

## Subject: Takata Driver Side Airbags

**Models Affected:** Specific model year 2008-2009 Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008, with Takata Corporation driver side air bags.

### General Information

Daimler Trucks North America LLC (DTNA), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 3,300 vehicles involved in this campaign.

The driver side airbag inflator housing may rupture, due to excessive internal pressure, during normal airbag deployment events. (This condition is more likely to occur if a vehicle has been exposed to high levels of absolute humidity for extended periods.) An inflator rupture, during airbag deployment events, could result in metal fragments striking vehicle occupants, potentially resulting in serious injury or death.

Affected airbag inflators will be replaced.

### Dealer Benefits

**It is essential that all Takata airbag inflators be replaced without delay. To support timely performance of both recalls -- FL684 and FL714 -- benefits for dealers are being added. Starting with claims submitted June 1, 2017, the time paid will be double the usual total labor time, travel to perform the recall at a customer's location will be automatically covered up to \$550 without requiring a pre-approval, and sublets to third party repair locations will also receive the additional time and not need advance approval (still file as an OWL recall pre-approval request after the fact).**

### Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

### Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

### Replacement Parts

Replacement parts are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL684A, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

# Recall Campaign

Daimler Trucks  
North America LLC

June 2017  
FL684A-D  
NHTSA #15V-361  
Transport Canada #15-257  
THIRD REVISED NOTICE

Table 1 - Replacement Parts for FL684

Campaign Number	Part Number	Description	Qty. per Vehicle
FL684A	MSL CBXZP811AA	KIT, INFLATOR, DRIVER AIRBAG (TRW)	1 ea
	COMPLETION STICKER	WAR260	1 ea

Table 1

## Removed Parts

**IMPORTANT:** U.S. and Canadian Dealers, please return removed airbag inflators to Takata Corporation per the instructions provided at the end of this bulletin. **DO NOT SHIP REMOVED PARTS TO FIAT CHRYSLER OR TO DTNA.** Export distributors, please destroy removed parts unless otherwise advised.

## Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL684A	Replace driver side airbag inflator and prepare return shipment of the removed inflator	0.7	996-0961A	12-Repair Recall/Campaign
	Additional time	1.0	Generic Time	N/A

Table 2

**IMPORTANT:** When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**FL684-A**).
- In the Primary Failed Part field, enter **25-FL684-000**.
- In the Parts section, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- Performance of this recall includes preparation for shipment of the removed inflator to Takata. U.S. and Canadian Dealers, please return removed airbag inflators to Takata Corporation per the instructions provided at the end of this bulletin. **DO NOT SHIP REMOVED PARTS TO FIAT CHRYSLER OR TO DTNA.** Export distributors, please destroy removed parts unless otherwise advised.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.

- Labor will be increased by 1.1 hours on each claim.
- Travel to a customer's location to complete the recall will be covered up to \$550 per trip (covering all vehicles repaired on that trip) with no pre-approval required. Enter the dollar figure in the Other Charges section as a "Road Call" expense type.
- Claims for sublets to third party repair locations will also receive the additional time shown in Table 2 and do not require advance approval for Takata airbag recalls. (Still file as an OWL recall pre-approval request after the fact.)
- The VMRS Component Code is **002-057-001** and the Cause Code is **A1 - Campaign**.
- **U.S. and Canada – Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
  - Accept the documentation of the previous repair.
  - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines.)
  - Submit an OWL Recall Pre-Approval Request for a decision.
  - Attach the documentation to the pre-approval request.
  - If approved, submit a based on claim for the pre-approval.
  - Reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

**To all U.S., Canadian, and Export Dealers: Due to the hazardous material classification of the replacement parts for this campaign, excess parts are not returnable.**

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

# Recall Campaign

Daimler Trucks  
North America LLC

June 2017  
FL684A-D  
NHTSA #15V-361  
Transport Canada #15-257  
THIRD REVISED NOTICE

## Copy of Notice to Owners

### Subject: Takata Driver Side Airbags

**For the Notice to U.S. Customers:** This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA) has decided that a defect which relates to motor vehicle safety exists on specific model year 2008-2009 Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008, with Takata Corporation driver side air bags.

The driver side airbag inflator housing may rupture, due to excessive internal pressure, during normal airbag deployment events. (This condition is more likely to occur if a vehicle has been exposed to high levels of absolute humidity for extended periods.) An inflator rupture, during airbag deployment events, could result in metal fragments striking vehicle occupants, potentially resulting in serious injury or death.

Affected airbag inflators will be replaced.

This is the second notice informing you that repairs are ready to be made. Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com) / Contact Us / Find a Dealer. The Recall will take approximately an hour and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

**For the Notice to U.S. Customers:** If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>. **For the Notice to Canadian Customers:** If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357 after normal business hours.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

## **Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

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## Work Instructions

### Subject: Takata Driver Side Airbags

**Models Affected:** Specific model year 2008-2009 Sterling Bullet vehicles manufactured October 15, 2007, through November 10, 2008, with Takata Corporation driver side air bags.

**IMPORTANT:** Take care when unpacking the replacement airbag inflator. The box will be used to return the removed inflator. Performance of this recall includes preparation for shipment of the removed inflator to Takata Corporation. See the end of these Work Instructions.

### Special Tools

The StarMOBILE Diagnostic Scan Tool or an OBD2 diagnostic scan tool that is compatible with 2007-2009 Sterling Bullets and/or 2007-2009 Dodge Ram 4500 and 5500 series trucks and is capable of reading and clearing SRS diagnostic trouble codes (DTCs) may be used.

### Driver Air Bag Inflator Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL684 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine and set the parking brake. Chock the tires.

## DANGER

**To avoid serious or fatal injury on vehicles equipped with air bags, disable the Supplemental Restraint System (SRS) using the procedure below. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental air bag deployment.**

**At no time should any source of electricity be permitted near the inflator on the back of a non-deployed air bag. When carrying a non-deployed air bag, the trim cover or air bag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.**

3. Disable the SRS, as follows:
  - 3.1 Disconnect and isolate the negative battery cable.
  - 3.2 Wait two minutes for the system capacitor to discharge before further service.
4. From the underside of the steering wheel, remove and save the two driver air bag screws that secure the driver air bag to the steering wheel armature. See **Fig. 1**.

## NOTICE

**Do not pull on the horn switch feed pigtail wire to disengage the connector from the driver air bag housing or to disconnect the horn switch connector from steering wheel wire harness. Improper pulling on this pigtail wire or connection can result in damage to the horn switch membrane or feed circuit.**

5. Pull the driver air bag away from the steering wheel, far enough to access the three electrical connections on the back of the driver air bag housing.
6. Disconnect the horn switch connector, located on the back of the driver air bag housing. See **Fig. 2**.

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Fig. 1, Driver Air Bag Screw Locations

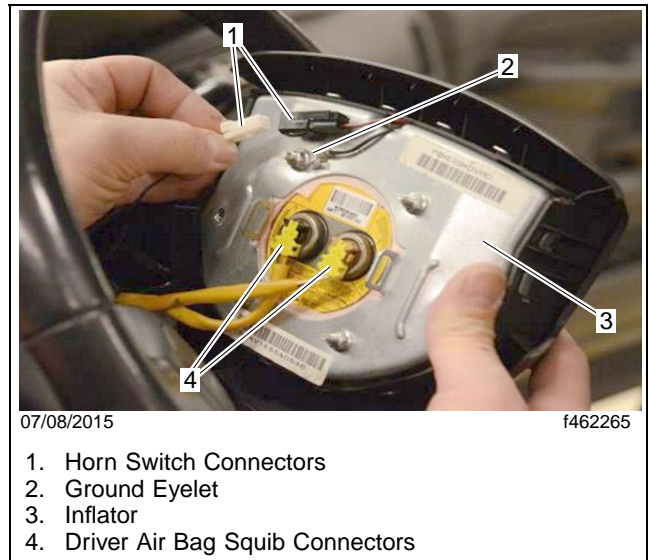


Fig. 2, Driver Air Bag Electrical Connections

## NOTICE

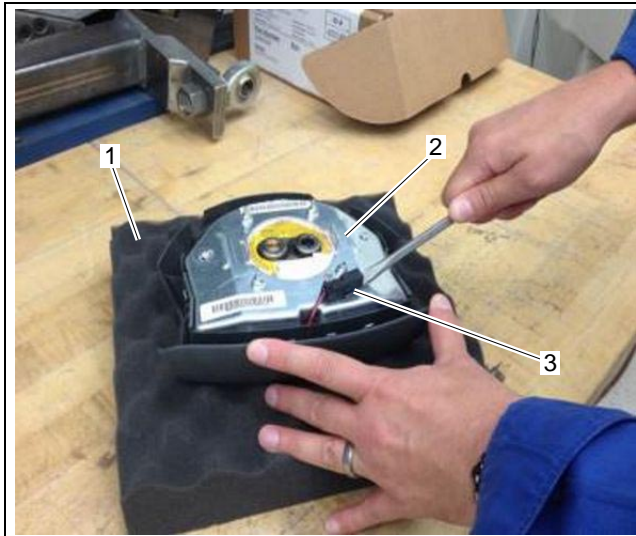
**Do not pull on the clockspring pigtail wires or pry on the connector insulator to disengage the connector from the driver air bag inflator connector receptacle. Improper removal of these pigtail wires and their connector insulators can result in damage to the air bag circuits or connector insulators.**

7. Disconnect the two driver air bag squib connectors by depressing the latches on each side of the connector insulator and pulling the insulators straight out from the driver air bag inflator connector receptacles.
8. Remove the driver air bag from the steering wheel. **Fig. 3.**
9. To prevent damage, place the driver air bag on the foam block provided with the inflator kit.
10. Using a flat head screwdriver, unclip the horn switch connector from the inflator assembly. See
11. Remove and discard the nut that holds the ground eyelet to the inflator assembly, then remove the ground eyelet from the stud.
12. Remove the driver air bag cover as follows:
  - 12.1 Starting with the left side, press down on the inflator assembly until the hooks unsnap from the windows. See **Fig. 4.**
  - 12.2 Unsnap the top hooks by pressing down on the inflator assembly until the hooks unsnap from the air bag cover windows. See **Fig. 5.**
  - 12.3 Unsnap the right side hooks by pressing down on the inflator until the hooks unsnap from the driver air bag cover.
  - 12.4 Slowly pull the inflator assembly up, making sure that the hooks are clear from the windows on all sides. See **Fig. 6.**

# Recall Campaign

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North America LLC

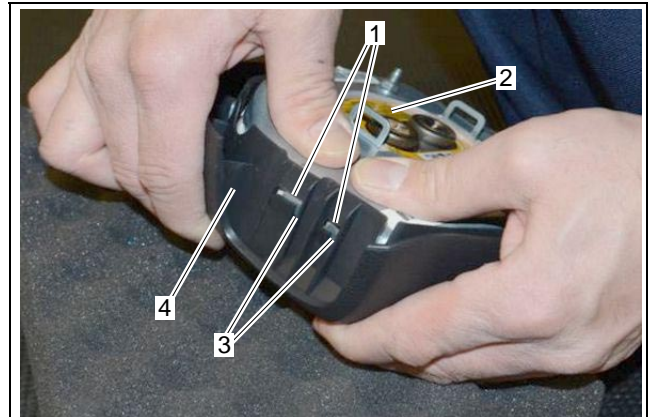
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07/08/2015 f462266

1. Foam Block
2. Inflator
3. Horn Switch Connector

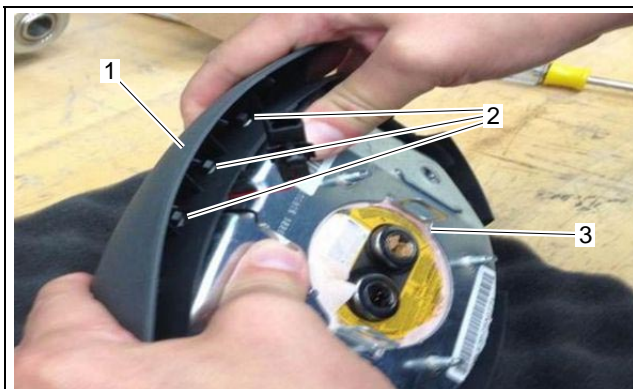
**Fig. 3, Unclipping the Horn Switch Connector**



07/08/2015 f462267

1. Hooks
2. Inflator Assembly
3. Windows
4. Driver Air Bag Cover

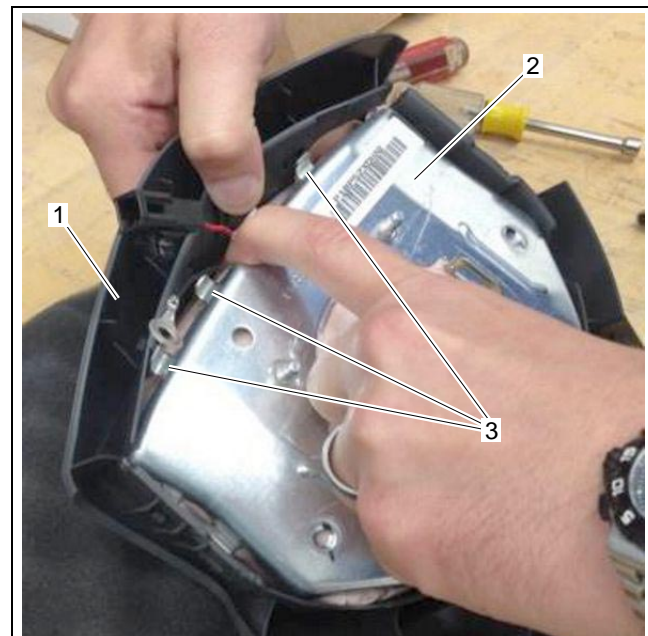
**Fig. 4, Disengaging the Left-Side Inflator Assembly Hooks**



07/08/2015 f462268

1. Driver Air Bag Cover
2. Hooks and Windows
3. Inflator Assembly

**Fig. 5, Disengaging the Top Inflator Assembly Hooks**



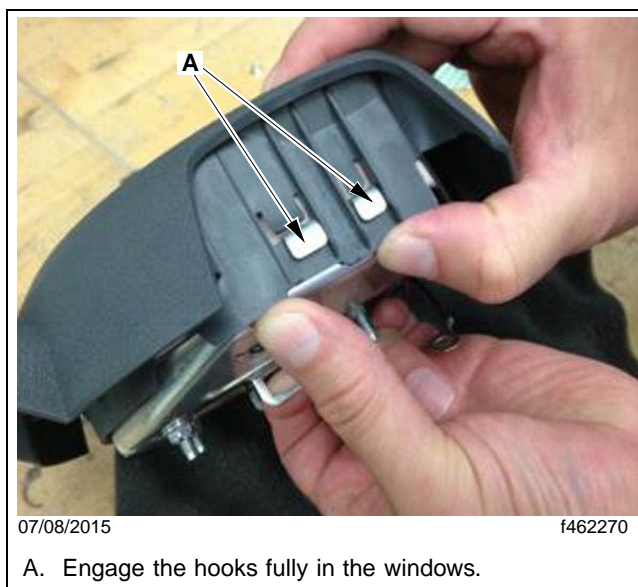
07/08/2015 f462269

1. Driver Air Bag Cover
2. Inflator Assembly
3. Hooks

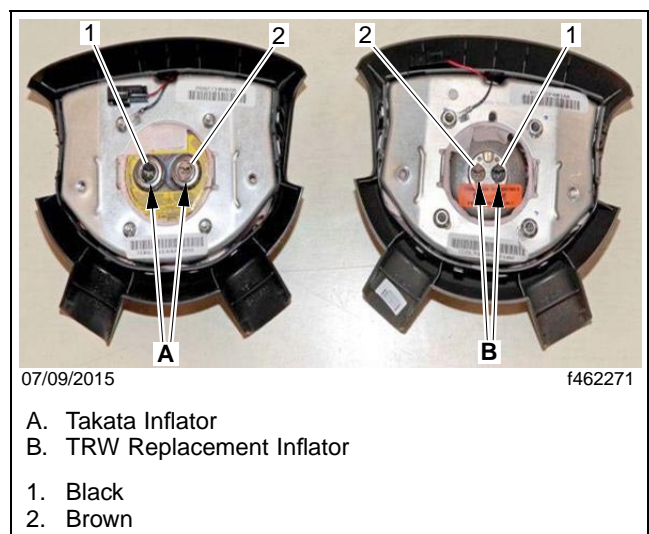
**Fig. 6, Removing the Inflator Assembly**

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13. Disengage the inflator assembly from the driver air bag cover and set it aside for shipping.
  14. Install the new inflator assembly on the original driver air bag cover as follows:
    - 14.1 Insert the bottom hooks into the windows, then snap the remaining hooks on all sides into place.
    - 14.2 Pull on the inflator assembly to fully engage the windows and hooks on all sides. Make sure the hooks are fully engaged with the windows on all sides. See **Fig. 7**.
  15. Using the new ground nut, install the ground eyelet on the upper left stud of the inflator assembly. Tighten the nut 26 lbf-in (300 N·cm).
  16. Clip the horn switch connector to the inflator assembly.
  17. Position the driver air bag close enough to the steering wheel to connect the three electrical connections on the back of the driver air bag housing.
  18. Connect the two driver air bag squib connectors to the driver air bag inflator assembly connector receptacles by pressing straight in on the connector. Make sure to engage each keyed and color-coded connector to the matching connector receptacle. Make sure that each connector is fully engaged in its receptacle by listening carefully for a distinct, audible click as the connector latches snap into place.
- NOTE: The squib connector receptacle locations on the driver air bag inflators are switched between the original Takata inflator and the TRW replacement inflator kits. Squib connectors are keyed and color coded for error proofing. See **Fig. 8**.
19. Connect the steering wheel wire harness connector for the horn switch to the horn switch connector, located on the back of the inflator assembly (Figure 2)
  20. Carefully position the driver air bag in the steering wheel. Make sure that the clockspring pigtail wires and the steering wheel wire harness in the steering wheel hub area are not pinched between the driver air bag and the steering wheel armature.



**Fig. 7, Inflator Assembly Hooks**



**Fig. 8, Squib Connector Receptacles**

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21. Install the two screws that secure the driver air bag to the steering wheel armature. Tighten the screws 90 lbf.in (1000 N·cm) (Figure 1).
22. Perform the "Supplemental Restraint System (SRS) Verification Test," using the procedure below.

## Supplemental Restraint System (SRS) Verification Test

NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 of the test.

NOTE: The StarMOBILE Diagnostic Scan Tool or an OBD2 diagnostic scan tool that is compatible with 2007-2009 Sterling Bullets and/or 2007-2009 Dodge Ram 4500 and 5500 series trucks and is capable of reading and clearing SRS diagnostic trouble codes (DTCs) may be used. This procedure must be performed with the latest software version.

1. With the negative battery cable disconnected and isolated, connect the StarMOBILE / OBD2 scan tool to the vehicle data link connector, located under the steering column.
2. Turn the ignition switch to the "ON" position, exit the vehicle, and close the doors.
3. Check to make sure that nobody is in the vehicle, then connect the negative battery cable(s).
4. Turn on the diagnostic scan tool and exit the "System Status" screen.
5. Select "Enter Standalone Diagnostic Mode."
6. Wait for the scan tool to connect to the vehicle, then select "All DTC's."
7. Select "Clear All Stored."

NOTE: Any active Diagnostic Trouble Codes (DTCs) may require an additional key cycle from "ON" to "OFF" to change DTC status from "active" to "stored".

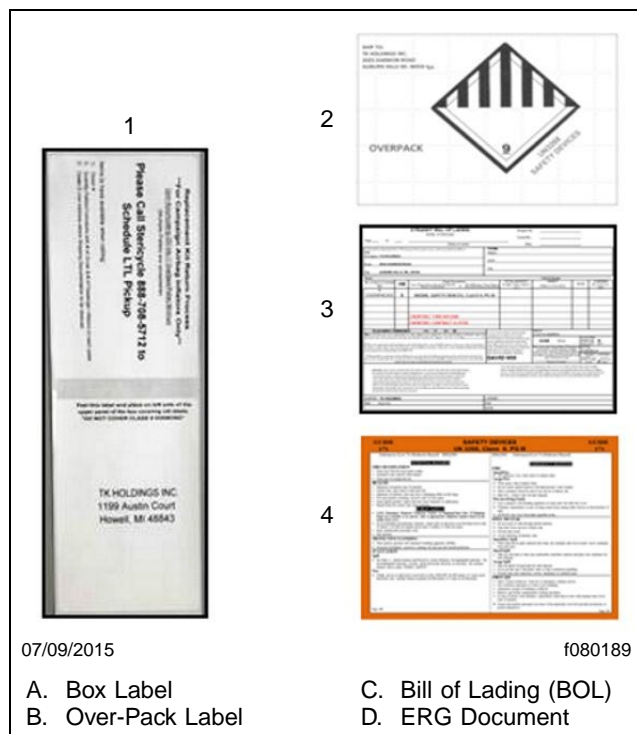
8. Turn the ignition switch to the "OFF" position for about 15 seconds, and then back to the "ON" position. Observe the air bag indicator in the instrument cluster.
  - The air bag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the "OFF" position and remove the StarMOBILE / OBD2 scan tool.
  - If the air bag indicator fails to light or the light stays on, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
9. Clean a spot on the base label (Form WAR259), write the recall number, FL684, on a blank red completion sticker (Form WAR260), and attach it to the base label.
10. Use the procedure in "Parts Return" below to package and return the original inflator kit.

## Parts Return

Shipping/return instructions are also provided with each inflator kit. See Small Quantity Returns on page 13, step 4, and Large Quantity Returns page 13, step 5.

Shipping documents ( **Fig. 9**) needed are:

- Box Label
  - supplied with each kit
  - to be affixed to each box
- Over-Pack Label
  - to be supplied by Stericycle
  - to be affixed to the outside of each pallet
- Bill of Lading (BOL)
  - to be supplied by Stericycle
  - one copy to be provided to the LTL driver, and one copy to be retained in the dealer records
- ERG Document
  - to be supplied by Stericycle
  - to be provided by the dealer to the LTL driver for each shipment



**Fig. 9, Shipping Documents**

# Recall Campaign

Daimler Trucks  
North America LLC

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For the 48 U.S. continental states, use the procedure below to package and return the original air bag inflator.

All International, Mexico, Canada, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers MUST contact the following Takata/Menlo USA representative directly for shipping instructions:

Miguel Prigadaa — phone: 210-250-5078 or email: MLGTakataRestraints\_International@menloworldwide.com.

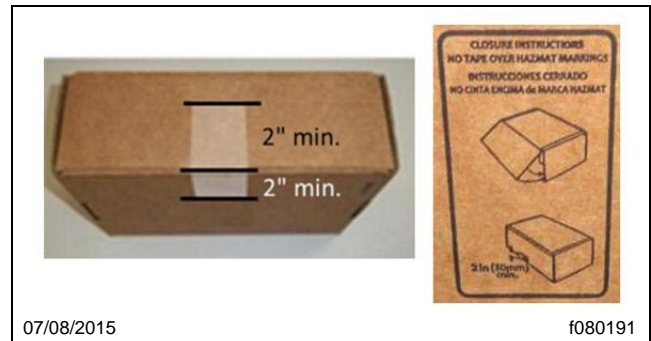
1. Package the un-deployed air bag inflator for return, using the replacement kit box.
  - 1.1 Confirm that the box is in acceptable condition. If a new box is needed, follow the procedure in "Requesting a New Box / Shipping Labels" at the end of these work instructions.
  - 1.2 Place the air bag inflator in the "cradle" of the box insert. See **Fig. 10**.
2. Close the box top flap, per box closure instructions located on front panel of the box. See **Fig. 11**.
3. Label each box as follows:

*If you receive the updated non-FedEx label, peel off the "Ship To" label, and affix the label to the box. Do not cover up the Class 9 marking. See **Fig. 12**.*

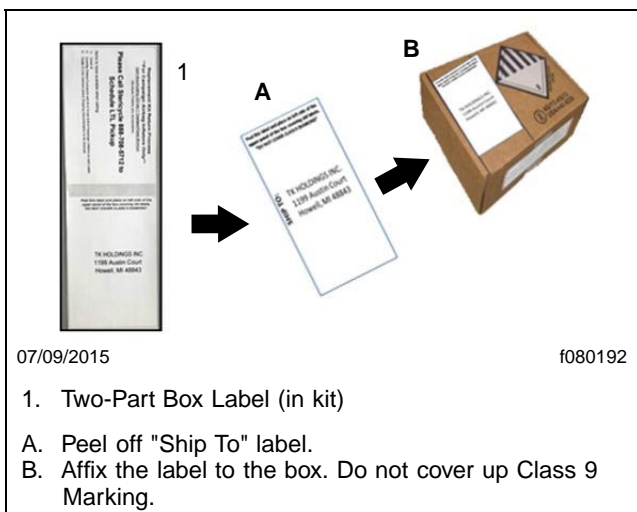
*If you receive the FedEx label, peel off the backing of the FedEx Ground PRP shipping label, and affix the label to the top side of the box. Do not cover up the Class 9 marking. Discard the remaining documentation. Do not contact FedEx. See **Fig. 13**.*



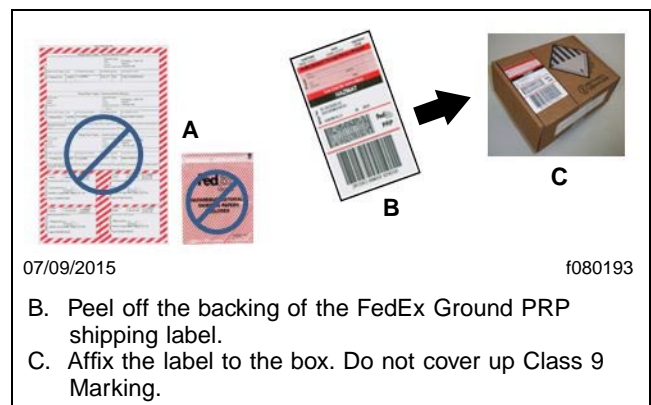
**Fig. 10, Packing the Inflator**



**Fig. 11, Box Closure Instructions**



**Fig. 12, Labeling the Box, Non-FedEx Label**



**Fig. 13, Labeling the Box, FedEx Label**

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4. **Small Quantity Returns (fewer than 10 airbag inflators)** Call or email to request FedEx shipping labels and receive instructions for a pick up. Telephone (210) 250-5079 or email SCFieldaction.14305@XPO.com.

Have the following information available or provide it in the email:

- Serial number on the original box
- Dealership name and dealer code
- Contact name
- Address
- Phone number

5. **Larger Quantity Returns (10 or more airbag inflators)** Pack airbag inflators on one or more pallets, depending on the number of inflators to be returned. Shrink-wrap the pallet(s) and affix the over-pack label to one side of the pallet (not on top).

Contact Stericycle at (888) 708-5712 when 10 or more inflators have been accumulated.

Have the following information available:

- Dealership name and dealer code
- Contact name
- Address
- Phone number
- Email where shipping documentation can be received
- Quantity of inflators on each pallet

6. Give one copy of the Bill of Lading (BOL) and one copy of the ERG document to the LTL pickup driver. Retain one copy of the BOL for dealership records and archive for 2 years.

## Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Armando Gonzalez — phone: 210-250-5079 or email: FieldAction.14305@menlowordwide.com

To help expedite your request, please be prepared to provide the following information:

- serial number on the original box ( **Fig. 15** )
- type of shipping material needed



**Fig. 14, Preparing the Pallet**



**Fig. 15, Box Serial Number**