SPRINTER
MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

Sprinter

newschannel update

TO: : Freightliner and Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, Department Manager, Vans Regulatory Management and Campaigns, Gregory Gunther, Department Manager, Vehicle Compliance & Analysis
RE: **Recall Campaign 2017030012 – Replace Driver's-side Airbag, MY 07-13 906 Freightliner and Mercedes-Benz Sprinters**	DATE: December 13, 2017

IMPORTANT RECALL CAMPAIGN INFORMATION UPDATE

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RECALL CAMPAIGN UPDATE NOTIFICATION

December 13, 2017

Campaign No. :	Replace Takata Driver-side Airbag
2017030012	

This notice provides work instructions to replace the driver-side airbag for the approximately 61,812 previously launched MY07 – MY13 Mercedes-Benz Sprinter and Freightliner Sprinter vehicles that are flagged in VMI. 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. This recall was updated to include MY13 vehicles on November 14, 2017.

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)	2007-2013
Vehicle Model	2500, 3500

Vehicle Populations

Recall Population	**61,812**

>> 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 were mailed on November 10, 2017.

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.

Michael Scott, Department Manager, Vans Regulatory Management and Campaigns
Gregory Gunther, Department Manager, Vehicle Compliance & Analysis

Recall Campaign Bulletin Recall Campaign Bulletin

Mercedes-Benz

Campaign No. 2017030012, March 2017
Revision A

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906, Model Years 2007-2013**
Replace Driver's Side Airbag

Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that on certain Model Year 2007-2013 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 61,812 vehicles are involved.

Order No. V-RC-2017030012
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.

Recall Campaign Bulletin Recall Campaign Bulletin

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)	A906 860 18 00	
1 (as required)	Driver airbag (vehicles of the Freightliner brands without code CL4 Multifunction steering wheel)	A906 860 17 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.