

SPRINTER

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Sprinter

newschannel update

TO: : Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, Vans Regulations and Certifications Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2017030012 Update Notification MY07-MY14 906 (Sprinter) Replace Takata Driver-side Airbag	DATE: January 12, 2018

IMPORTANT RECALL LAUNCH UPDATE INFORMATION



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RECALL CAMPAIGN UPDATE NOTIFICATION

January 12, 2018

Campaign No. :	Replace Takata Driver-side Airbag
2017030012	
This update to the Recall Campaign to replace the Takata Driver-side Airbag adds approximately 20,931 MY14 Mercedes-Benz Sprinter Vehicles, for a total of approximately 87,744 MY07 – MY14 Mercedes-Benz Sprinter and Freightliner Sprinter vehicles. These additional vehicles will be flagged as “OPEN” in VMI on January 12, 2018. Work Instructions are attached and available in Star TekInfo. The recall is being launched in all Zones as defined by the National Highway Traffic Safety Administration.	
Background	
What's the Concern	The driver-side airbag is affected by this recall based on the defect decision of TK Holdings, Inc. (“Takata”). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in the driver-side airbag inflator housing may cause the inflator to rupture. A driver-side inflator rupture during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death.
What We're Doing	An authorized Mercedes-Benz Sprinter or Freightliner Sprinter dealer will replace the driver-side airbag module. The steering wheel will not be replaced on the affected vehicles under this campaign.
Parts	Airbags are available and may be ordered as required. Please note that a VIN is required for all airbag orders.
Vehicles Affected	
Vehicle Model Year(s)	2007–2014
Vehicle Model	2500, 3500
Vehicle Populations	
Recall Population	87,744
>> Important Next Steps/Notes <<	
- Follow ALL steps of the Work Instructions, - Follow suggested guidance and best practices regarding customer contact and preparing your workshop for the campaign. - File warranty claims frequently and without delay to ensure immediate and steady parts return flow for testing.	
Additional References	
Mercedes-Benz specific recall-related information: www.freightlinersprinterusa.com/freightliner/owners-resources/recall	
Mercedes-Benz Customer Assistance Center (CAC): 877-496-3691	
Industry-wide Takata information on the NHTSA website: http://www.safercar.gov/rs/takata/index.html	
Customer Notification Timeline	Customer notification letters for the MY14 Mercedes-Benz Sprinter population will be mailed on January 19, 2018.
While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.	



Mercedes-Benz

Campaign No. 2017030012, January 2018
Revision C

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906, Model Years 2007-2014**
Replace Driver's Side Airbag

Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that on certain Model Year 2007-2014 Sprinter vehicles, the driver-side airbag is affected by a recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in the driver-side airbag inflator may cause the inflator housing to rupture. A driver-side inflator rupture during deployment could result in metal fragments striking the front driver or other occupants, possibly causing serious injury or death. An authorized Sprinter-dealer will replace the driver side front airbag of the potentially affected vehicles in the Mercedes-Benz and Freightliner branded Sprinter vehicles.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 87,744 vehicles are involved.

Order No. V-RC-2017030012 Rev. C

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure



WARNING!

- There is a risk of injury or death when performing testing or repair work on vehicles and when handling vehicle components. Be sure to read and observe all relevant safety instructions. This procedure must only be performed by trained personnel using proper tools and equipment.
- Store airbag units with deployment side facing up; do not expose to temperatures greater than 100 °C. When working on these units, disconnect negative battery cable. Refer to WIS: AS91.00-Z-0001-01A for more information.



Notes:

- Notes on carrying out repair work in the vehicle interior; refer to WIS: AH68.00-N-0001-01S.
- Information on preventing damage to electronic components due to electrostatic discharge; refer to WIS: AH54.00-P-0001-01A.
- Information, assessment and legal requirements when working with, handling and storing pyrotechnical components; refer to WIS: AH91.00-Z-0000-10A.

1.  Replace driver airbag; refer to WIS: AR91.60-D-0660C.



Note:

- Record new airbag part number found on adhesive label with barcode of new front passenger airbag on repair order.
- Requested parts must be returned to the designated QEC test center in accordance with the warranty parts return requirements section found in the policy and procedures manual.
- Use the attached hazmat shipping document as a guide for shipping airbags.



