

(F) (F)

DRIVER: CO-DRIVER:
-------- -----------

(H) (H)
(W) (W)
(F) (F)

Vehicle Coverage Inquiry

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | MODEL CODE | DESCRIPTION | OPTION CODE |
|---|---|---|---|---|
| JF2-SJADC7 GG[redacted] | 2016.0 | GFE | (GFE C CBS) 2016 Forester 2.5i Premium | 11 |

| TRANS TYPE | SPEC CODE | DEMO IND | ALLOC DEALER | SELLING DEALER | WARR STR DATE | OWNER |
|---|---|---|---|---|---|---|
| 6MT | C | | 030[redacted] | 030[redacted] | 25-Mar-2016 | [redacted] |

TITLE ALERT

SALVAGE TITLE: NO

COVERAGE DETAIL

| CLAIM TYPE | LABEL | EFFECTIVE DATE | EXPIRATION DATE | MILEAGE | EXTEN-SION | RECALL STATUS |
|---|---|---|---|---|---|---|
| WC | Life Seatblt | 03/25/16 | 03/25/66 | 999999 | N | |
| | Lifetime Seatbelt Warranty | | | | | |
| WC | Fed Ext Deft | 03/25/16 | 03/25/24 | 80000 | N | |
| | Federal Emissions Extended Defect Warranty | | | | | |
| WC | Fed Defect | 03/25/16 | 03/25/19 | 36000 | N | |
| | Federal Emissions Defect Warranty | | | | | |
| WC | SULEV | 03/25/16 | 03/25/31 | 150000 | N | |
| | California Emissions PZEV | | | | | |
| WC | New Car Adj | 03/25/16 | 03/25/19 | 36000 | N | |
| | New Car Adjustment Coverage | | | | | |
| WC | Rust Perf | 03/25/16 | 03/25/21 | 999999 | N | |
| | Rust Perforation Warranty | | | | | |
| WC | Powertrain | 03/25/16 | 03/25/21 | 60000 | N | |
| | Powertrain Warranty | | | | | |
| WC | Fed Perform | 03/25/16 | 03/25/18 | 24000 | N | |
| | Federal Emissions Performance Warranty | | | | | |

WC Cal Defect 03/25/16 03/25/19 50000 N
California Emissions Performance & Defect Warrant

WC Brake Pad 03/25/16 03/25/19 36000 N
Warranty Brake Pad

WC New Car Basc 03/25/16 03/25/19 36000 N
Basic New Car Warranty

WC Cal Ext Deft 03/25/16 03/25/24 100000 N
California Emissions Extended Defect Warranty

WC New Car Wear 03/25/16 03/25/19 36000 N
New Car Wear Item Warranty

---

EXTENSIONS

| COVERAGE | REASON | ADDT'L MONTHS | ADDT'L MILES | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE | USER |
|---|---|---|---|---|---|---|---|

---

EXCLUSIONS

| EXCLUSION TYPE | EXCLUSION | EFFECTIVE DATE | EXPIRATION DATE | UPDATE DATE |
|---|---|---|---|---|

---

SAS CONTRACT

| CONTRACT NUMBER | PLAN NUMBER | STATUS | DEDUCT-IBLE | START MILEAGE | CONTRACT OWNER |
|---|---|---|---|---|---|

********** NO SAS CONTRACT**********

---

VEHICLE COMMENTS

********** NO COMMENTS**********

Vehicle Claim History Report

FOR USER: ewalke

VEHICLE DATA

| VIN | MODEL YEAR | OPT CDE | MODEL CODE | DESCRIPTION | DEMO | TRANS TYPE | TRIM STYLE |
|---|---|---|---|---|---|---|---|
| JF2-SJADC7 GG[redacted] | 2016.0 | 11 | GFE | (GFE C CBS) | 2 | 6MT | 2.5i Premium |

| ALLOC DEALER | SELLING DEALER | SALE DATE | WARRANTY START DATE | SPEC CODE | EXT/INT CLR/CLR |
|---|---|---|---|---|---|
| 030[redacted] | 030[redacted] | 25-Mar-2016 | 25-Mar-2016 | C | CBS/BLC |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER |
|---|---|---|---|
| ****** No SAS Contract Information ****** | | | |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---|---|---|---|---|---|---|---|
| 1 | WC | [redacted] A | 050-030232 | VQC41 | | 22675 | 09/13/17 |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---|---|---|---|---|---|---|---|
| 1 | 08/31/17 | 09/08/17 | D | 09/20/17 | USER | | 83409 |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---|---|---|---|---|---|---|---|
| 1 | OK Approved | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| SEQ NUM | ORIGINAL CLAIM | ADJUST AMOUNT | NET CLAIM |
|---|---|---|---|
| 1 | 1143.85 | 0.00 | 1143.85 |

TOTAL CLAIMS FOR VEHICLE JF2SJADC7GG[redacted] 1143.85

LABOR INFORMATION

| SEQ NUM | LABOR OPER # | LABOR HOURS | ADDT'L HOURS | SUBLET HOURS | SUBLET AMOUNT | CLAIM LABOR |
|---|---|---|---|---|---|---|
| 1 | 887309 | 1.00 | 0.00 | 0.00 | 0.00 | 82.08 |
| | MAIN BODY WIRE HARNESS DIAGNOSIS & REPAIR | | | | | |
| 1 | 887301 | 5.20 | 0.00 | 0.00 | 0.00 | 426.82 |
| | MAIN BODY WIRE HARNESS R&R | | | | | |
| | TOTALS | 6.20 | 0.00 | 0.00 | 0.00 | 508.90 |

PARTS INFORMATION

| SEQ NUM | PART NUMBER | UNIT QTY | UNIT COST | EXTENDED COST | HANDL-ING | CLAIM PARTS | FAILED PART | RETURN CODE |
|---|---|---|---|---|---|---|---|---|
| 1 | 81502SG712 | 1 | 590.54 | 590.54 | 44.41 | 634.95 | Y | |
| | WIRING HARNESS REAR | | | | | | | |
| | TOTALS | | | | | 590.54 | 44.41 | 634.95 |

| SEQ NUM | CLAIM COMMENTS |
|---|---|
| 1 | cust states when sone ine is sitting in the oass frt seat the air bag alarm goes off sat in the pass seat and confirmed concern scanned for codes and found code b1650 pulled diag tree per stis ck and found no c ontinuity determined srs harness faulty removed interior and old har nes installeda new harness cleared codes and tested to confirm repair |
| 1 | cust states when someone is sitting in the passenger frt seat the air bag alarm goes off sat in the pass seat and confirmed concern scanned for codes and found code b1650 pulled diagnosis tree per stis ck and f ound no continuity determined srs harness faulty removed interior an d old harnessinstalled a new harness cleared codes and tested to confi rm repair |

# Quality Monitoring Report

| QMR Id | Created By | Report Date | Last Updated | Reg-Zn-Dst | Dealer |
|---|---|---|---|---|---|
| QMR[redacted] | ewalke | 09/21/2017 | 09/21/2017 | 050-01-04 | 030[redacted] |

| Section | Sub Section |
|---|---|
| Electrical | Air Bag |

| VIN | Engine # | Trans # | Mileage |
|---|---|---|---|
| JF2SJADC7GG[redacted] | -- | -- | 22675 |

| Failure Code | Failure Date | Failed Part # | Technician Duplicated Condition? |
|---|---|---|---|
| VQC41 | 08/31/2017 | 81502SG712 | Y |

| R/O Number | Rollover | Fire | Accident | Injury | Death | Property Damage |
|---|---|---|---|---|---|---|
| 61116 | N | N | N | N | N | N |

**DTC Code(s)**
B1650

| Reporter Name | Reporter Email | Reporter Phone Number |
|---|---|---|
| Eric Walker | EWALKE@SUBARU.COM | -- |

**Customer's Description of Complaint**
Customer states when someone is sitting in the Passenger Front Seat the air bag alarm goes off.

**Technician's Findings and Repair**
The Tech called me and asked if I had any issues with B1650 SRS Codes in 2016 Foresters. The Tech stated that he was able to duplicate the Customer Concern of the SRS system showing an ODS Code and turning on SRS Light. The Tech followed the TT and found that the SRS System harness was bad. Replaced SRS System harness and verified proper operation of the vehicle.

**Attachments**
Click to view documents

| VIN Remainder | Warranty Start Date | Production Date | Car Line |
|---|---|---|---|
| JF2SJADC7GG[redacted] | 03/25/2016 | 02/04/2016 | Forester |

| Original Engine # | Trans. Type Desc | Model Year | Model Code |
|---|---|---|---|
| 219584 | 6-Speed Manual | 2016 | GFE |

| Color | Options | Emission Spec | Turbo |
|---|---|---|---|
| CBS | 11 | C | N |

| Engine Size | Original Trans # |
| --- | --- |
| 2.5 | 927971 |