



March 2017

Dealer Service Instructions for:

Safety Recall S14 / NHTSA 16V-077 Driver Airbag Module

Models

2007-2009 (VB) Dodge Sprinter

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The driver airbag inflator on about 35,000 of the above vehicles may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity. In the event of a driver airbag inflator rupture, metal fragments could pass through the airbag cushion material, which may result in additional injury or death to vehicle occupants.

Repair

The driver airbag module must be replaced on all vehicles. Certain 2007 and 2008 MY vehicles will also require a steering wheel replacement.

Parts Information

NOTE: Each vehicle will require a Driver Airbag Module (DAB).

All 2007 and certain 2008 MY vehicles will require a steering wheel kit as identified by the vehicle build date. If the steering wheel kit is applicable to the VIN in question, the dealer will need to email the VIN requiring parts and their dealer code to: campaignteam@fcagroup.com

Once the VIN is verified, parts will be ordered on the dealer's behalf. No parts will be distributed initially as very few vehicles are expected to require this kit.

- For 2007 MY vehicles replace the DAB and the steering wheel.
- For 2008 MY vehicles **built up to and including** 09/22/2007 replace the DAB and the steering wheel.
- For 2008 MY vehicles **built on or after** 09/23/2007 replace only the DAB. **Steering wheel replacement is NOT REQUIRED.**
- For 2009 MY vehicles replace only the DAB. **Steering wheel replacement is NOT REQUIRED.**

<u>Part Number</u>	<u>Description</u>
CSE9S142AA	Module, Driver Airbag (without steering wheel controls)
CSE9S143AA	Module, Driver Airbag (with steering wheel controls)
CSE9S144AA	Kit, Steering Wheel

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Steering Wheel
1	Screw, Steering Wheel Mounting (1 screw required per vehicle)

Parts Return

Shipping/return labels are provided with each inflator kit.

For Continental US 48 States use the procedure below to package the original airbag inflator in the replacement kit box and return. Shipping/return instructions are also provided with each inflator kit.

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 – Tel #: 210-250-5078 or

Email: MLGTakataRestraints_International@menloworldwide.com.

FCA [Barcode] Replacement module/kit Return Process **For TAKATA Campaign Airbag Inflators Only** Upon Accumulating 32 modules (1 Pallet) Minimum (Multiple Pallets are acceptable) Please Call XPO to Schedule LTL Pickup FCA Dealer Call: 1-888-708-5712 Items to have available when calling: 1) Dealer Code or # 2) Quantity Pallets/Over packs with # of Passenger Inflators on each pallet 3) Dealer E-mail Address where Shipping Documentation to be received. (Instruction Label Only. Please discard after use)	Peel this label and place on the left side of the upper panel of the box covering old labels "DO NOT COVER CLASS 9 DIAMOND" TK HOLDINGS INC. 1199 Austin Court Howell, MI 48843
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NOTE: If the shipping label is supplied as a paper only document, cut the label out and attach the label as instructed using packing tape or an appropriate plastic sleeve.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

Replace Driver Airbag Module

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the supplemental restraint system before attempting airbag component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the supplemental restraint system. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: The following procedure is for replacement of an ineffective or damaged driver airbag. If the airbag is ineffective or damaged, but not deployed, review the recommended procedures for handling non-deployed supplemental restraints.

HANDLING NON-DEPLOYED SUPPLEMENTAL RESTRAINTS

At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag. When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment. Whenever possible, if the airbag unit is placed on a bench or any other surface, the trim cover or airbag cushion side of the unit should be face up to minimize movement in the event of an accidental deployment.

All damaged, ineffective or non-deployed airbags which are replaced on vehicles are to be handled and disposed of properly.

Service Procedure (Continued)

1. Use the following steps to disconnect and isolate the battery negative cable(s).

CAUTION: Some vehicles may be equipped with an auxiliary battery located under the hood. Be sure to disconnect both battery negative cables if equipped.

- a. Remove and save the three screws from the door sill scuff plate and remove the door sill scuff plate (Figure 1).
- b. Remove the rubber mat (Figure 1).

