

# 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 2018110007</b> <b>Replace Front Passenger-side Airbag MY14 Freightliner and Mercedes-Benz Sprinters</b>	DATE: March 12, 2019

## IMPORTANT CAMPAIGN INFORMATION

### Recall information for customers:

- Recall-related information: <https://www.mbvans.com/sprinter/owners-resources/recall>
- Customer Assistance Center: 1-877-496-3691
- Industry-wide Takata information: [www.nhtsa.gov/recall-spotlight/takata-air-bags](http://www.nhtsa.gov/recall-spotlight/takata-air-bags)





# RECALL CAMPAIGN INITIAL NOTIFICATION

March 12, 2019

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Takata Recall Notification – Passenger-side Airbag</b>
<b>2018110007</b>	<b>NCV3TAKAGA</b>	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> to replace the Passenger-side Airbag on approximately <b>24,074</b> MY14 Freightliner and Mercedes-Benz Sprinter vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs are flagged as “OPEN” in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>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.</p>	
<b>What We’re Doing</b>	<p>An authorized Freightliner or Mercedes-Benz Sprinter dealer will replace the front passenger-side airbag free of charge. Please ship back the replaced airbag modules to QEC in Jacksonville for storage. The modules should be marked with VIN, mileage and the area where the vehicle was operated. JSS (successor of Takata) will organize the pickup of the airbag modules at the QEC.</p>	
<b>Parts</b>	<b>Parts are available for ordering.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2014	
<b>Vehicle Model</b>	Sprinter (906 Platform)	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	24,074	
<b>Next Steps/Notes</b>		
<ul style="list-style-type: none"> <li>• Follow <b>ALL</b> 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>Customer Notification Timeline</b>	Customer letters will be mailed in early March, 2019.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<p>While we regret any inconvenience this may cause, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



Mercedes-Benz

Campaign No. 2018110007, March 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906 (Sprinter), Model Years 2014  
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 **24,074** vehicles are involved.

Order No. V-RC-2018110007

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.

## Warranty Information

**Operation:** Replace front passenger air bag (02 2723)

Damage Code	Operation Number	Labor Time (hrs.)
91931 63 7	02 2723	0.7

### Procedure

<b>Warning</b>	<b>Risk of injury</b> caused by performing testing or repair work on airbag or emergency tensioning retractor units.	Store airbag units with deployment side facing up; do not expose to temperatures greater than 100 °C. When working on these units, disconnect the power supply.
<b>Warning</b>	<b>Risk of injury</b> during testing and repair operations related to pyrotechnical components	Do not expose pyrotechnical component parts to temperatures above 100 °C or 212 °F. Disconnect current supply when working on such component parts.
<b>Topical note</b>	Information on preventing damage to electronic components due to electrostatic discharge	
<b>Topical note</b>	Notes on carrying out repair work in the vehicle interior	
<b>Topical note</b>	Notes on performing repair, body work and welding on vehicles with airbags and RTE units	
	Legal requirements on handling and storing airbags and emergency tensioning retractor units	
<b>Check</b>		
1	Check whether vehicle is affected by measure.	For authorized Mercedes-Benz service partners, only the entry in the "Extended VEGA Application" (EVA) system, in the "Current" tab is significant. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.
<b>Remove</b>		
2	Remove front passenger airbag.	
<b>Documentation of work performed</b>		
3	Document serial number of removed front passenger airbag.	<p>If the "Mercedes-Benz Part Scan" application has already been published in your market and your Market Performance Center (MPC) has informed you about the possibility of using it for Mercedes-Benz Vans.</p> <p>If the "Mercedes-Benz Part Scan" application has not yet been released in your market, it is not necessary to document the removed front passenger airbag.</p>
4	Document serial number of new front passenger airbag.	
<b>Install</b>		
5	Install new front passenger airbag.	



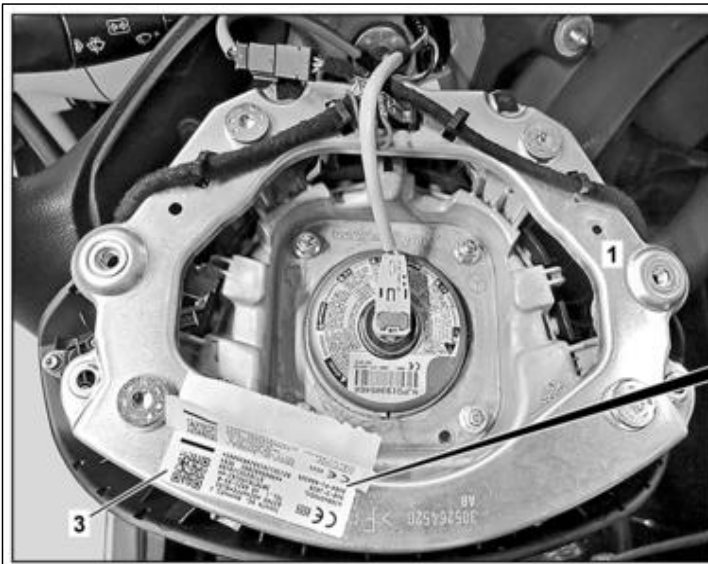
If the "Mercedes-Benz Part Scan" application has already been published in your market, and if your Mercedes-Benz Market Performance Center (MPC) has informed you about the possibility of using it for Mercedes-Benz Vans, please document the serial numbers (4) of the removed driver airbag (1) and of the new driver airbag (5) or of the removed front passenger airbag (2) and the new front passenger airbag (6) using this application. Detailed information on the use of the application can be obtained separately from your MPC as part of the availability information.

**QR code for "Mercedes-Benz Part Scan" app**



**The following information must always be observed!**

- Before starting any work, make sure that neither fault messages nor warnings (in particular for the Supplemental Restraint System (SRS)) are shown in the instrument cluster.
- A necessary fault rectification may not be invoiced under this service measure!
- To be prepared for the work procedure, the "Mercedes-Benz Part Scan" app must be installed on a terminal running an Apple® IOS operating system or an Android® operating system.
- A mobile Internet connection is required for installation and data transfer!
- Download the app from the "Apple® App Store" for terminals running an Apple® IOS operating system or from the "Google® Play Store" for terminals running an Android® operating system (the download is similar to that for other apps).
- After the download a non-recurring login authentication is performed using an encoded QR code (follow the instructions for the "Mercedes-Benz Part Scan" app).
- The required QR code can be scanned here from the picture. Make sure that only authorized workshop personnel has access to the QR code!

