

# DAIMLERCHRYSLER

DaimlerChrysler Manufacturing International LLC

Richard R. Shyu  
Manager of Compliance  
Tel: 704-655-1052  
Fax: 704-655-1055  
e-mail: [richard.shyu@dcx.com](mailto:richard.shyu@dcx.com)

via FedEx

April 11, 2003

Office of Defects Investigation, Room 5326  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W. (NSA-01)  
Washington, D.C. 20590  
Attention: George Person

Subject: **Final Dealer Service Instructions and Owner Notification  
for DaimlerChrysler Sprinter Van C14 Safety Campaign**

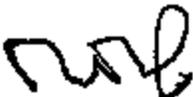
Dear Mr. Person,

On April 3, 2003 we submitted to you on behalf of our parent company, DaimlerChrysler AG an updated Part 573 Defect Information Report concerning a potential defect with the airbag control module in certain Sprinter vans. In that Report we informed the Agency that a recall campaign number, C14 was assigned, and copies of the draft Dealer Service Instructions and Owner Notification were attached.

Enclosed herewith for your file are final copies of such Dealer Service Instructions and Owner Notification we intend to mail out to start the campaign.

Please feel free to call me if you have any questions.

Sincerely,



Enclosures

03V-082  
2003 APR 14 10 23 AM  
RECEIVED  
NHTSA

# DAIMLERCHRYSLER

## ***SAFETY RECALL TO REPLACE YOUR VEHICLE'S AIRBAG CONTROL MODULE***

Dear Sprinter Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler AG has determined that a defect, which relates to motor vehicle safety, exists in some 2003 model year Freightliner Sprinter vehicles.

***The problem is...***

**The airbag control module on your vehicle may contain an internal component that could fail. Component failure could cause illumination of the airbag warning light or, in case of an accident; the airbags may not deploy. This could allow increased injury to a front seat occupant in certain accident conditions.**

***What DaimlerChrysler and your dealer will do...***

**DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the airbag control module. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.**

***What you must do to ensure your safety...***

- **Your dealer already has the required part in stock and shall call you to bring your vehicle in for the campaign. Or simply contact your dealer right away to schedule a service appointment.**
- **Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.**

***If you need help...***

**If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Manufacturing International Compliance Office at 704-655-1052.**

**If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Manufacturing International LLC, 8936 NorthPointe Executive Drive, Suite 200, Huntersville, NC 28078, Attention: Compliance Office.**

**If your dealer fails to remedy this defect within a reasonable time and without charge, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.**

**We're sorry for any inconvenience this campaign may cause you, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.**

**DaimlerChrysler Manufacturing International LLC  
Compliance Office**

**C14**

# DAIMLERCHRYSLER

April 2003

Dealer Service Instructions for:

## **Safety Recall No. C14 -- Airbag Control Module**

---

### **Models**

**2003 (VA) Freightliner Sprinter**

*NOTE: This recall applies only to the above vehicles built from September 2002 through October 2002.*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. **Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service.

### **Subject**

The airbag control module on about 250 of the above vehicles may contain an internal component that could fail. Component failure could cause illumination of the airbag warning light. As a result, the airbags may not deploy properly which increases the risk of injury to front seat occupants in certain accident conditions.

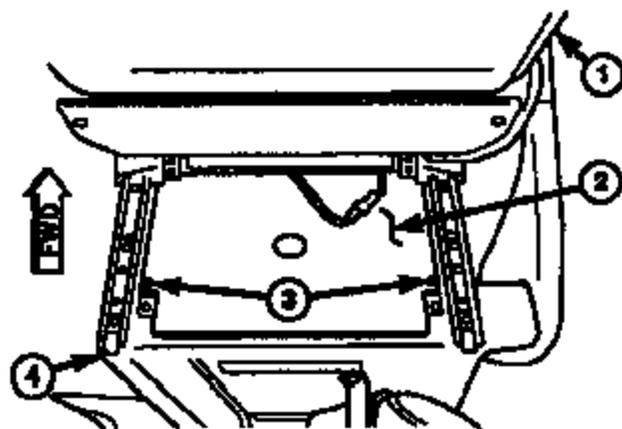
### **Repair**

The airbag control module must be replaced.

**Parts Information**

Parts have been shipped to the servicing location for the involved vehicles. For questions regarding parts, contact Richard Shyu at 704-655-1052.

**Service Procedure**



**Figure 1**

the cover panel to the seat riser (Figure 1) and then remove the cover.

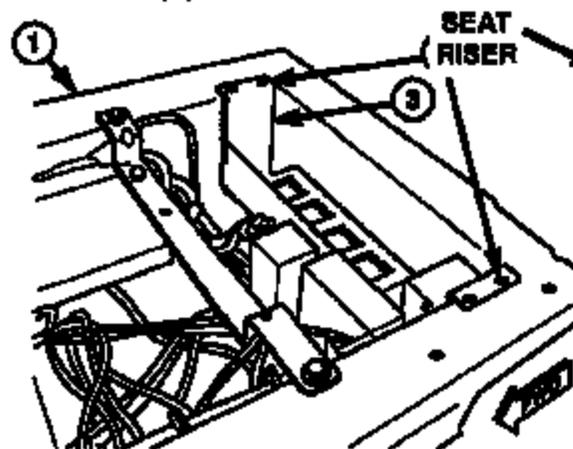
4. Remove the two (2) screws that secure the control module bracket to the seat riser (Figure 2) and then remove the bracket.

1. Move the driver's seat to the full forward position.
2. Disconnect the negative battery cable.

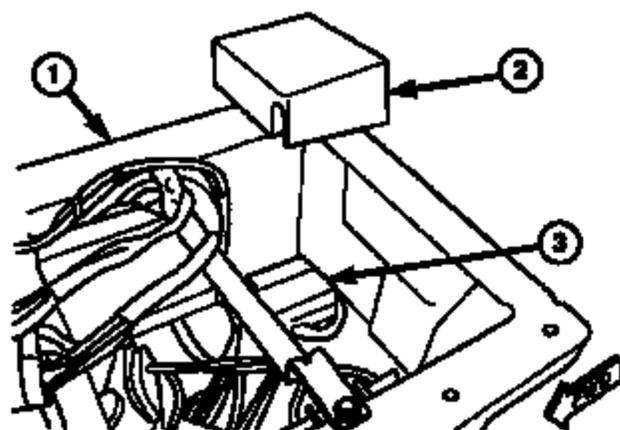
**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

**SEAT RISER**

3. Remove the two (2) screws that secure



**Figure 2**

**Service Procedure (Continued)**


5. Remove the plastic airbag module cover by grasping it firmly and pulling upward (Figure 3).

**SEAT  
RISER**

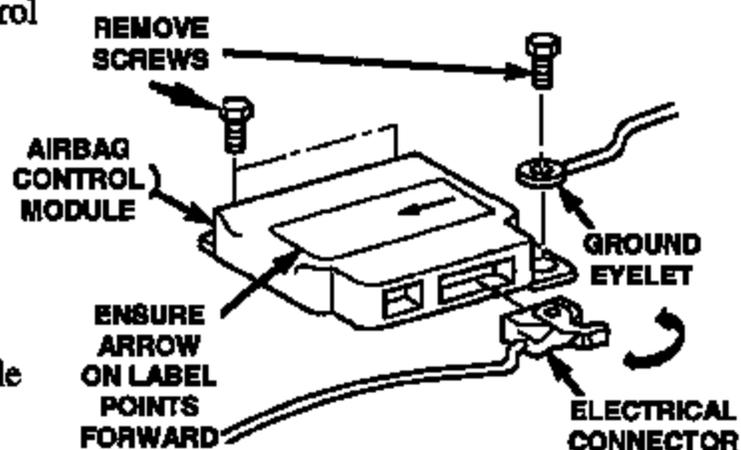
**Figure 3**

6. Remove the three (3) airbag control module screws (Figure 4).

7. Lift the module up far enough to access the connector and then disconnect the airbag control module electrical connector (Figure 4).

8. Remove the airbag control module and discard it.

9. Connect the electrical connector to the new airbag control module and then install the module on the bracket. Make sure that the arrow on the module is pointing forward.



**Figure 4**

10. Install the three (3) airbag control module screws. Tighten the screws to 105 in-lbs (12 N·m) (Figure 4).

**NOTE:** Make sure that the ground eyelet is installed on the left rear mounting screw.

11. Install the plastic cover over the airbag control module (Figure 3). Press down on the cover firmly and evenly until it snaps into place.

**Service Procedure (Continued)**

12. Install the airbag control module bracket. Tighten the screws to 18 in-lbs (2 N·m) (Figure 2).
13. Install the seat riser cover. Tighten the screws to 18 in-lbs (2 N·m) (Figure 1).
14. Connect the negative battery cable.
15. Connect the DAS to the vehicle and then turn the ignition key to the “ON” position.
16. Run the DAS application and select the correct vehicle.
17. Run the DAS current short test.
18. On the current short test screen, select “AB airbag” and then press the F3 button.
19. On the AB airbag screen, select “Parameterization” and then press the F3 button.
20. Read the information note on the screen and then press F2 to continue.
21. Select “Programming of Vehicle Equipment” and then press the F3 button.
22. Verify the status of the passenger airbag (Installed or Not Installed). Make sure that the selection matches the vehicle’s optional equipment. If necessary, change the selection by clicking on the drop down box to change the status. Press F3 to continue.
23. When prompted by the DAS, turn the ignition key to the “OFF” position.
24. Monitor the DAS progress bar (approximately four seconds), then when prompted by the DAS, turn the ignition key to the “ON” position.
25. On the parameterization screen, select “Parameterization of crash parameter set” and then press the F3 button.
26. After the crash parameters are set, the DAS will ask if the airbag module is to be interlocked. Press “YES” to interlock the airbag module.
27. When prompted by the DAS, turn the ignition key to the “OFF” position.
28. Monitor the DAS progress bar (approximately four seconds), then when prompted by the DAS, turn the ignition key to the “ON” position. A message will be displayed that indicates that the airbag interlock procedure is complete.
29. Turn the ignition key to the “OFF” position and then disconnect the DAS.

**Reimbursement**

Forward reimbursement claims to:

DaimlerChrysler Manufacturing International  
8936 NorthPointe Executive Drive, Suite 200  
Huntersville, NC 28078  
Attention: Wolf-Dieter Kleimeier

**Parts Return**

Removed airbag control modules must be returned to:

DaimlerChrysler Manufacturing International  
8936 NorthPointe Executive Drive  
Huntersville, NC 28078  
Attention: Wolf-Dieter Kleimeier

DaimlerChrysler Manufacturing International