

Quality Monitoring Report

QMR Id QMR1- [REDACTED]	Created By bpra3818	Report Date 05/02/2018	Last Updated 07/16/2018	Reg- Zn-Dst [REDACTED]	Dealer 010212
Section NDF - Unspecified Area	Sub Section Front Vehicle				
VIN JF2SJGWC0HH [REDACTED]	Engine # [REDACTED]	Trans # [REDACTED]	Mileage 18165		
Failure Code [REDACTED]	Failure Date 01/13/2018	Failed Part # --	Technician Duplicated Condition? Y		
R/O Number --	Rollover N	Fire N	Accident N	Injury N	Death N
					Property Damage N

DTC Code(s)

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Reporter Name [REDACTED]	Reporter Email [REDACTED]	Reporter Phone Number --
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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 JF2SJGWC0HH [REDACTED]	Warranty Start Date 11/18/2016	Production Date 09/21/2016	Car Line Forester
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Original Engine #	Trans. Type Desc	Model Year	Model Code
██████████	Continuously Variable Transmission	2017	HFN
Color	Options	Emission Spec	Turbo
SBM	34	C	Y
Engine Size	Original Trans #		
2	██████████		

Additional Comments

(07/16/2018 13:42:04 - bpra3818) URC43 IS CORRECT FAIL CODE