



May 2016

Dealer Service Instructions for:

Safety Recall R49 / NHTSA 15V-354 Passenger Airbag Module

Models

2007 - 2008 (VB) Dodge Sprinter

NOTE: This recall applies only to the above vehicles built August 01, 2006 through April 23, 2009 (MDH 080101 through 042301).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The passenger airbag inflator housing on about 32,000 of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has 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 and potentially seriously injuring the vehicle occupant(s).

Repair

The passenger airbag module must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBXZR262AA	Inflator Kit, Passenger Airbag

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Passenger Airbag Module
4	Screws, Housing to Bracket

04641780 **Tie Strap**

Special Note: Dealers will not receive an initial allocation of part CBXZR262AA. Part(s) should be ordered as needed, and will arrive directly from the supplier (SSD). Dealer should confirm part has arrived before customer comes in for service visit.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Parts Return

No parts return required for this campaign.

Service Procedure**A. Replace Passenger Airbag Module**

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting this service procedure. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS.

Failure to take the proper precautions could result in accidental airbag deployment. At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner.

When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.

1. Use the following steps to disconnect and isolate the battery negative cable(s).

CAUTION: Some vehicles may be equipped with an auxiliary battery located under the hood. Be sure to disconnect both battery negative cables if equipped.

- a. Remove and save the three screws from the door sill scuff plate and remove the door sill scuff plate (Figure 1).
- b. Remove the rubber mat (Figure 1).

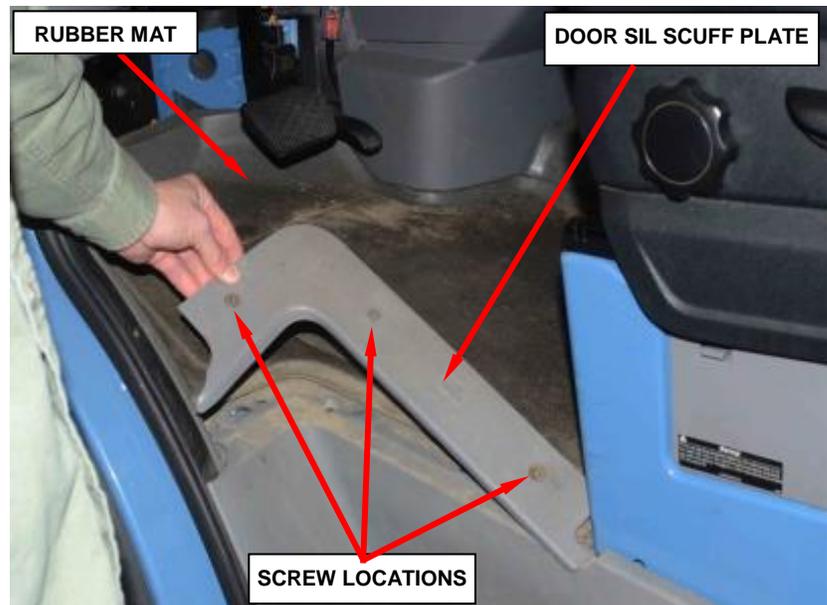


Figure 1 – Door Sill Scuff Plate

Service Procedure (continued)

- c. Remove and save the four screws from the battery cover and remove the battery cover (Figure 2).

- d. Disconnect and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service (Figure 2).



Figure 2 – Battery Location

Service Procedure (continued)

