

## Quality Monitoring Report



<b>QMR Id</b> QMR1- [REDACTED]	<b>Created By</b> crawsk	<b>Report Date</b> 09/12/2018	<b>Last Updated</b> 09/12/2018	<b>Reg- Zn- Dst</b> [REDACTED]	<b>Dealer</b> 402277
<b>Section</b> Electrical	<b>Sub Section</b> SRS Airbag & Pretentioners				
<b>VIN</b> JF2SJAGC9HH [REDACTED]	<b>Engine #</b> [REDACTED]	<b>Trans #</b> [REDACTED]	<b>Mileage</b> 17994		
<b>Failure Code</b> [REDACTED]	<b>Failure Date</b> 08/31/2018	<b>Failed Part #</b> 64139SG060LL	<b>Technician Duplicated Condition?</b> Y		
<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					
<b>DTC Code(s)</b> B1650, B1760					
<b>Reporter Name</b> [REDACTED]	<b>Reporter Email</b> [REDACTED]	<b>Reporter Phone Number</b> [REDACTED]			

### Customer's Description of Complaint

Customer states: "The air bag warning light is coming on when person is setting in the passenger seat".

### Technician's Findings and Repair

Technician states: "Performed diagnosis codes were current found in occupant detection code B1760 occupant detection matt and in airbag I found code B1650 occupant detection matt went through diagnosis tree checked codes and were current in occupant detection checked pin tension in connector between airbag module and occupant detection matt all good there. Checked rear airbag harness and resistance is less than 10 ohms all good there checked right side rear airbag harness and was less than 1 mega ohm all good there. Went ahead and checked occupant detection harness voltage is 11V so is good there. So the faulty part is the detection matt. Replaced seat and cushion and frame assembly for detection matt and cleared codes and test drove with another sitting in the passenger seat detection matt is working test drove for 3 miles and no codes all is working cleared codes all good at this time". FSE found claim during monthly warranty claims review. Interviewed technician regarding repair of vehicle, seat was not wet and B1650 was current in airbag module when vehicle arrived second visit to have ODS seat bottom assembly replaced. Technician followed service bulletin 07-108-16R for diagnosis, technician recorded step four results incorrectly on repair order, he performed requested resistance checks and all checks were over 1M ohm. Trouble tree results as follows Step 1. No, Step 2. No, Step 3. Yes less than 10 ohms of resistance, Step 4. Yes over 1M ohm of resistance, Step 5. Yes 11V, Step 6. Yes B1650 current when vehicle arrived for ODS seat bottom assembly replacement. Vehicle was released to customer and has not returned for same concern. FSE performed visual inspection of ODS seat bottom, no moisture staining found on seat

cover. Inspected connectors AB61, AB59, AB60, and occupant detection sensor to module connectors, no visual damage to terminals or wiring. Retrieved SSM file on vehicle, Airbag CM data file 7 shows B1650 current on 08/31 trip count 2439. Fail code review for 17-18 MY Forester part number 64139SG060LL included. FSE requesting part be returned to PCC for further inspection and issuing TR.

## Attachments

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<b>VIN Remainder</b>	<b>Warranty Start Date</b>	<b>Production Date</b>	<b>Car Line</b>
JF2SJAGC9HH [REDACTED]	05/19/2017	03/06/2017	Forester
<b>Original Engine #</b>	<b>Trans. Type Desc</b>	<b>Model Year</b>	<b>Model Code</b>
[REDACTED]	Continuously Variable Transmission	2017	HFF
<b>Color</b>	<b>Options</b>	<b>Emission Spec</b>	<b>Turbo</b>
QBP	15	C	N
<b>Engine Size</b>	<b>Original Trans #</b>		
2.5	[REDACTED]		

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