

May 2017
FL714A
NHTSA #16V-418
Transport Canada #16-284

Subject: Takata Passenger Side Airbags

Models Affected: Specific model year 2008-2009 Sterling Bullet vehicles built with Takata (frontal) passenger side airbags manufactured October 15, 2007, through November 10, 2008.

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 passenger 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 event, could result in metal fragments striking vehicle occupants, potentially resulting in serious injury or death.

Affected airbag inflators will be replaced.

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 or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL714, 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.

Table 1 - Replacement Parts for FL714

Campaign Number	Part Description	Part Number	Qty. per Vehicle
FL714A	Passenger Side Airbag Inflator Kit	MSL CBXZS432AA	1 ea
	Completion Sticker	WAR260	1 ea

Table 1

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL714A	Replace passenger side airbag inflator and prepare return shipment of the removed inflator	0.8	996-1020A	12 - Repair Recall/Campaign

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**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL714A**).
- In the Primary Failed Part Number field, enter **25-FL714-000**.
- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-0010A for 0.3 hours.
- The VMRS Component Code is **002-057-002** 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.
 - Include the approved amount on your claim in the Other Charges section.
 - 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.

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 DTNACONnect.com / WSC, 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.

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U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is 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.

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Copy of Notice to Owners

Subject: Takata Passenger 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 built with Takata (frontal) passenger side airbags manufactured October 15, 2007, through November 10, 2008.

The passenger 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.

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 / Contact Us / Find a Dealer. The Recall will take just over 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, 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, 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

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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 Passenger Side Airbags

Models Affected: Specific model year 2008-2009 Sterling Bullet vehicles built with Takata (frontal) passenger side airbags manufactured October 15, 2007, through November 10, 2008.

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 Required

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.

Passenger Airbag Inflator Replacement

1. Check the base label (Form WAR259) for a completion sticker for FL714 (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 airbags, 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 airbag deployment.

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.

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. Remove the dash top cover, as follows:
 - 4.1 Using a trim stick, pry the rearward side of the cover up to disengage the eight retainer clips. See [Fig. 1](#).
 - 4.2 Pull the cover rearward to release the five retainer clips that secure the forward side of the cover to the top of the dash. Remove the cover.
5. Remove the glove box, as follows:
 - 5.1 Open the glove box.
 - 5.2 Push in the sides of the glove box to release the stops and lower the glove box past the stops. See [Fig. 2](#)
 - 5.3 Disengage the globe box hinges from the dash. Remove the glove box.

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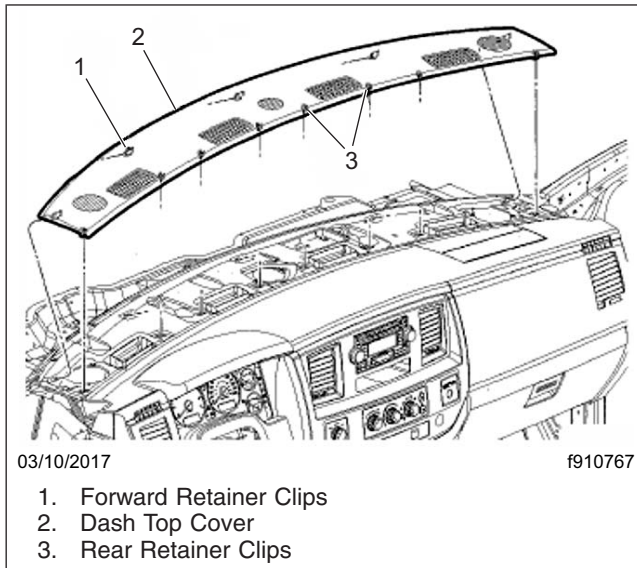