2. Open the glove box, push up on the two rear stops and fold the box down completely (Figure 3).

3. Remove and save the hinge screws and remove the glove box (Figure 3).

4. Remove and save the screw securing the trim below the right outboard air outlet bezel and remove the trim (Figure 3).

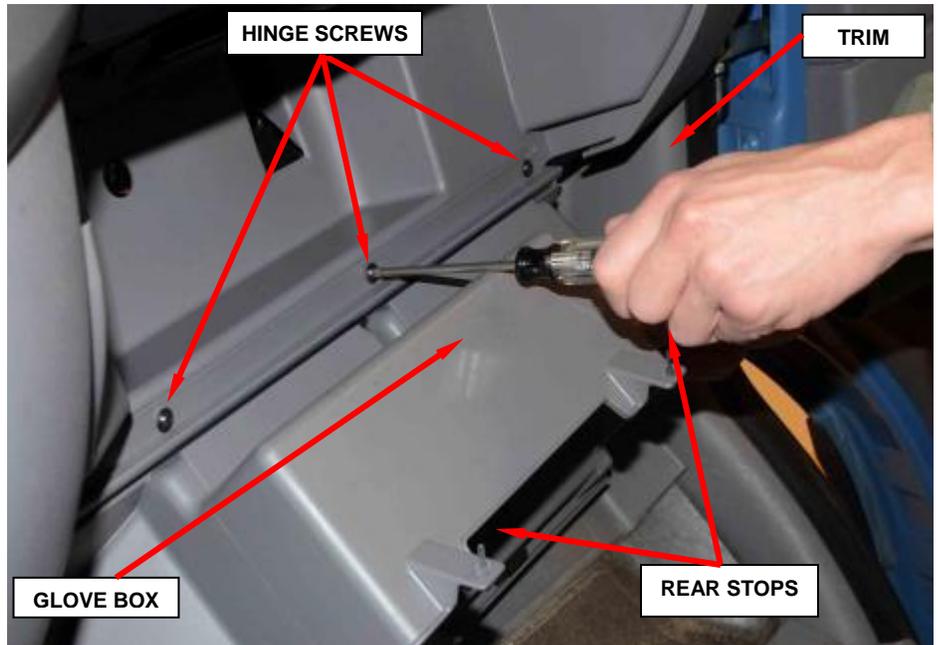


Figure 3 – Glove Box Hinge Screws

5. Remove and save the three inner compartment liner screws and remove the inner compartment liner (Figure 4).

6. Disconnect the glove box light electrical connector and remove the cooler air hose (Figure 4).

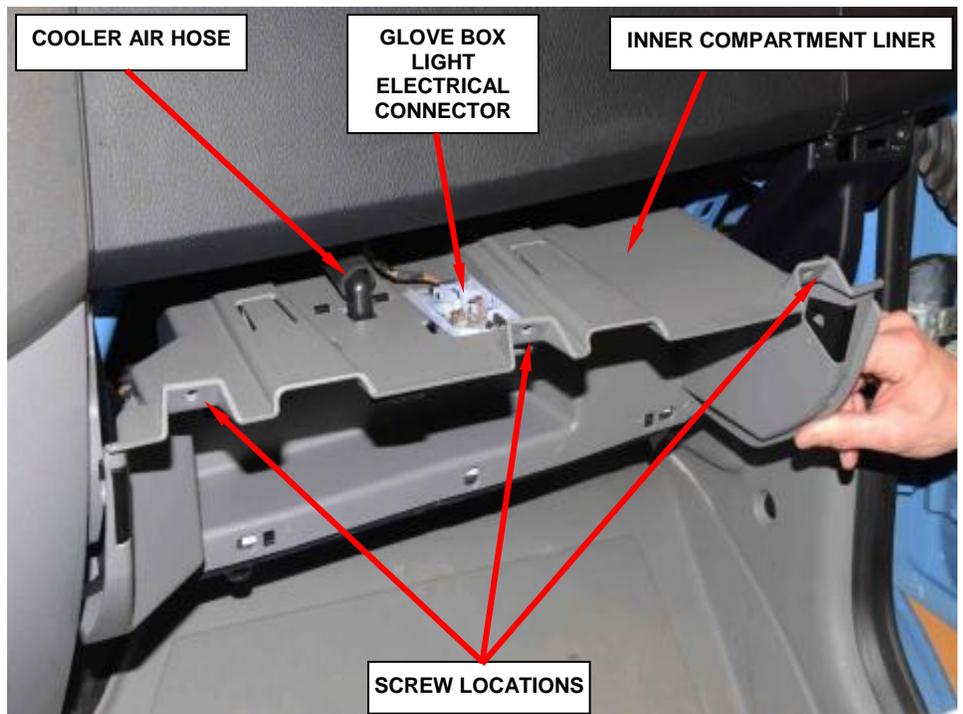


Figure 4 – Inner Compartment Liner

Service Procedure (continued)

- 7. Remove the right front speaker grill (Figure 5).



Figure 5 – Right Front Speaker Grill

- 8. Partially remove the right front door seal near the A-Pillar (Figure 6).

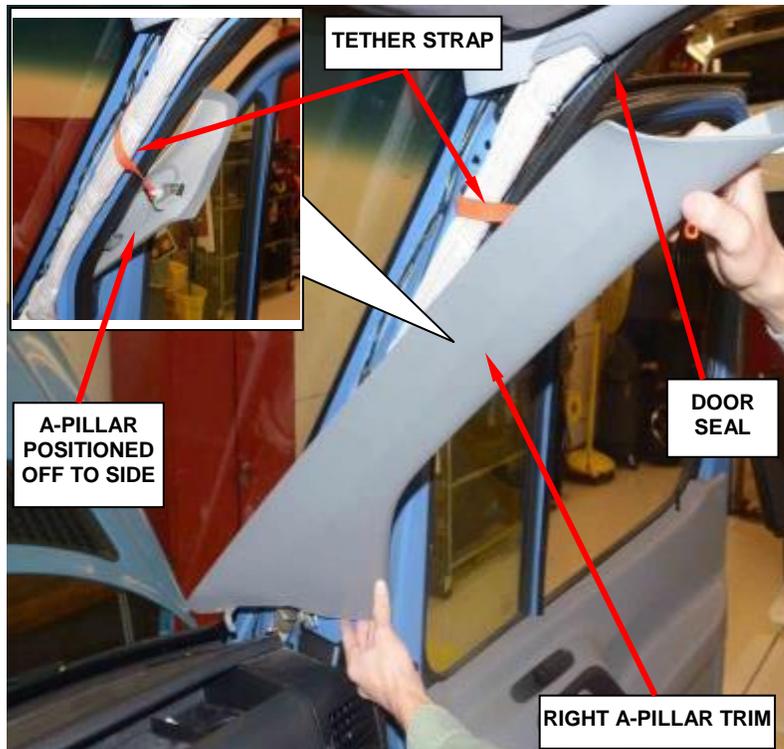


Figure 6 – Right A-Pillar Trim

- 9. Remove the right A-Pillar trim and position off to the side (Figure 6).

NOTE: The A-Pillar tether strap does not need to be disconnected.

Service Procedure (continued)

