

# Quality Monitoring Report



<b>QMR Id</b> QMR1- [REDACTED]	<b>Created By</b> djoh	<b>Report Date</b> 07/19/2018	<b>Last Updated</b> 07/19/2018	<b>Reg-Zn-Dst</b> [REDACTED]	<b>Dealer</b> 140230
<b>Section</b> Electrical	<b>Sub Section</b> SRS Airbag & Pretentioners				
<b>VIN</b> JF2SJAWC5H [REDACTED]	<b>Engine #</b> [REDACTED]	<b>Trans #</b> [REDACTED]	<b>Mileage</b> 5497		
<b>Failure Code</b> [REDACTED]	<b>Failure Date</b> 07/17/2018	<b>Failed Part #</b> --	<b>Technician Duplicated Condition?</b> N		
<b>R/O Number</b> --	<b>Rollover</b> N	<b>Fire</b> N	<b>Accident</b> N	<b>Injury</b> N	<b>Death</b> N
<b>Property Damage</b> N					

### DTC Code(s)

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<b>Reporter Name</b> [REDACTED]	<b>Reporter</b> [REDACTED]	<b>Reporter Phone Number</b> --
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### 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

[REDACTED]

<b>VIN Remainder</b>	<b>Warranty Start Date</b> 06/10/2017	<b>Production Date</b> 04/24/2017	<b>Car Line</b> Forester
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JF2SJAWC5H [REDACTED]

<b>Original Engine #</b>	<b>Trans. Type Desc</b>	<b>Model Year</b>	<b>Model Code</b>
[REDACTED]	Continuously Variable Transmission	2017	HFJ
<b>Color</b>	<b>Options</b>	<b>Emission Spec</b>	<b>Turbo</b>
JGM	33	C	N
<b>Engine Size</b>	<b>Original Trans #</b>		
2.5	[REDACTED]		

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