Fig. 1, Dash Top Cover Installation

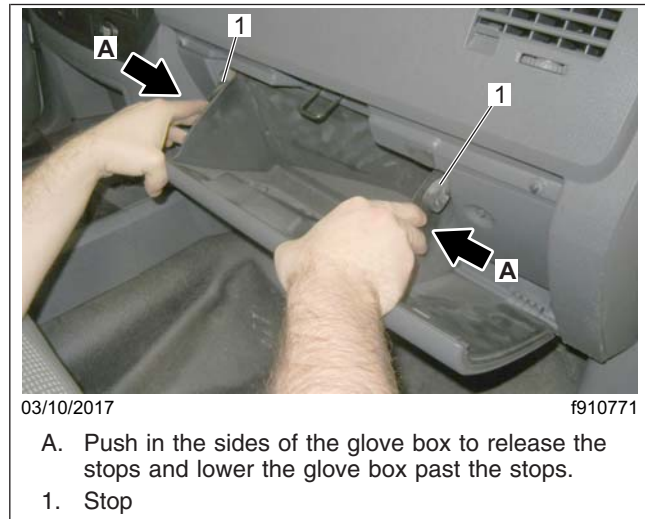


Fig. 2, Removing the Glove Box

6. Reach up into the dash between the upper glove box opening reinforcement and the cross car beam and disconnect the dash wire harness from the airbag inflator pigtail wire connector. The connector is located on the right-hand side of the airbag support bracket. See [Fig. 3](#). To disconnect the connector, slide the red Connector Position Assurance (CPA) lock on top of the connector toward the side of the connector, then depress the latch tab and pull the two halves of the connector apart.
7. Remove the two screws that secure the airbag lower bracket to the support bracket.
8. Using a small screwdriver, carefully pry the leading edge of the push-in retainer plate from the airbag inflator pigtail wire connector enough to clear the engagement tab. then slide the connector and retainer plate apart. See [Fig. 4](#).
9. Using a trim stick or another suitable wide flat-bladed tool, pry the forward edge, then the outboard edge of the airbag cover panel from dash far enough to disengage the panel from the dash. See [Fig. 5](#). Remove the airbag and the airbag cover panel as a unit. See [Fig. 6](#)
10. Detach the inflator wiring from the three clips on the side of the airbag housing. See [Fig. 7](#).
11. Remove and discard the four flange nuts that secure the inflator retaining clip and the inflator to the airbag housing. See [Fig. 8](#).
12. Using pliers, remove the yellow wire squib connector from the end of the inflator.
13. Slide the inflator from the airbag housing.
14. Slide the new inflator into the airbag housing, making sure that the stop tab on the end of the housing mates with the notch on the end of the inflator.
15. Position the inflator retaining clip in place, then attach the clip and the inflator to the airbag housing, using the four new flange nuts supplied in the kit. See [Fig. 9](#). Tighten the flange nuts 53 lbf-in (600 N-cm).
16. Peel the protective covering off the squib receptacle on the end of the airbag inflator. Press the squib connector into the receptacle. See [Fig. 8](#).
17. Attach the wiring to the three clips on the side of the airbag housing. See [Fig. 7](#).

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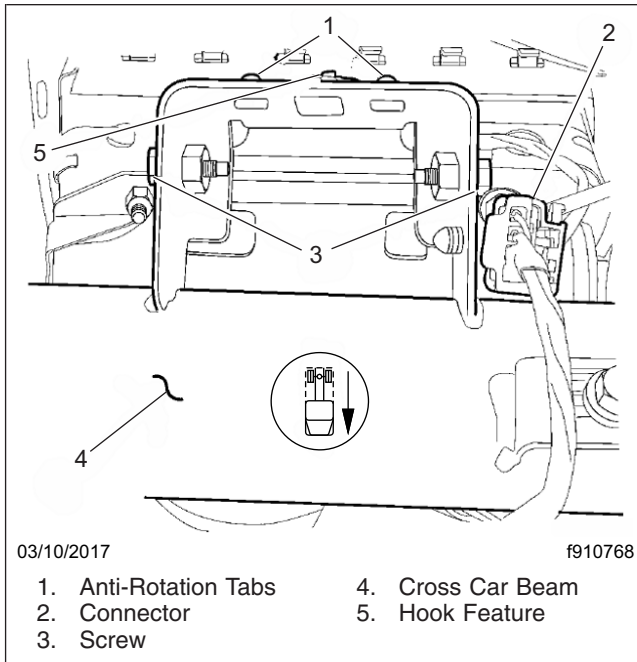


Fig. 3, Airbag Mounting and Connector (viewed from below)

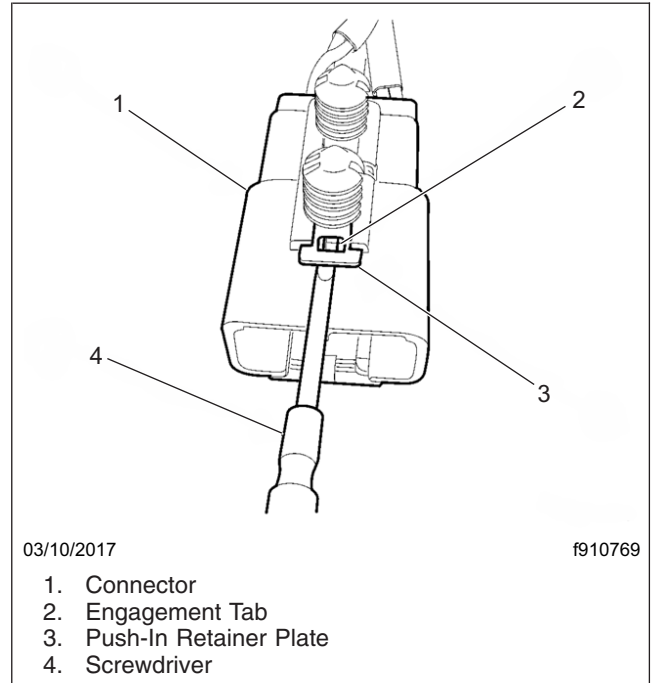


Fig. 4, Disengaging the Connector From the Push-In Retainer Plate

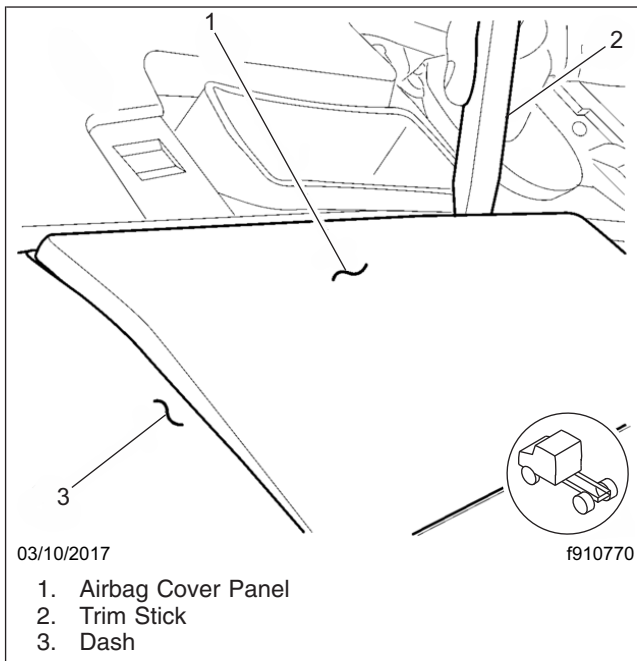


Fig. 5, Airbag Cover Panel



Fig. 6, Removing the Airbag

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18. Carefully position the airbag and airbag cover panel into place in the dash. Make sure the hook feature is engaged in the airbag support bracket and the anti-rotation tabs on either side of the hook are engaged in the two holes in the airbag lower bracket. See [Fig. 3](#).
19. Install the two screws that attach the airbag to the airbag support bracket. Tighten the screws 55 lbf-in (600 N-cm).
20. Slide the airbag inflator pigtail wire connector onto the push-in retainer plate far enough to snap it into place over the engagement tab.
21. Connect the dash wire harness to the airbag inflator pigtail wire connector. Make sure the latch on the connector and the CPA lock are fully engaged.
22. Engage the interlocking tabs on the airbag cover panel with the slots in the dash, then using hand pressure over each snap feature, push the panel down until it snaps into place.
23. Install the glove box, as follows:
 - 23.1 Engage the glove box hinges with the dash.
 - 23.2 Push in the sides of the glove box and raise it past the stops. See [Fig. 2](#).
 - 23.3 Close the glove box.
24. Install the dash top cover, as follows:
 - 24.1 Position the cover in place and engage the five retainer clips that secure the front of the cover to the top of the dash. See [Fig. 1](#).
 - 24.2 Engage the eight retainer clips that secure the rear of the cover to the top of the dash. Push down at each retainer clip location to snap the cover in place.
25. 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".

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8. 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 and remove the StarMOBILE / OBD2 scan tool.
 - If the airbag 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, FL714, 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 14, step 5.

Shipping documents (**Fig. 10**) 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

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

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Fig. 10, Shipping Documents

1. Package the un-deployed airbag 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 airbag inflator in the "cradle" of the box insert. See [Fig. 11](#).
2. Close the box top flap, per box closure instructions located on the front panel of the box. See [Fig. 12](#).



Fig. 11, Packing the Inflator

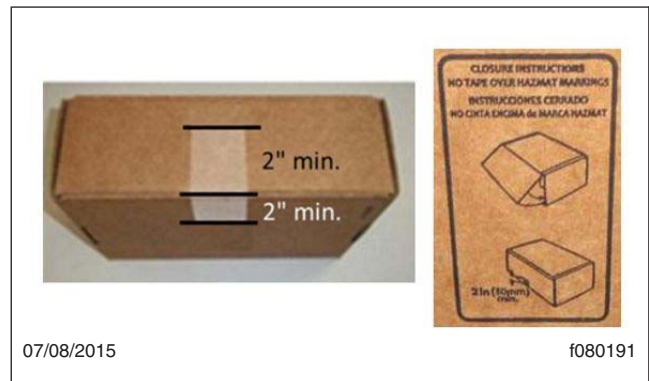


Fig. 12, Box Closure Instructions

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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. 13.

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. 14.

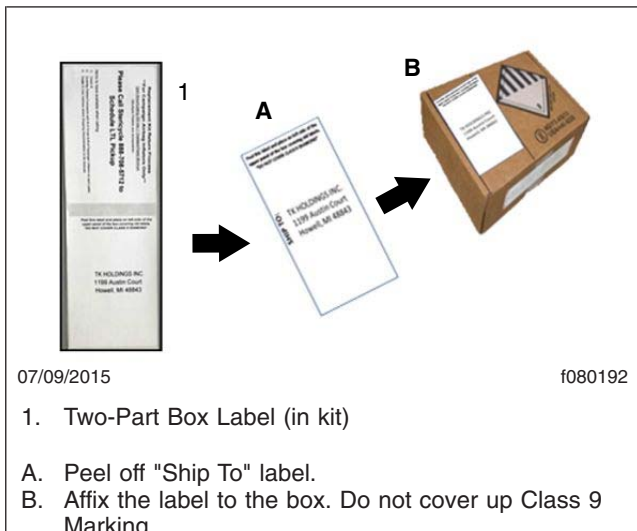


Fig. 13, Labeling the Box, Non-FedEx Label

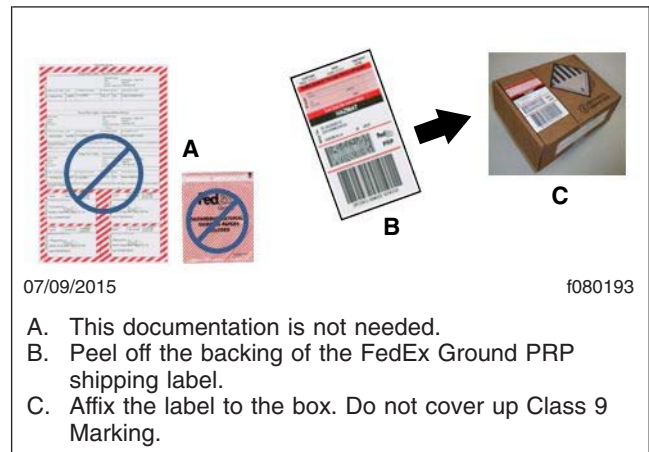


Fig. 14, Box Closure Instructions, FedEx Label

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

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5. **Larger Quantity Returns (10 or more airbag inflators)**—Pack airbag inflators on one or more pallets (**Fig. 15**), 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. 16**)
- type of shipping material needed



Fig. 15, Preparing the Pallet



Fig. 16, Box Serial Number