

# Quality Monitoring Report



<b>QMR Id</b> QMR1- [REDACTED]	<b>Created By</b> sern0766	<b>Report Date</b> 09/05/2018	<b>Last Updated</b> 09/05/2018	<b>Reg- Zn- Dst</b> [REDACTED]	<b>Dealer</b> 030378
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<b>Section</b> Electrical	<b>Sub Section</b> SRS Airbag & Pretentioners
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<b>VIN</b> JF2SJAEC2H [REDACTED]	<b>Engine #</b> [REDACTED]	<b>Trans #</b> [REDACTED]	<b>Mileage</b> 9353
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<b>Failure Code</b> [REDACTED]	<b>Failure Date</b> 09/05/2018	<b>Failed Part #</b> 64139SG002VH	<b>Technician Duplicated Condition?</b> Y
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<b>R/O Number</b> [REDACTED]	<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
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**DTC Code(s)**  
B1650, B1760

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

[REDACTED]

<b>VIN Remainder</b>	<b>Warranty Start Date</b> 07/17/2017	<b>Production Date</b> 04/11/2017	<b>Car Line</b> Forester
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JF2SJAEC2 [REDACTED]

**Original Engine #**

**Trans. Type Desc**

**Model Year**

**Model Code**

[REDACTED]

6-Speed Manual

2017

HFE

**Color**

**Options**

**Emission Spec**

**Turbo**

CBS

11

C

N

**Engine Size**

**Original Trans #**

2.5

[REDACTED]