

**SPRINTER**

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Sprinter

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulatory Mgmt & Campaigns Vans
RE: <b>Recall Campaign 2017030012 – Replace Driver’s-side Airbag, MY 15-17 906 Freightliner and Mercedes-Benz Sprinters</b>	DATE: March 13, 2019

**IMPORTANT RECALL LAUNCH INFORMATION**





# RECALL CAMPAIGN LAUNCH NOTIFICATION

March 13, 2019

<b>Campaign No. :</b>	<h2>Replace Takata Driver-side Airbag</h2>
<b>2017030012</b>	
<p>This Recall Campaign is being launched to replace the driver-side airbag on approximately <b>81,000</b> affected MY15 – MY17 Freightliner and Mercedes-Benz Sprinter vehicles that are flagged in VMI as of today. 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 initiated early March 2019.</p>	
<b>Background</b>	
<b>What's the Concern</b>	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.
<b>What We're Doing</b>	An authorized Freightliner or Mercedes-Benz Sprinter dealer will replace the driver-side airbag module.
<b>Parts</b>	Airbags are available and may be ordered as required.
<b>Vehicles Affected</b>	
<b>Vehicle Model Year(s)</b>	2015 - 2017
<b>Vehicle Model</b>	2500, 3500
<b>Vehicle Populations</b>	
<b>Recall Population</b>	<b>81,000</b>
<b>&gt;&gt; Important Next Steps/Notes &lt;&lt;</b>	
<ul style="list-style-type: none"> <li>Follow <u>ALL</u> steps of the Work Instructions,</li> <li>Follow suggested guidance and best practices regarding customer contact and preparing your workshop for the campaign.</li> <li>File warranty claims frequently and without delay to ensure immediate and steady parts return flow for testing.</li> </ul>	
<b><u>Additional References</u></b>	
<b>Customer Assistance Center (CAC):</b>	877-496-3691
<b>Industry-wide Takata information on the NHTSA website:</b>	<a href="http://www.safercar.gov/rs/takata/index.html">http://www.safercar.gov/rs/takata/index.html</a>
<b>Customer Notification Timeline</b>	Customer notification letters will be mailed late March 2019.
<b>AOMS/SOMS</b>	Please forward this notice to your dealers ASAP to ensure they are aware of this recall.
<p>While we regret any inconvenience this may cause, DVUSA 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.</p>	



Mercedes-Benz

Campaign No. 2017030012, March 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906, Model Years 2015 - 2017**  
**Replace Driver's Side Airbag**

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has determined that on certain Model Years 2015 - 2017 Freightliner and Mercedes-Benz 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 Freightliner or Mercedes-Benz Sprinter dealer will replace the driver side front airbag of the potentially affected vehicles in the 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 **81,000** 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.


## 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**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>	<b>Estimated Replacement Rate</b>
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	

**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:

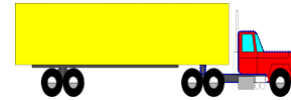
**Warranty Information**

**Operation:** Replace driver's airbag (02 9540).

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
91 930 65 7	02 9540	0.3

**i Note**

Operation Number labor times are subject to change.



# Hazardous Materials Shipping Instructions - GROUND

<b>Part Name:</b> Airbag <b>Part Number:</b> Several	<b>Hazardous Properties:</b> 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		<b>X</b>	<b>UN3268, Safety devices, 9</b>	<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 <b>HazMat Employee Signs</b>	CARRIER <b>Name of Carrier</b>
<b>EMERGENCY CONTACT: CHEMTREC 1-800-424-9300</b>	

## 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.

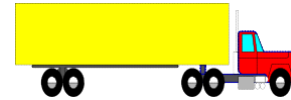
### COMMENTS:

- **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

<b>Part Name:</b> Airbag	<b>Hazardous Properties:</b> Contains initiating component which deploys (inflates) airbags.
<b>Part Number:</b> A906 860 00 02 9051	

## STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

PIECES	IN	HM	DESCRIPTION	WEIGHT	RATE	CHARGES	CLASS
1 box		<b>X</b>	<b>UN3268, Safety devices, 9 OVERPACK USED</b>	<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 <b>HazMat Employee Signs</b>	CARRIER <b>Name of Carrier</b>
<b>EMERGENCY CONTACT: CHEMTREC 1-800-424-9300</b>	

### 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:

