

Quality Monitoring Report



QMR Id QM [REDACTED]	Created By bspidl	Report Date 06/20/2017	Last Updated 06/20/2017	Reg-Zn-Dst [REDACTED]	Dealer 040171
Section Electrical	Sub Section Air Bag				
VIN JF2SJAEC3HH [REDACTED]	Engine # --	Trans # --	Mileage 16627		
Failure Code [REDACTED]	Failure Date 06/19/2017	Failed Part # 64139SG060LL	Technician Duplicated Condition? Y		
R/O Number [REDACTED]	Rollover N	Fire N	Accident N	Injury N	Death N
Property Damage N					
DTC Code(s) B1760, B1650					
Reporter Name [REDACTED]	Reporter Email --	Reporter Phone Number --			

Customer's Description of Complaint

Customer states passenger airbag light comes on and off at times.

Technician's Findings and Repair

Tech assist 6/19/17. Vehicle first visit on 4/10/17 with DTC B1760 and B1650. 6/19/17 FSE inspected and found B1650 stored in Airbag memory as history code. Referenced TSB 07-108-16, per flow chart Airbag light was not illuminated on initial inspection on 6/19/17. No stains could be seen with seat in vehicle. DTC B1760 not in history. Performed diagnostics for B1650. STEP 1-- Checked DTCs - none current. STEP 2-- Checked connectors for passenger seat airbag/ods module and airbag module- ok. STEP 3 -- Connected test harness AG to Airbag control module harness and test harness AP to passenger airbag/ods module wiring harness. Checked resistance from connector 6AG pin #9 to connector 2AP #2- measured 0.1 ohm. Checked 6AG #11 to 2AP #1 0.0 ohms- within spec of under 10 ohms. STEP 4-- checked for short to ground and short in circuit. 6AG #9 to ground, OL. 6AG #11 to ground, OL. 6AG #9 to 6AG #11, OL. Within spec of more than 1 Mohm. STEP 5-- Checked for voltage at connector 2AP #3, found 12.36V. Within spec of 10V or more. Per Trouble Tree replace passenger seat harness, unable to get harness separate, comes with lower seat frame/cushion assembly. Reinstalled connectors and seat and cleared DTCs. Sat in passenger seat with vehicle running observing Airbag system with SSM4. Interviewed customer, stated Airbag light comes on intermittently, Starlink sends notification of DTCs in Airbag system, has a phone charger but phone is never left on passenger seat and cord is always stowed in center console. Happens when someone is in seat or when there is no one in seat. After multiple times of FSE sitting in seat and getting out of seat B1650 returned as current DTC. Tech removed seat and replaced passenger seat lower assembly frame/cushion. After removing seat frame/cushion, observed very slight stain on passenger seat cover right hand side near rear of seat cushion. Removed cushion and cover and found evidence of liquid spill on seat. Cover hold down rods has developed slight rusting causing rust

marks on foam of cushion. No signs of rust on frame of seat assembly. Part to be returned to PCC for inspection and TR submitted.

Attachments



VIN Remainder	Warranty Start Date	Production Date	Car Line
JF2SJAEC3H [REDACTED]	08/30/2016	07/11/2016	Forester
Original Engine #	Trans. Type Desc	Model Year	Model Code
[REDACTED]	Continuously Variable Transmission	2017	HFF
Color	Options	Emission Spec	Turbo
WHC	13	C	N
Engine Size	Original Trans #		
2.5	[REDACTED]		
