

## Quality Monitoring Report



<b>QMR Id</b> QMR [REDACTED]	<b>Created By</b> rwil	<b>Report Date</b> 03/03/2017	<b>Last Updated</b> 03/03/2017	<b>Reg-Zn-Dst</b> [REDACTED]	<b>Dealer</b> 090754
<b>Section</b> Electrical	<b>Sub Section</b> Air Bag				
<b>VIN</b> JF2SJAEC3H [REDACTED]	<b>Engine #</b> --	<b>Trans #</b> --	<b>Mileage</b> 8114		
<b>Failure Code</b> [REDACTED]	<b>Failure Date</b> 02/04/2017	<b>Failed Part #</b> --	<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

**DTC Code(s)**

B1650

<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 the airbag light is on. This is the third time it has been on with no resolution to the issue.

**Technician's Findings and Repair**

Technician verified that the airbag light was on this visit. Found B1650 stored in memory. Previous visits were the same with only B1650 stored in memory. Technician claims the seat base was wet on first visit but not on subsequent visits. However companion DTC for moisture in seat sensor was never stored. FSE was asked by CRS to inspect vehicle. FSE looked at previous data that was stored in retailer's SSM4 files. Also inspected vehicle. Only DTC that was ever set was B1650. Technician followed trouble tree for B1650 at FSE's request and passed all steps but the last one that recommended replacing the harness and seat base. FSE believed the harness was good as all testing was good and requested dealer to order ODS Module/Seat base. Parts were ordered and installed, still waiting to hear back if there are any further issues.

**Attachments**

No Attachments Found

<b>VIN Remainder</b> JF2SJAEC3HH [REDACTED]	<b>Warranty Start Date</b> 07/30/2016	<b>Production Date</b> 06/02/2016	<b>Car Line</b> Forester
<b>Original Engine #</b> [REDACTED]	<b>Trans. Type Desc</b> Continuously Variable Transmission	<b>Model Year</b> 2017	<b>Model Code</b> HFF

**Color**

**Options**

**Emission Spec**

**Turbo**

ISM

13

C

N

**Engine Size**

**Original Trans #**

2.5