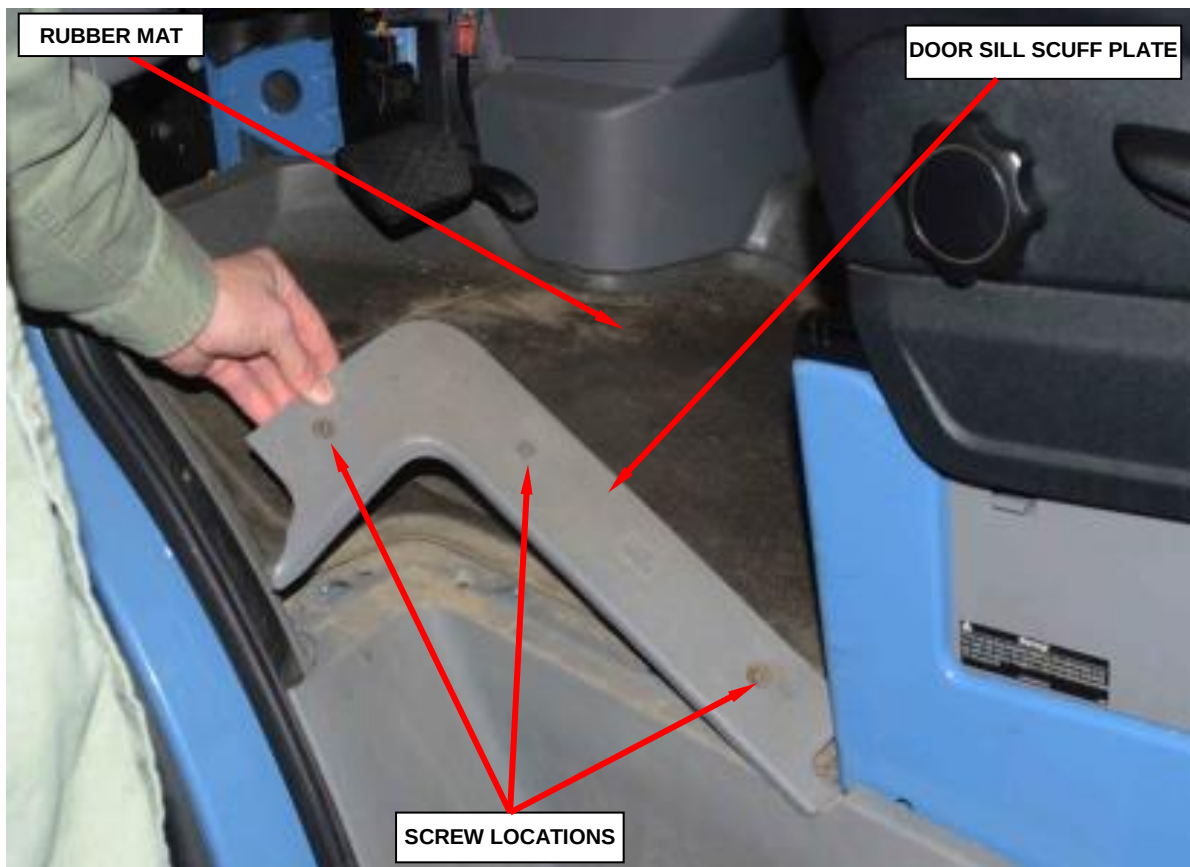


Figure 1 – Door Sill Scuff Plate

Service Procedure (Continued)

- c. Remove and save the four screws from the battery cover and remove the battery cover (Figure 2).
- d. Disconnect and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service (Figure 2).

**Figure 2 – Battery Location**

Service Procedure (Continued)

2. From the underside of the steering wheel, remove the two screws that secure the driver airbag to the steering wheel armature (Figure 3).

CAUTION: Do not pull on the clockspring pigtail wires to disengage the connectors from the driver airbag inflator, horn switch or steering wheel switch connector receptacles. Improper pulling on these pigtail wires and their connector insulators can result in damage to the airbag circuits or the connector insulators.

3. Pull the driver airbag away from the steering wheel far enough to access the electrical connections at the back of the airbag housing.



Figure 3 - Driver Airbag Screws

Service Procedure (Continued)

4. Disconnect the clockspring horn and steering wheel switch pigtail wire harness connector from the receptacle on the back of the driver airbag housing (Figure 4).

