

# Quality Monitoring Report



<b>QMR Id</b> QMR1- [REDACTED]	<b>Created By</b> cmos3491	<b>Report Date</b> 09/25/2018	<b>Last Updated</b> 09/25/2018	<b>Reg- Zn- Dst</b> [REDACTED]	<b>Dealer</b> 090180
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<b>Section</b> Electrical	<b>Sub Section</b> SRS Airbag & Pretentioners
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<b>VIN</b> JF2SJADC1GG [REDACTED]	<b>Engine #</b> [REDACTED]	<b>Trans #</b> [REDACTED]	<b>Mileage</b> 35234
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<b>Failure Code</b> [REDACTED]	<b>Failure Date</b> 09/25/2018	<b>Failed Part #</b> 64139SG002VH	<b>Technician</b> [REDACTED]	<b>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> [REDACTED]
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### Customer's Description of Complaint

CUSTOMER STATES THAT THE AIRBAG LIGHT IS STAYING ON CHECK AND ADVISE

### Technician's Findings and Repair

THE AIR BAG LIGHT IS NOT ON AT THIS TIME. INSPECTED THE SCAN DATA AND FOUND THE SAME CODES AS LAST VISIT. B1760 AND B1650. THE CUSTOMER DOES HAVE THE SEAT COVER OFF AS RECOMMEND LAST VISIT. INSPECTED THE WIRING AND POWER AND GROUNDS ARE GOOD AND NO SHORTS IN THE ODS SYSTEM. FOLLOWED THE FLOW CHART AND IT IS RECOMMENDING NO ISSUES OR POOR CONNECTOR CONTACT. INSPECTED THE CONNECTORS AND THEY ARE ALL CONNECTED GOOD AND NO LOOSE CONNECTIONS. CALLED TECH LINE AND THEY SUGGESTED TO FOLLOW THE DIAG TREE AND THEY ALSO MENTIONED THE DTC DETECTING CONDITIONS AND CHECK THE SEAT HEATER. TECH LINE CASE # [REDACTED] INSPECTED THE CONNECTORS AGAIN AND ALSO CHECKED THE HEATED SEAT SYSTEM. THE CONNECTORS ARE GOOD NOTICED THE SEAT BOTTOM HEATS UP VERY SLOWLY AND TAKES A WHILE TO GET WARM THE SEAT BACK HEATS UP QUICKLY AND GETS HOT. CHECKED THE RESISTANCE IN THE THE SEAT HEATERS AND FOUND THE SEAT BOTTOM RESISTANCE WILL CHANGE FROM 8 OHM TO 7 OHMS BY PUSHING DOWN ON THE SEAT BOTTOM. IT WILL CHANGE MORE THAN 1 OHM WHEN SEATING IN THE SEAT. THE SEAT HEATER IS UNDER THE ODS SENSOR PAD AND CAN CAUSE INTERFERENCE WITH THE IF IT IS MALFUNCTIONING. REPLACED THE SET BOTTOM ASSEMBLY. CHECKED THE SEAT HEATER WHILE SITTING IN THE SEAT, THE RESISTANCE DOES NO CHANGE NOW. CHECKED CODES AND THE B1760 CLEARED ITSELF. CLEARED CODES AND TEST DROVE AND CHECKED THE ODS SYSTEM AND IT IS WORKING PROPERLY NOW.

### Attachments

No Attachments Found

**VIN Remainder**

JF2SJADC1 [REDACTED]

**Original Engine #**

[REDACTED]

**Color**

ISM

**Engine Size**

2.5

**Warranty Start Date**

03/15/2016

**Trans. Type Desc**

6-Speed Manual

**Options**

11

**Original Trans #**

[REDACTED]

**Production Date**

01/22/2016

**Model Year**

2016

**Emission Spec**

C

**Car Line**

Forester

**Model Code**

GFE

**Turbo**

N