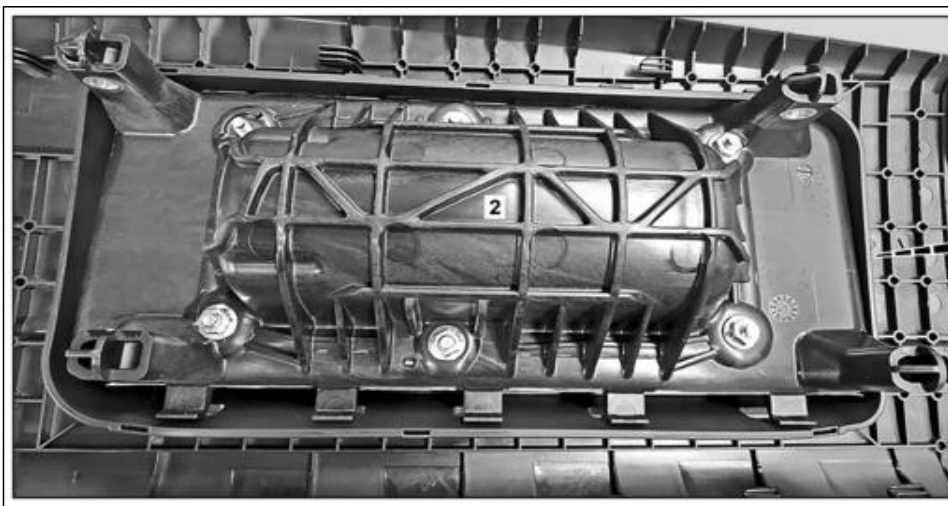


**Shown on driver airbag (1)**

1 Driver airbag

3 Adhesive label

4 Serial number



**Shown on front passenger airbag (2)**

2 Front passenger airbag

4 Serial number

3 Adhesive label



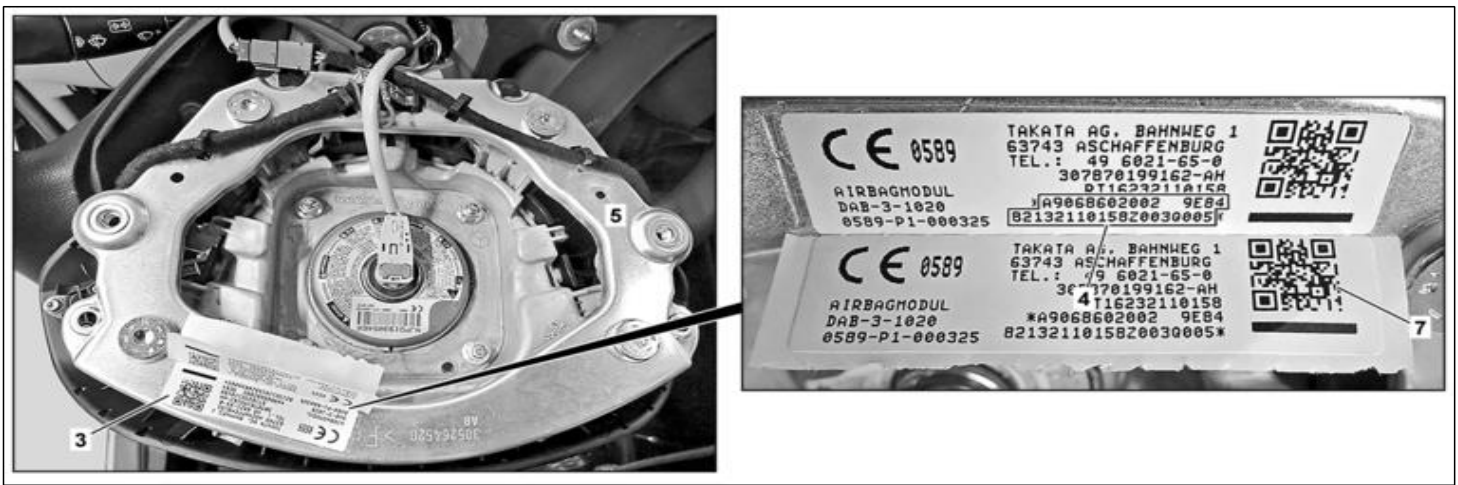
The serial number (4) consists of the following information:

- A-object number (e.g. A906860200005)
- Color number (e.g. 9051)
- Sequential number (e.g. 831716400752001)
- Q-status (e.g. Q001)

This information must be read off the adhesive label (3) and entered consecutively without spaces (e.g. A906860200005905183171640075001Q001) as the serial number (4).

1 Document the serial number (4) of the removed driver airbag (1) or of the removed front passenger airbag (2) using "Mercedes-Benz Part Scan".

