

SPRINTER

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Sprinter

newschannel update

TO: : Freightliner and Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, DM Regulatory Management and Campaigns, R-Thomas Brunner, DM Vehicle Compliance & Analysis
RE: Recall Campaign 2016090005 UPDATE MY 10-11 906 Mercedes-Benz and Freightliner Sprinters Replace Takata Passenger-side Airbag	DATE: June 16, 2017

IMPORTANT RECALL LAUNCH INFORMATION

Please see the attached document for the next wave of Takata Passenger-side airbag availability for MY10 – MY11, and updated information regarding customer inquiries.



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RECALL CAMPAIGN UPDATE NOTIFICATION

June 16, 2017

Campaign No. :	Replace Sprinter Takata Passenger-Side Airbag
2016090005	
The next Recall Campaign wave is being launched to replace the Takata passenger-side airbag on 11,084 affected MY10 – MY11 Mercedes-Benz and Freightliner Sprinter vehicles that are flagged in VMI as of today. Work Instructions are attached and available in Star TekInfo. This recall was launched for other Zones and earlier Model Years in October 2016.	
Background	
What's the Concern	The passenger-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 passenger-side airbag inflator housing may cause the inflator to rupture. A passenger-side inflator rupture during deployment could result in metal fragments striking the passenger or other occupants, possibly causing serious injury or death.
What We're Doing	An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the passenger-side airbag module.
Parts	Passenger-side Airbags are available and may be ordered as required.
Vehicles Affected	
Vehicle Model Year(s)	2007–2011
Vehicle Model	2500, 3500
Vehicle Populations	
Recall Population	11,084 (additional)
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 Customer Assistance Center (CAC): 877-496-3691	
Customer Notification Timeline	Customer notification letters will be mailed on June 30, 2017.
AOMS/SOMS	Please forward this notice to your dealers ASAP to ensure they are aware of this recall.
While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.	



Campaign No. 2016090005, March 2016

Note: Revisions have been highlighted.

TO: ALL MERCEDES-BENZ and FREIGHTLINER CENTERS

SUBJECT: **Model 906 (Sprinter), Model Years 2007-2012**
Freightliner and Mercedes-Benz
Replace Front Passenger-side Air Bag

This recall campaign has been initiated because according to Takata, the passenger airbag inflator housing in affected vehicles may rupture due to excessive internal pressure during normal airbag deployment events. This condition is more likely to occur if the vehicles have been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking the passenger seat occupant, possibly causing serious injury or death. As a precaution, an authorized Sprinter dealer will replace the front passenger airbags.

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 **28,008** vehicles are involved.

Order No. V-RC-2016090005

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 in WIS. This procedure must only be performed by trained personnel using proper tools and equipment.

1.  Replace front passenger air bag, refer to: AR91.60-D-0680C.



Note (regarding referenced WIS document: AR68.10-D-1100A):

Be sure to remove top screw from right air vent when removing air vent.



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 air bag	A 906 860 1400 9051	100%
4	Screw	A 019 990 58 01	
1	Cable tie	A 002 997 24 90 64	



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.



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 air bag (02 9251)

Damage Code	Operation Number	Labor Time (hrs.)
91930 63 7	02 9251	0.7

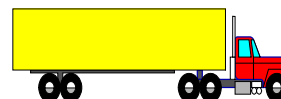


Note

Operation Number labor times are subject to change.



Mercedes-Benz



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.

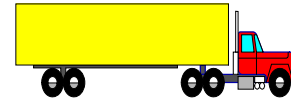
COMMENTS:

- 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:

