

Quality Monitoring Report

QMR Id QMR1- [REDACTED]	Created By dkirby	Report Date 08/02/2018	Last Updated 08/02/2018	Reg-Zn-Dst [REDACTED]	Dealer 030415
Section NDF - Specified Area	Sub Section Electrical				
VIN JF2SJAWC7JH [REDACTED]	Engine # [REDACTED]	Trans # [REDACTED]	Mileage 15241		
Failure Code [REDACTED]	Failure Date 07/23/2018	Failed Part # --	Technician Duplicated Condition? N		
R/O Number [REDACTED]	Rollover N	Fire N	Accident 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

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

[REDACTED]

VIN Remainder JF2SJAWC7JH [REDACTED]	Warranty Start Date 09/09/2017	Production Date 07/13/2017	Car Line Forester
Original Engine #	Trans. Type Desc	Model Year	Model Code

██████████

Continuously Variable Transmission

2018

JFJ

Color

Options

Emission Spec

Turbo

DG2

32

C

N

Engine Size

Original Trans #

2.5

██████████