5. Disconnect the clockspring driver airbag pigtail wire harness connector from the airbag inflator connector receptacle, which is located on the back of the driver airbag housing (Figure 4). To disconnect the connector:

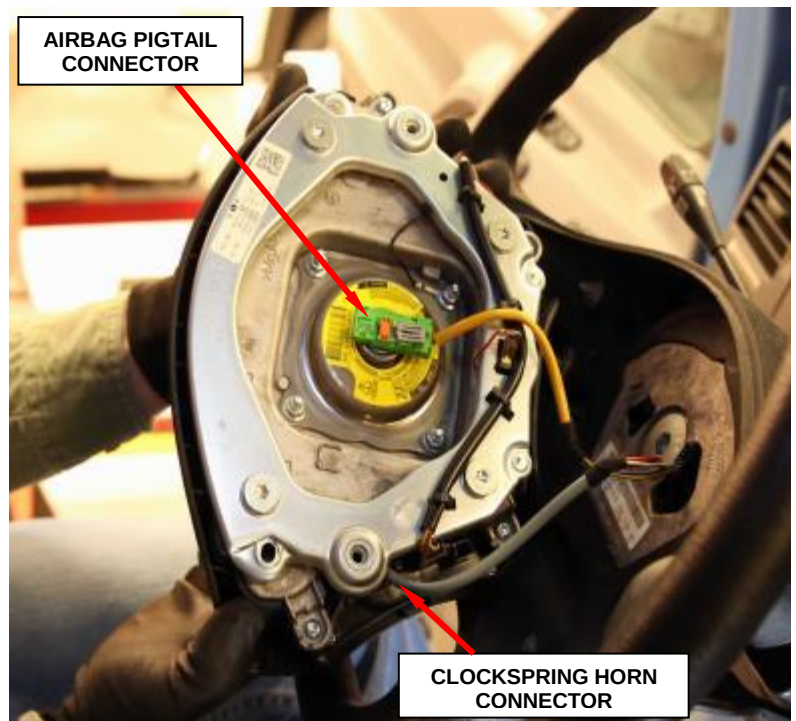


Figure 4 – Electrical Connectors

- a. Slide the orange Connector Position Assurance (CPA) lock on the connector toward the top of the connector.
 - b. Depress the connector latch tab and pull the connector straight away from the inflator initiator.
6. Remove the driver airbag from the steering wheel.

Service Procedure (Continued)

7. Using DealerCONNECT under Single VIN Inquiry look up the vehicle Build Date.
 - For 2007 MY vehicles continue with **Step 8** to replace the steering wheel.
 - For 2008 MY vehicles **built up to and including** 09/22/2007 continue with **Step 8** to replace the steering wheel.
 - For 2008 MY vehicles **built on or after** 09/23/2007 continue with **Step 14. Steering wheel replacement is NOT REQUIRED.**
 - For 2009 MY vehicles continue with **Step 14. Steering wheel replacement is NOT REQUIRED.**
8. Turn the steering wheel until the front tires are in the straight ahead position and lock the steering wheel in the straight ahead position.
9. Remove and **discard** the steering wheel screw (Figure 5).

NOTE: The steering wheel has master splines but the steering shaft does not. The steering wheel must be marked prior to removal or the wheel can be reinstalled wrong in any position.
10. Mark the steering wheel and steering column shaft with a paint pen for reference to ensure the proper orientation when installing.



Figure 5 – Steering Wheel

Service Procedure (Continued)

11. Remove the steering wheel from the steering column. **Discard the original steering wheel.**

NOTE: Align the **NEW** steering wheel to the steering column shaft using reference marks from Step 10 as a guide while installing the wheel.

CAUTION: Do not rotate the clockspring from its current position. If clockspring centering has been compromised for **ANY** reason, the clockspring may be damaged when turning the steering wheel.

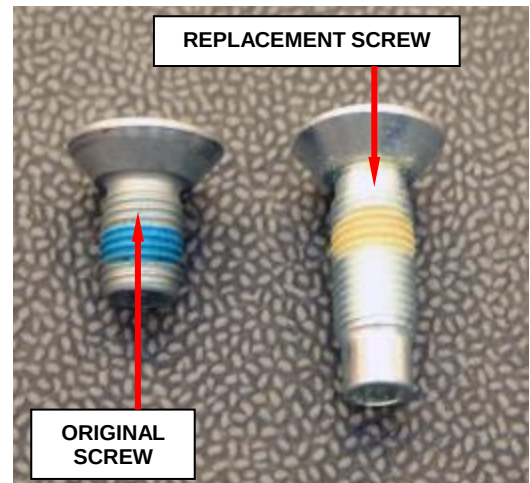


Figure 6 – Steering Wheel Screw

12. Route the clockspring wiring pigtails through the **NEW** steering wheel and install the **NEW** steering wheel onto the column (Figure 5).
13. Install the **NEW** steering wheel screw. Tighten to 80 N·m (59 ft. lbs.).

