

Quality Monitoring Report



QMR Id QMR1- [REDACTED]	Created By sdcscnic	Report Date 04/08/2019	Last Updated 04/08/2019	Reg- Zn-Dst [REDACTED]	Dealer 020145
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Section Electrical	Sub Section SRS Airbag & Pretentioners
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VIN JF2SJAEC8HH [REDACTED]	Engine # [REDACTED]	Trans # [REDACTED]	Mileage 41707
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Failure Code [REDACTED]	Failure Date 04/05/2019	Failed Part # --	Technician Duplicated Condition? N
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R/O Number [REDACTED]	Rollover N	Fire N	Accident Injury Death N N N	Property Damage N
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DTC Code(s)
B1650, B1760

Reporter Name [REDACTED]	Reporter Email [REDACTED]	Reporter Phone Number --
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Customer's Description of Complaint

Customer states, that the SRS on the passenger side goes on and off intermittently

Technician's Findings and Repair

Retailer found two front seats covered in aftermarket seat covers and underneath the cover of passenger seat there was a fluid stain on left bolster. Retailer found the presence of multiple water bottles of various levels of fullness and or sealed caps installed throughout vehicle most notably at time of diagnosis several on and under passenger seat. Technician retrieved SSM4 data for B1650 and B1760 stored in Airbag control unit and occupant detection control unit, indicating a past failure to detect passenger seated in passenger seat. FSE FSE has found, multiple opened and some drained bottles of water throughout interior of vehicle most notably passenger front floor, under passenger front seat and on passenger front seat. FSE noted worn front seat covers installed with bungee type straps to seat upholstery. FSE noted history DTC's in Airbag control unit and occupation control unit B1650 and B1760 respectively. FSE noted stain on left seat bottom bolster indicating a liquid was spilled in this area at some time. FSE partially removed passenger seat trim on seat bottom to determine if water staining continued to ODS pad and it has not. FSE cleared all presence of all water bottles from passenger seat area and removed seat cover from passenger front seat, retrieved data from past failures and cleared all DTC after determining seat cushion was no longer wet and noted no recurrence when water is not present and seat cover is removed. FSE continued diagnosis of DTC as per Subaru TSB 07-108-16R and found there is no need to replace cushion per procedure as this is the result of covering and water spillage in the past and now is dry and unencumbered by seat covering. FSE completed MFW report and will attach when completed.

Attachments

No Attachments Found

VIN Remainder	Warranty Start Date	Production Date	Car Line
JF2SJAEC8HH [REDACTED]	09/09/2016	07/16/2016	Forester
Original Engine #	Trans. Type Desc	Model Year	Model Code
[REDACTED]	Continuously Variable Transmission	2017	HFF
Color	Options	Emission Spec	Turbo
IS1	13	C	N
Engine Size	Original Trans #		
2.5	[REDACTED]		