10. Remove and save the three right side air outlet bezel screws and remove the right air outlet bezel (Figure 7).

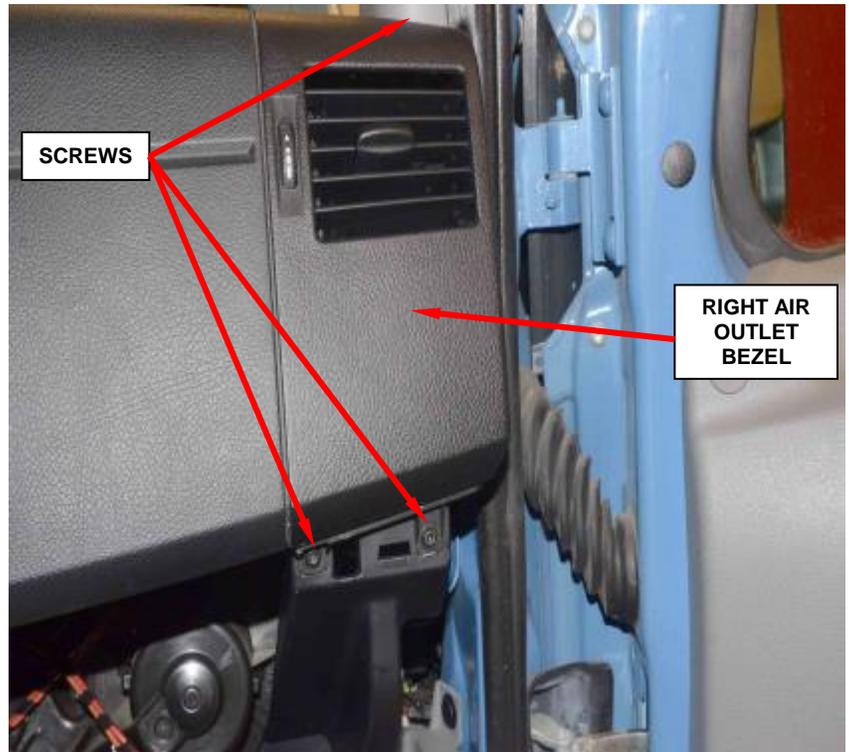


Figure 7 – Right Air Outlet Bezel

11. Remove the center radio bezel and position to the side (Figure 8).



Figure 8 – Center Radio Bezel

Service Procedure (continued)

12. Remove and save the two center air outlet bezel screws and remove the bezel (Figure 9).

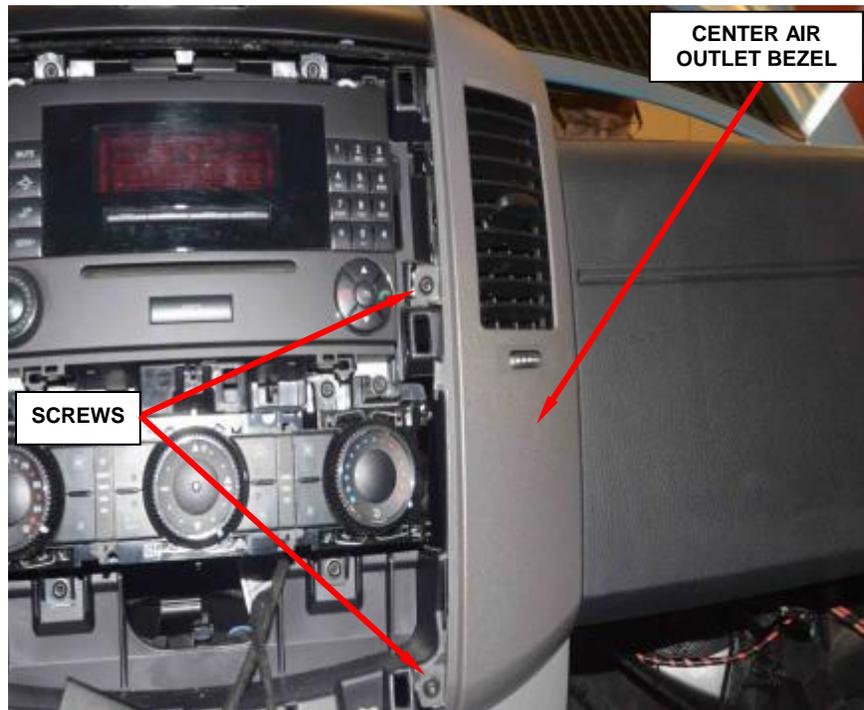


Figure 9 – Center Air Outlet Bezel

13. Remove and save the four screws that secure the tabs on the inboard and outboard ends of the passenger airbag door to the instrument panel base trim (Figure 10).