NOTE: The original steering wheel screw may have been superseded by a longer screw (Figure 6). Use the provided screw.

14. For vehicles equipped with steering wheel controls, transfer the switches from the original driver airbag to the **NEW** driver airbag.
 - a. Remove the four steering wheel control switch mounting screws from the back side of the original driver airbag and position the switches away from the driver airbag (Figure 7).

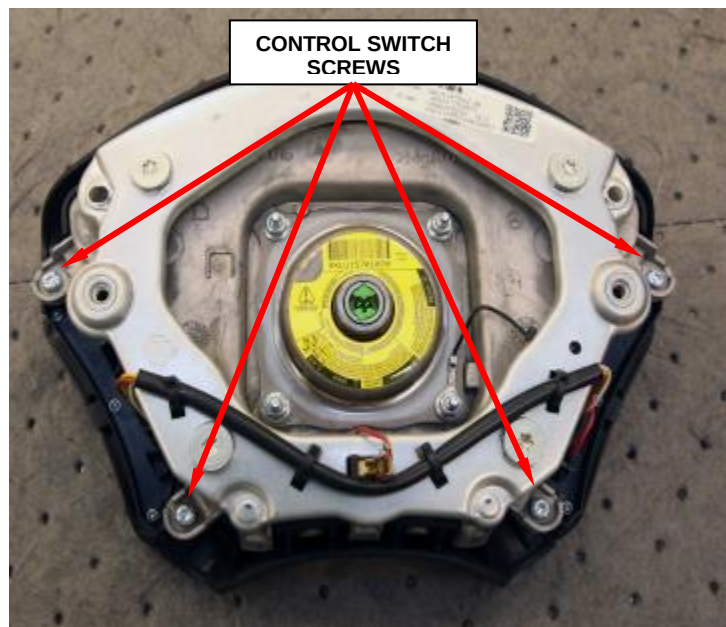
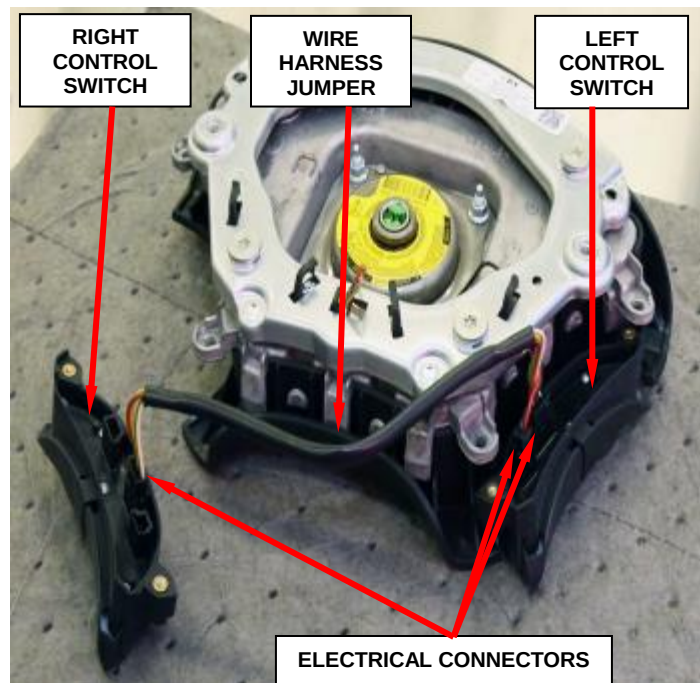


Figure 7 – Steering Wheel Control Switch Screws

Service Procedure (Continued)

- b. Disconnect the wire harness jumper electrical connectors from both control switches (Figure 8).
- c. Discard the wire harness jumper if removed from the housing clips, a **NEW** wire harness jumper is provided with the **NEW** driver airbag.
- d. Position the control switches to the **NEW** driver airbag, connect the electrical connectors.
- e. Position the control switches to the **NEW** driver airbag, install the four screws and tighten securely.

