

Quality Monitoring Report



QMR Id QMR [REDACTED]	Created By sdcdspa	Report Date 07/21/2017	Last Updated 07/21/2017	Reg-Zn-Dst [REDACTED]	Dealer 020250
Section Electrical	Sub Section Air Bag				
VIN JF2SJAECXHH [REDACTED]	Engine # --	Trans # --	Mileage 3274		
Failure Code [REDACTED]	Failure Date 07/07/2017	Failed Part # 64139SG060LL	Technician Duplicated Condition? N		
R/O Number --	Rollover N	Fire N	Accident N	Injury N	Death N
					Property Damage N
DTC Code(s) B1760, B1650					
Reporter Name [REDACTED]	Reporter Email [REDACTED]	Reporter Phone Number --			

Customer's Description of Complaint

Customer concern: Passenger airbag stays off even when wide is sitting in passenger seat.

Technician's Findings and Repair

FSE notified of vehicle through 2/10 report as the vehicle is currently waiting for the ODS to arrive (part currently on BO). FSE contacted SM and requested diag information and states that the ODS needs replacement. FSE inspected vehicle and found consistent stains throughout the vehicle, along with an interior cleaner found on all the door panels and various plastic components in the vehicle. FSE and technician unable to duplicate the customer's concern and the DTC does not return. Only time the DTC returns is when the ODS is disconnected. Connections between the SRS module and ODS were checked. Connectors and pins are tight. FSE and technician double checked TT for DT B1760 and found that in step 5, it states to either replace the ODS Harness or replace passenger ODS, but after checking parts catalog these components are non serviceable and are part of the "CUSHION AY OCCUPANT RH" As per the SM, the customer does place their cell phone that is connected through USB on the passenger seat. FSE suggests since the vehicle has returned for the same concern and DTC's the ODS (CUSHION AY OCCUPANT RH) should be replaced and is shipped back to PCC once the repair is complete.

Attachments

[REDACTED]

VIN Remainder JF2SJAECXHH [REDACTED]	Warranty Start Date 01/20/2017	Production Date 11/11/2016	Car Line Forester
Original Engine # 531266	Trans. Type Desc Continuously Variable Transmission	Model Year 2017	Model Code HFF
Color QBP	Options 13	Emission Spec C	Turbo N

Engine Size

Original Trans #

2.5