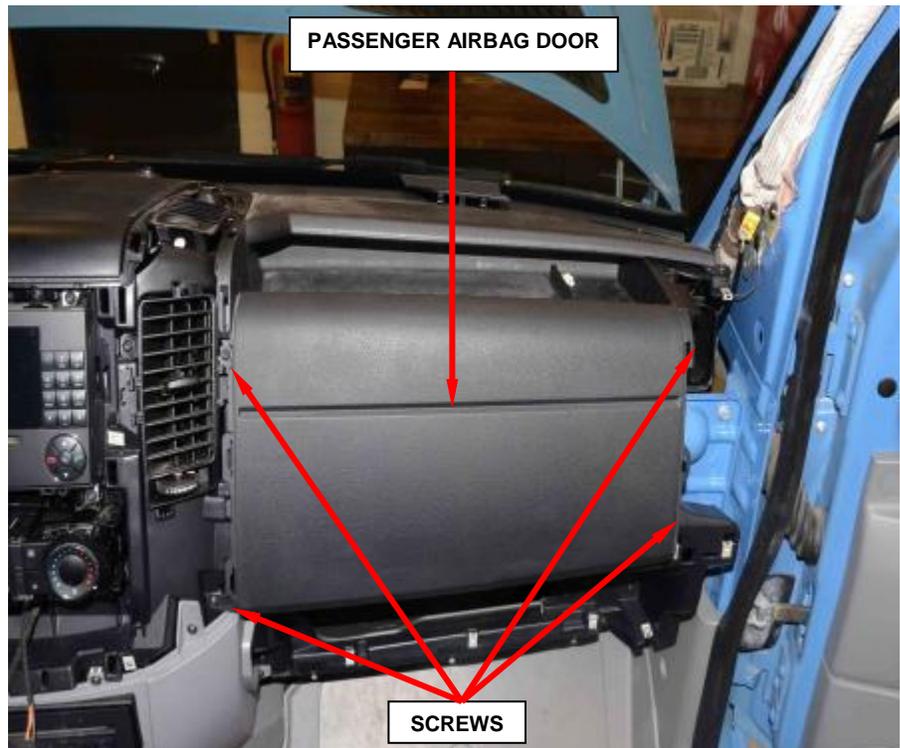
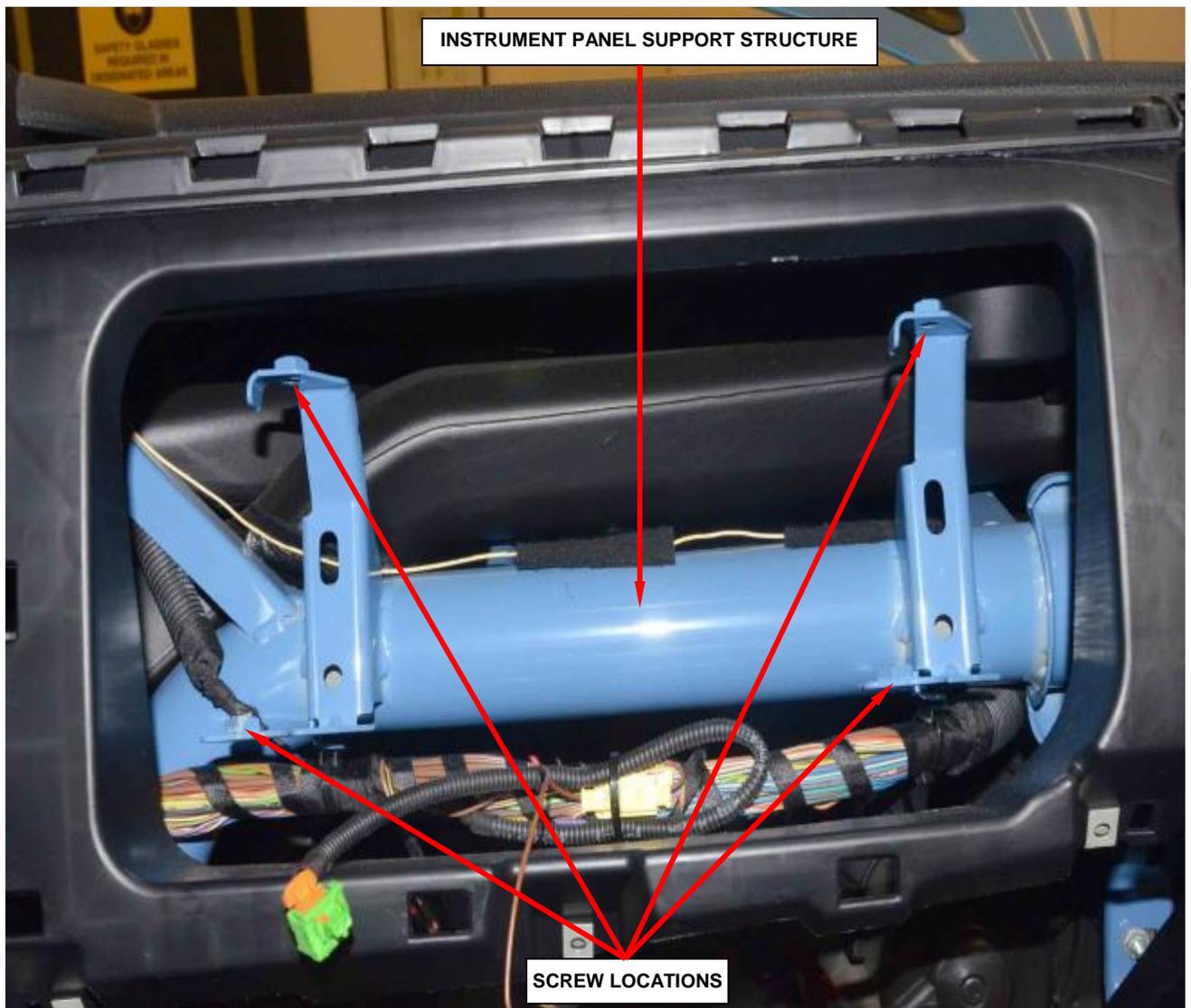


Figure 10 – Passenger Airbag Door

Service Procedure (continued)

14. Reach up into the instrument panel glove box opening to access and remove the four screws that secure the stanchions on the back of the passenger airbag module to the brackets on the instrument panel support structure. **Discard the removed screws** (Figure 11).



**Figure 11 – Mounting Screw Locations
(Passenger Airbag Module Removed for Photographic Purposes)**

Service Procedure (continued)

15. Pull the passenger airbag module rearward far enough to access the airbag electrical connector on the inboard end of the unit (Figure 12 and 13).

CAUTION: Do not pull on the wires to disengage the connector from the passenger airbag inflator connector receptacle. Improper removal of the connector insulator can result in damage to the airbag circuits or the connector insulator.

16. Disconnect the airbag electrical connector from the airbag inflator connector receptacle, which is located on the inboard end of the passenger airbag housing. To disconnect the connector:
 - a. Slide the orange Connector Position Assurance (CPA) lock on the connector toward the top of the connector.
 - b. Depress the connector latch tab and pull the connector straight away from the inflator initiator.

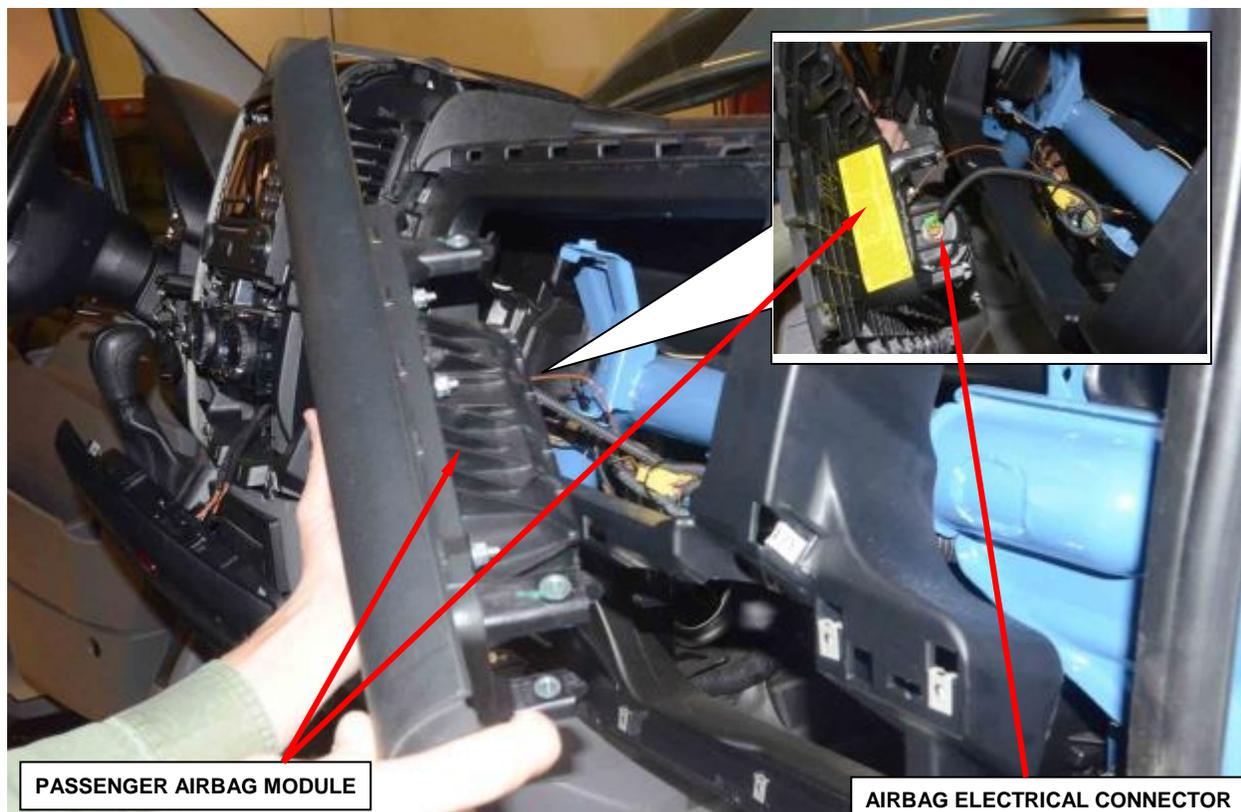


Figure 12 – Passenger Airbag Module

Service Procedure (continued)

17. Remove and **discard** the tie strap securing the yellow ground wire jumper electrical connector to the instrument panel wire harness (Figure 13).

18. Disconnect the yellow ground wire jumper electrical connector from the instrument panel wire harness (Figure 13).

19. Remove the passenger airbag and airbag door from the instrument panel as a unit.

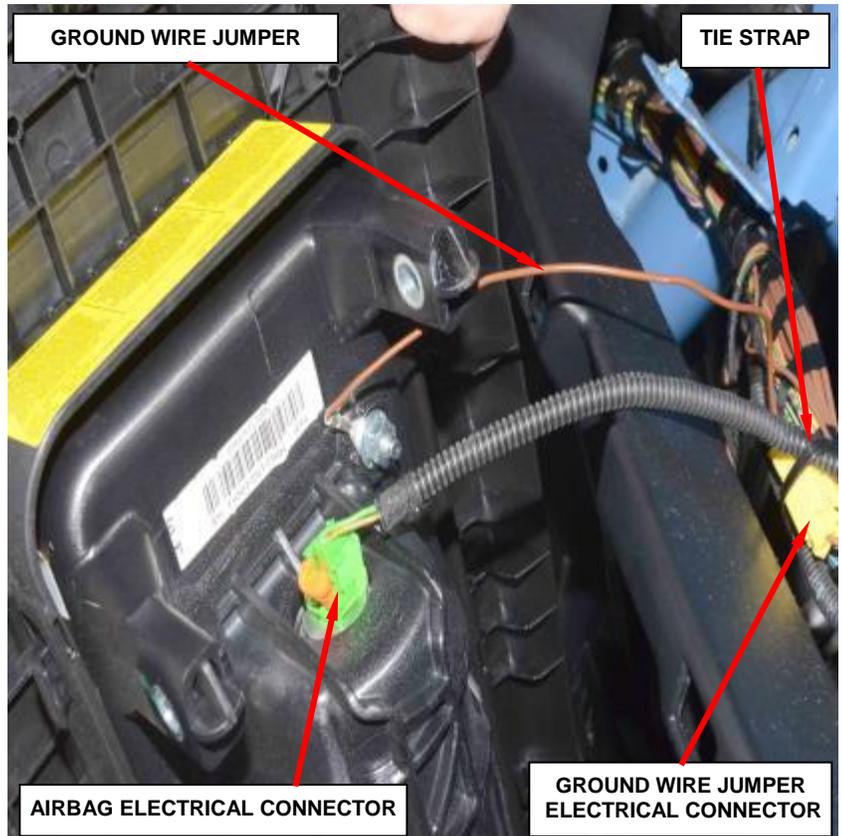


Figure 13 – Ground Wire Jumper

20. Carefully position the **NEW** passenger airbag module and airbag door unit to the instrument panel.

21. Connect the yellow ground wire jumper electrical connector to the instrument panel wire harness (Figure 13).

22. Secure the ground wire jumper electrical connector to the instrument panel wire harness using a **NEW** tie strap (Figure 13).