**Figure 8 – Control Switch Removal**

- 15. Position the **NEW** driver airbag close enough to the steering wheel to connect the electrical connections on the back of the airbag housing.
- 16. Connect the clockspring driver airbag pigtail wire harness connector to the airbag inflator connector receptacle, which is located on the back of the driver airbag housing. Be certain that the latch on the connector and the orange Connector Position Assurance (CPA) lock are each fully engaged.
- 17. Connect the clockspring horn and steering wheel switch pigtail wire harness connector to the receptacle on the back of the driver airbag housing.
- 18. Carefully position the **NEW** driver airbag in the steering wheel. Be certain that the clockspring pigtail wires in the steering wheel hub area are not pinched between the driver airbag and the steering wheel armature.

Service Procedure (Continued)

19. From the underside of the steering wheel, install and tighten the two screws that secure the driver airbag to the steering wheel armature. Tighten the screws to 53 in. lbs. (6 N·m).
20. **Do not connect the battery negative cable at this time.** The supplemental restraint system verification test procedure should be performed following service of any supplemental restraint system component.

WARNING: During the following test, the battery negative cable remains disconnected and isolated, as it was during the supplemental restraint system component removal and installation procedures.

21. Use the following steps to complete the SUPPLEMENTAL RESTRAINT SYSTEM (SRS) - VERIFICATION TEST.

NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps a. and b. of the Supplemental Restraint System (SRS) Verification Test.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

- a. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
- b. Turn the ignition switch to the “ON” position and exit the vehicle and close the passenger door.

WARNING: To avoid serious or fatal injury while connecting the battery negative cable, which is located under the driver side floor panel, be certain to remain clear of all airbag deployment paths.

- c. Check to be certain that nobody is in the vehicle, then while reaching through the driver side door opening connect the battery negative cable and tighten securely.
- d. Open the wiTECH Diagnostic application.

Service Procedure (Continued)

- e. Starting at the “Select Tool” screen, select the row/tool for the wiTECH micro pod II device you are using, then select “Next”.
- f. Enter your “User id” and “Password”, then select “Finish”.
- g. Clear all DTC’s in all modules using the wiTECH tool.

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

- h. Turn the ignition switch to the “OFF” position for about 15 seconds, and then back to the “ON” position. Observe the airbag indicator in the instrument cluster.
 - The airbag 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, remove the wiTECH micro pod II and return the vehicle to the customer.
 - If the airbag indicator fails to light or the light and stays **ON**, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
- i. Remove the wiTECH micro pod II.

- 22. Install the battery cover and the four screws then tighten securely.
- 23. Install the rubber mat.
- 24. Install the door sill scuff plate and the three screws then tighten securely.
- 25. Return the original inflator as described in the Parts Return section.
- 26. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims payment will be used by FCA to record recall service completions and provide dealer payments.

Use of the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace DAB (Built on or after 09/23/2007)	19-S1-41-82	0.3 hours
Replace DAB and Steering Wheel (Built up to and including 09/22/2007)	19-S1-41-83	0.4 hours
<u>Optional Equipment</u>		
Equipped with Steering Wheel Controls	08-S1-41-60	0.1 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXX

S14 /NHTSA 16V-077

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler /
Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance
Center at 1-866-220-6765. An
agent can confirm part
availability and help schedule an
appointment**
- 3. Visit our Recall Website,
recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S14.

IMPORTANT SAFETY RECALL

Driver Airbag Module

Dear [Name],

This notification is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2007 through 2009 model year Dodge Sprinter] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The driver airbag inflator in your vehicle ^[1] may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity. **An inflator rupture, during airbag deployment events, could result in metal fragment(s) striking the vehicle occupant(s) resulting in serious injury or death.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the driver airbag module. Certain 2007 and 2008 MY vehicles will also require a steering wheel replacement. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. To minimize your inconvenience, we recommend that you first call your dealer and provide them your VIN (upper left of this letter) so that the necessary part(s) may be pre-ordered and a service appointment scheduled. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-866-220-6765
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-866-220-6765 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.