



Mercedes-Benz

Campaign No. 2017010005, February 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447, Model Year 2017**
Replace Front Passenger-side Air Bag

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vans, has determined that in certain Metris vans, the front passenger airbag may have been produced with an incorrect Tether Activation Unit (TAU). In the event of a crash necessitating deployment of the front passenger airbag, the TAU may not open the vent and the airbag may not vent properly. An improperly vented airbag may not protect the seated occupant as expected, and therefore may increase the risk of injury. An authorized Mercedes-Benz Sprinter dealer will replace the front passenger airbag on affected 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 23 vehicles are involved.

Order No. V-RC-2017010005

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 self-locking nuts and bolts; refer to WIS: AH00.00-N-0001-01A.
- 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.  Disconnect battery ground cable; refer to WIS: AR54.10-S-0003E.

 **Danger!** Risk of short to-ground from positive circuit of eco start/stop battery when disconnecting negative terminal. Be sure to adhere to all safety warnings in referenced WIS document and instructions below.

 **Note:** (supplemental information to referenced WIS instructions):

Negative battery cable (arrow, Figure 3) of eco start/stop battery (1, Figure 2) is covered by seat base (A, C Figures 1, 2) and is not accessible with battery (1) mounted under seat base (A, C). Seat base (A, C) must be unbolted and leaned forward to disconnect negative battery cable (arrow, Figure 3):

- Remove seat base mounting bolts (refer to WIS: AR91.10-S-3000E). Do not remove seat (B) or seat base (A, C).

 **Note:**

Rear seat base mounting bolts are hex head, front are counter-sunk torx head and are attached to the seat base mounting bracket. Do not remove front hex head bolts that are bolted to the floor.

- Lift up back of seat base (C) then support with wooden blocks (D).

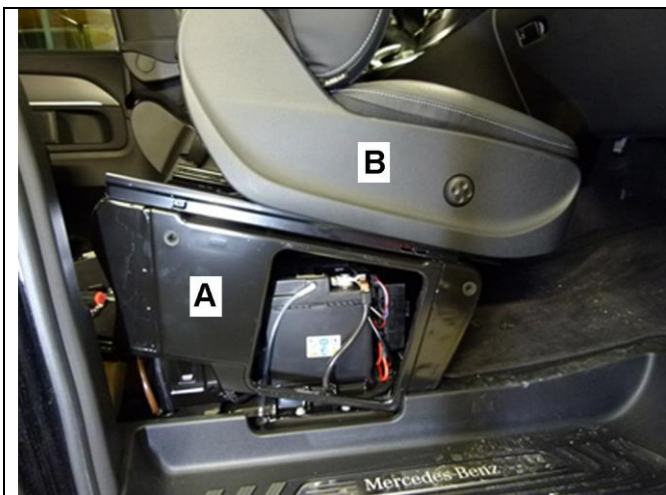


Figure 1

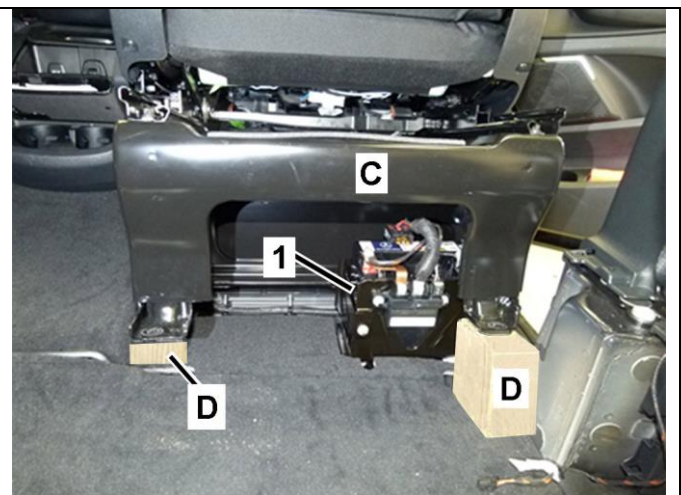


Figure 2

- Unbolt and disconnect negative battery cable (arrow) from eco start/stop battery (E) using a ratchet (F) with short extension and socket.
- Lower seat base (G) and continue with Procedure.

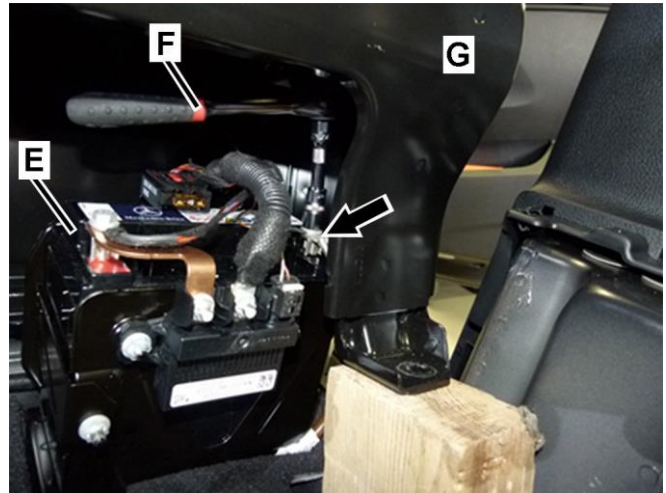


Figure 3

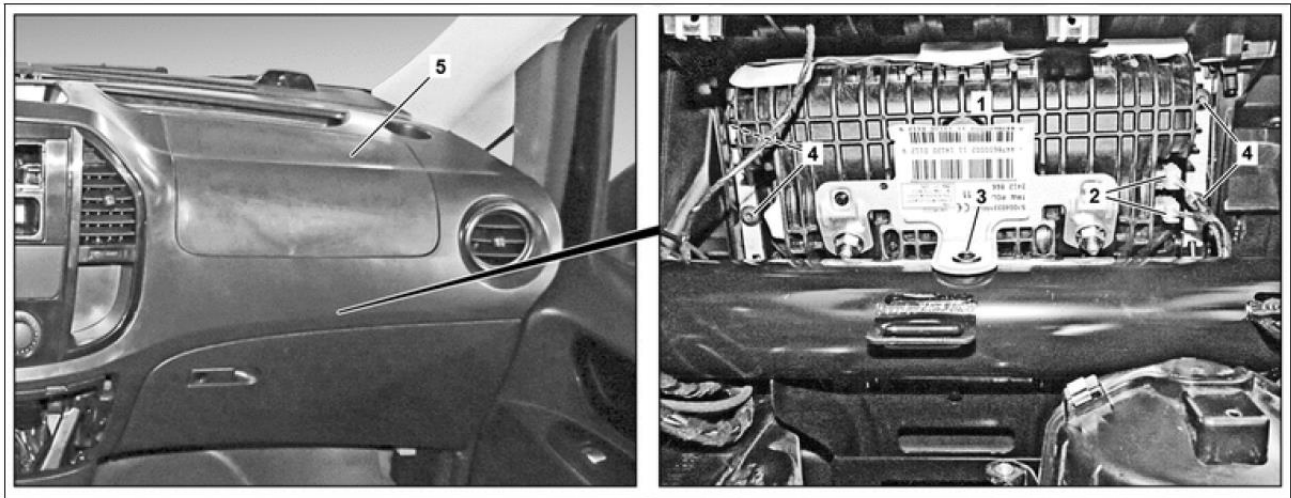









Figure 4 (1 Front passenger airbag 2 Air bag connectors 3 Bolt 4 Air bag mounting bolts 5 Cover)

-  Remove glove compartment or remove storage compartment:
 - Remove glove compartment (with code: F66 lockable glove compartment); refer to WIS: AR68.10-S-1400E or
 - Remove storage compartment (except code: F66 lockable glove compartment); refer to WIS: AR68.10-S-1610E.
-  Disconnect air bag connectors (2, Figure 4).
-  **Installation note:** Ensure that air bag connectors (2) are correctly locked.
-  Remove air bag bracket bolt (3, Figure 4)
 -  **Installation note:** Torque airbag bracket bolt (3, Figure 4) to: **Nm** 4 Nm.
-  Remove air bag mounting bolts (4, Figure 4.)
 -  **Installation note:** Torque airbag mounting bolts (4) to: **Nm** 5 Nm

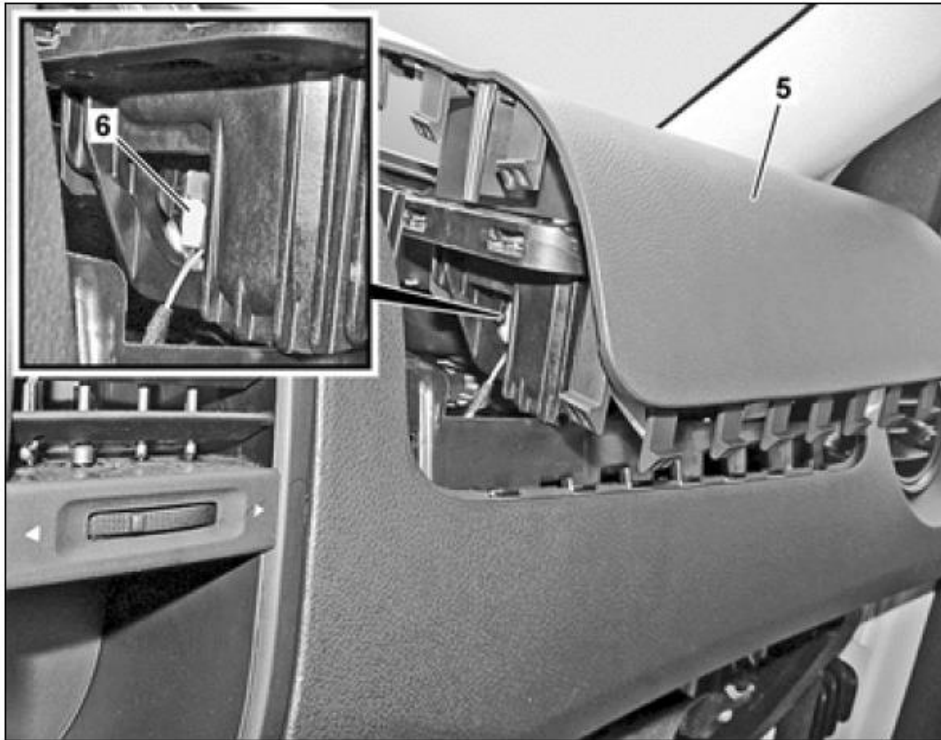





Figure 5 (5 Cover 6 Electrical connector)

6.  Disconnect electrical connector (6, Figure 5).
7.  Push front passenger airbag (1, Figure 4) with cover (5, Figure 5) upwards out of dashboard and remove.
8. Record 22-digit characters (8, Figure 6) for new front passenger airbag (1) found on adhesive label with barcode (7) prior to installation.
9.  Install new air bag (1, Figure 6) in reverse order.



Installation notes:

- Install new front passenger airbag (1, Figure 6) with cover (5, Figure 5).
- New front passenger airbag (1, Figure 6) with cover (5, Figure 5) is supplied as a unit.
- When installing new front passenger airbag (1, Figure 6), check cover (5, Figure 5) is correctly seated in dashboard.

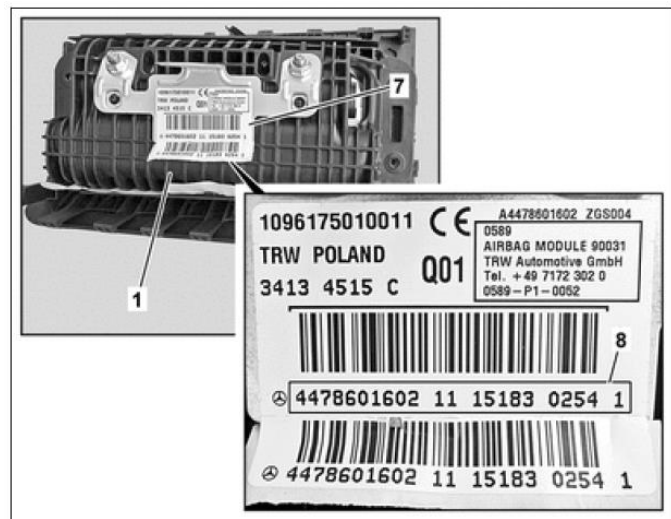



Figure 6 (1 Air bag 7 Label with barcode 8 22 digit characters)

10.  Check Supplemental Restraint System (SRS) with Star Diagnosis/Xentry; refer to WIS: AD00.00-S-2000-04E.
11. Record 22-digit characters (8, Figure 6) found on adhesive label with barcode (7) of new front passenger airbag (1) on repair order.

i **Note:**

- 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.

i **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	Front passenger airbag with cover	A 447 860 16 02 9116	100%
4	Bolts	N 000000 002196	

i **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:

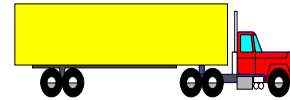
Warranty Information

Operation: Replace front passenger airbag (02 9765).
Extra work for replacing front passenger airbag on vehicle with code E1N (02 9766).

Damage Code	Operation Number	Labor Time (hrs.)
91 930 68 7	02 9765	1.0
	02 9766	0.1

i **Note**

Operation Number labor times are subject to change.



Hazardous Materials Shipping Instructions - GROUND

Part Name: Airbag Part Number: A447 860 16 02 9116 (passenger's side)	Hazardous Properties: Contains initiating component which deploys (inflates) airbag.
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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 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 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.

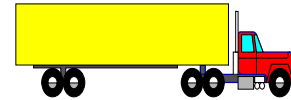
COMMENTS:

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





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Hazardous Materials Shipping Instructions for shipments using an Overpack - GROUND

Part Name: Airbag Part Number: A447 860 16 02 9116 (passenger's side)	Hazardous Properties: Contains initiating component which deploys (inflates) airbags.
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STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

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

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.

REQUIRED DOCUMENTATION:

- Include a HAZMAT bill of lading (see above example) with the package. Note "**OVERPACK USED**" on BoL.

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

- Place each individual airbag box (noted above) inside a larger non-UN spec box to keep 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:**