23. Connect the airbag electrical connector to the airbag inflator connector receptacle, which is located on the inboard end of the passenger airbag housing. Be certain that the latch on the connector and the orange Connector Position Assurance (CPA) lock are each fully engaged (Figure 12).

Service Procedure (continued)

24. Slide the passenger airbag module fully forward into the instrument panel opening.
25. Reach up into the instrument panel glove box opening to access, install and tighten the four **NEW** screws to secure the stanchions on the back of the passenger airbag housing to the brackets on the instrument panel support structure. **Never reuse the old screws.** Tighten the screws to 71 in. lbs. (8 N·m) (Figure 11).
26. Install and tighten the four screws on the inboard and outboard ends of the passenger airbag door to the instrument panel base trim. Tighten the screws securely (Figure 10).
27. Position the center air outlet bezel to the instrument panel and install the two screws. Tighten the screws securely (Figure 9).
28. Install the center radio bezel (Figure 8).
29. Position the right air outlet bezel to the instrument panel and install the three screws. Tighten the screws securely (Figure 7).
30. Install the A-Pillar trim panel (Figure 6).
31. Install the right front door seal to the A-Pillar.

Service Procedure (continued)

32. Install the right front speaker grill (Figure 5).

33. Install the cooler air hose to the inner glove box liner and connect the glove box light electrical connector (Figure 4).

34. Install the inner glove box liner and install the three screws. Tighten the screws securely (Figure 4).

35. Install the glove box and install the three hinge screws then tighten securely (Figure 3).

36. Position the glove box up into the instrument panel and engage the rear retaining stop tabs (Figure 3).

37. Install the trim panel below the air outlet.

38. **Do not connect the battery negative cable at this time.** The supplemental restraint system verification test procedure should be performed following service of any supplemental restraint system component. Continue with **Section B. Supplemental Restraint System (SRS) Verification Test.**

Service Procedure (continued)**B. Supplemental Restraint System (SRS) Verification Test**

NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 of the Supplemental Restraint System (SRS) Verification Test.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Connect the wiTECH VCI micro pod II to the vehicle data link connector located under the steering column.
2. Turn the ignition switch to the “ON” position and exit the vehicle and close the passenger door.

WARNING: To avoid serious or fatal injury while connecting the battery negative cable, which is located under the driver side floor panel, be certain to remain clear of all airbag deployment paths.

3. Check to be certain that nobody is in the vehicle, then while reaching through the driver side door opening connect the battery negative cable and tighten securely.
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using, then select “Next”.
6. Enter your “User id” and “Password”, then select “Finish”.
7. Clear all DTC’s in all modules using the wiTECH tool.

Service Procedure (continued)

NOTE: Any active Diagnostic Trouble Codes (DTC's) may require an additional key cycle from "ON" to "OFF" to change DTC status from "active" to "stored".

8. Turn the ignition switch to the "OFF" position for about 15 seconds, and then back to the "ON" position. Observe the airbag indicator in the instrument cluster.
 - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the "OFF" position, remove the wiPOD and return the vehicle to the customer.
 - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
9. Remove the wiTECH VCI micro pod II.
10. Install the battery cover and the four screws then tighten securely (Figure 2).
11. Install the rubber mat (Figure 1).
12. Install the door sill scuff plate and the three screws then tighten securely (Figure 1).
13. Dispose of all non-deployed airbags in a manner consistent with state, provincial, local and federal regulations. Refer to the Hazardous Substance Control System for proper disposal.
14. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace Passenger Airbag Module and Perform Supplemental Restraint System Verification Test	08-R4-91-82	0.7 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

R49 / NHTSA 15V-354

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2007 through 2008 model year Dodge Sprinter vehicles**.

The problem is... **The passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. The inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.**

What your dealer will do... **FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your passenger airbag module. The work will take up to 1 ½ hours to complete. However, additional time may be necessary depending on service schedules.**

What you must do to ensure your safety... **Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule an appointment. Ask your dealer to order a part for you, and to confirm it has arrived before your service visit. Please bring this letter with you to your dealer.**

If you need help... **If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.**

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safecar.gov**.

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

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.