Note (regarding WIS documents referenced in this Procedure):

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1 (as required)	Driver airbag (vehicles of the Mercedes Benz brands without code XM0 model refinement, with code CL4 Multifunction steering wheel)	A 906 860 16 00	100%
1 (as required)	Driver airbag (vehicles of the Mercedes Benz brands without code CL4 Multifunction steering wheel)	A 906 860 19 00	
1 (as required)	Driver airbag (vehicles of the Freightliner brands with code CL4 Multifunction steering wheel)	A 906 860 18 00	
1 (as required)	Driver airbag (vehicles of the Freightliner brands without code CL4 Multifunction steering wheel)	A 906 860 17 00	
1 (as required)	Driver airbag (vehicles of the Mercedes Benz brands with code XM0 model refinement, with code CL4 Multifunction steering wheel)	A 906 860 15 00	

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace driver's airbag (02 9540).

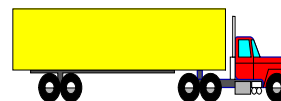
Damage Code	Operation Number	Labor Time (hrs.)
91 930 65 7	02 9540	0.3

**Note**

Operation Number labor times are subject to change.



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Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag
Part Number: Several

Hazardous Properties: Contains initiating component which deploys (inflates) airbag.

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9	Write gross weight of box here			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER **HazMat Employee Signs**

CARRIER **Name of Carrier**

EMERGENCY CONTACT: CHEMTREC 1-800-424-9300

Steps to Return an Airbag:

REQUIRED PACKAGING:

- Carefully open received box and remove new airbag. Keep box intact & save all contents!
- Place used airbag into replacement UN specified 4G fiberboard box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package exactly as the new airbag was packaged.
- Use plastic adhesive tape 50 mm wide to secure the box closed. Do not obscure labels or text on the box with the tape.
- Ensure that the 4G fiberboard box is not ripped or damaged.

REQUIRED LABELS:

- A **Class 9 Miscellaneous** label must be clearly visible on one side of the box.

REQUIRED PACKAGE MARKINGS:

- The following words ("marking") must also be clearly visible on the same side of the box as the Class 9 label:
Safety devices
UN3268 (font size must be $\geq \frac{1}{2}$ inch)
- Affix **"To/From"** address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

REQUIRED DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. For returns via DDS or FedEx Ground, the system will generate the Hazmat bill of lading.

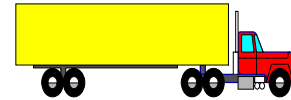
COMMENTS:

- **Note:** The Packing Group and the EX# are no longer required to be printed on the HAZMAT bill of lading.
- **Package example:**





Mercedes-Benz



Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
Part Number: A906 860 00 02 9051	

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		X	UN3268, Safety devices, 9 OVERPACK USED	Write gross weight of box here			

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

SHIPPER HazMat Employee Signs	CARRIER Name of Carrier
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300	

Steps to Return Multiple Airbags in 1 Box: REQUIRED PACKAGING:

- Carefully open received UN spec box and remove new airbag. Keep the box intact & save all contents!
- Place used airbag back into replacement airbag box, re-using any packaging material (e.g., cardboard inserts) used for the new airbag. Package as the new airbag was packaged.
- Use plastic adhesive packaging tape 50 mm wide to secure box closed. Do not obscure labels or text on box with tape.

REQUIRED LABELS:

- A Class 9 Miscellaneous label must be clearly visible on one side of the box.

REQUIRED PACKAGE MARKINGS:

- The following words ("markings") must also be clearly visible on the same side of the box as the label:

Safety devices

UN3268 (font size must be $\geq \frac{1}{2}$ inch)

- Affix "To/From" address label to same or adjacent packaging face as the hazardous markings/labels.
- The UN 4G code preprinted near the bottom edge of the box must also be clearly visible.

OVERPACKS (more than 1 airbag sent as 1 shipment):

- Package each airbag in a separate UN spec box prepared with the labels/markings described above.
- Place each individual airbag box inside a larger non-UN spec box to keep the shipment together.
- This larger box is called an "OVERPACK."
- The OVERPACK must have the identical markings and label as the boxes contained inside.

- The OVERPACK must have the "OVERPACK" statement on the same face as the hazard markings and labels.

Package example:

