

Quality Monitoring Report



QMR Id QMR [REDACTED]	Created By jmen4913	Report Date 07/12/2017	Last Updated 07/13/2017	Reg- Zn- Dst [REDACTED]	Dealer 040743
Section Electrical	Sub Section Air Bag				
VIN JF2SJADC5GH [REDACTED]	Engine # [REDACTED]	Trans # [REDACTED]	Mileage 20845		
Failure Code [REDACTED]	Failure Date 07/12/2017	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					

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

customer state SRS LIGHT is on

Technician's Findings and Repair

tech fund code B1760 FOUND ODS has fluids stains causing light to turn on. no repairs done at this time.

Attachments

[REDACTED]

VIN Remainder JF2SJADC5G [REDACTED]	Warranty Start Date 06/13/2016	Production Date 12/11/2015	Car Line Forester
Original Engine # [REDACTED]	Trans. Type Desc Continuously Variable Transmission	Model Year 2016	Model Code GFF
Color IS1	Options 13	Emission Spec C	Turbo N
Engine Size 2.5	Original Trans # [REDACTED]		

Additional Comments

(07/13/2017 10:51:19) (jmen4913) The fields of "Rollover, fire accident, injury, and death" were all marked incorrectly on the QMR posted on 7/12/2017. They should all have been marked as "No."

(07/13/2017 11:57:19) (jmen4913) I had a 2016 Forester come in with a complaint of an SRS light Sets the DTC B1760, no Freeze frame data. Step by step: Airbag light is on, seat is dry, DTC is on, cleared memory, test drove vehicle and warning came back on, checked connectors found no issues. Customer Interview: light was first seen weeks ago when driving the vehicle with no one sitting in the seat, no audible chimes, customer keeps cellphone in bag pocket or cup holder, and it was unplugged and not in use at the time. Service History: No previous repairs. Picture of seat has been attached in QMR. Cause of staining as per customer was from a family member who had urinary incontinence and vomited on seat. Junk under seat: water bottles and the owners manual.