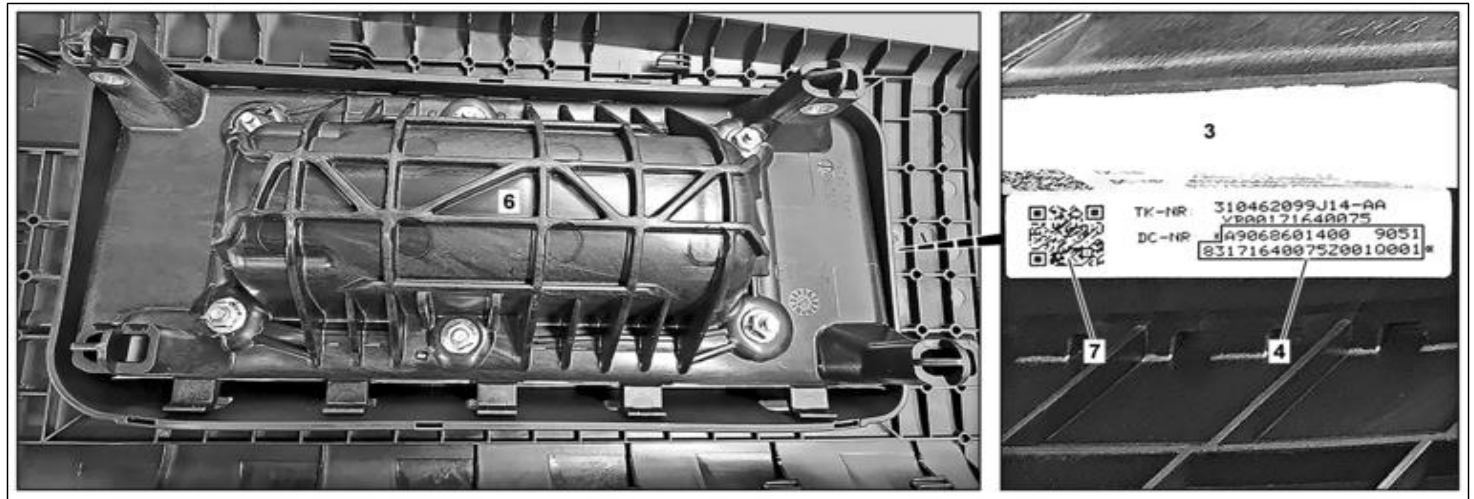




**Shown on new driver airbag (5)**

- 3 Adhesive label
- 4 Serial number

- 5 New driver airbag
- 7 QR code



**Shown on new front passenger airbag (6)**

- 3 Adhesive label
- 4 Serial number

- 6 New front passenger airbag
- 7 QR code

2.1 If the "Mercedes-Benz Part Scan" application has already been published in your market and your MPC has informed you about the possibility of using it for Mercedes-Benz Vans.

Document the new driver airbag (5) or the new front passenger airbag (6) using "Mercedes-Benz Part Scan".



To do this, scan the serial number (4) on the adhesive label (3) with the QR code (7) on the new driver airbag (4) or the new front passenger airbag (6). If necessary, the serial number (4) of the new driver airbag (5) or of the new front passenger airbag (6) can also be documented manually using the keypad. To do this, read off the serial number (4) on the adhesive label (3) on the new driver airbag (5) or the new front passenger airbag (6) and enter it manually in the application using the keypad.

## 2.2 If the "Mercedes-Benz Part Scan" application has not been published.

Document serial number (4) of new driver airbag (5) or new front passenger airbag (6) via Vehicle Documentation (VeDoc).



To do this, enter the serial number (4) in the **Variable Product Data (VPD)** screen in VeDoc in the field "VPD Ident 10006" for the driver's airbag and in the field "VPD Ident 10007" for the front passenger airbag.



Documentation in VeDoc can only be performed by a user with write privileges. If write privileges do not exist, documentation must be performed using the **Extended VEGA Application (EVA)** system.

To do this, enter the serial number (4) in the VEGA system as an additional text or note.

### Parts ordering note

<b>Part no.</b>	<b>Designation</b>	<b>Quantity</b>
A 906 860 20 00 05 9051	Passenger airbag	1
A 019 990 58 01	Screw	4
A 002 997 24 90 64	Cable tie	1