

**Quality Monitoring Report**

|                                     |                                     |                                    |  |                                 |                         |
|-------------------------------------|-------------------------------------|------------------------------------|--|---------------------------------|-------------------------|
| <b>QMR Id</b><br>QMR1 [REDACTED]    | <b>Created By</b><br>[REDACTED]     | <b>Report Date</b><br>10/20/2017   | <b>Last Updated</b><br>10/20/2017            | <b>Reg-Zn-Dst</b><br>[REDACTED] | <b>Dealer</b><br>040229 |
| <b>Section</b><br>Body              | <b>Sub Section</b><br>Front Seat    |                                    |  |                                 |                         |
| <b>VIN</b><br>JF2SJAEC5H [REDACTED] | <b>Engine #</b><br>[REDACTED]       | <b>Trans #</b><br>[REDACTED]       | <b>Mileage</b><br>12781                      |                                 |                         |
| <b>Failure Code</b><br>[REDACTED]   | <b>Failure Date</b><br>10/18/2017   | <b>Failed Part #</b><br>--         | <b>Technician Duplicated Condition?</b><br>N |                                 |                         |
| <b>R/O Number</b><br>--             | <b>Rollover</b><br>N                | <b>Fire</b><br>N                   | <b>Accident Injury Death</b><br>N N N        | <b>Property Damage</b><br>N     |                         |
| <b>DTC Code(s)</b><br>B1650, B1760  |                                     |                                    |  |                                 |                         |
| <b>Reporter Name</b><br>[REDACTED]  | <b>Reporter Email</b><br>[REDACTED] | <b>Reporter Phone Number</b><br>-- |  |                                 |                         |

**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 When vehicle was inspected, the fault was no longer active.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

|   |   |                                      |                             |
|---|---|--------------------------------------|-----------------------------|
| <b>VIN Remainder</b><br>JF2SJAEC5H [REDACTED] | <b>Warranty Start Date</b><br>12/31/2016                      | <b>Production Date</b><br>10/12/2016 | <b>Car Line</b><br>Forester |
| <b>Original Engine #</b><br>[REDACTED]        | <b>Trans. Type Desc</b><br>Continuously Variable Transmission | <b>Model Year</b><br>2017            | <b>Model Code</b><br>HFF    |

**Color**

**Options**

**Emission Spec**

**Turbo**

DGM

13

C

N

**Engine Size**

**Original Trans #**

2.5

