



Revised September 2017

Dealer Service Instructions for:

Safety Recall R49 / NHTSA **17V-478**

Passenger Airbag Module

NOTE: Revised NHTSA number. Added 2009 (VB) Dodge Sprinter Model (United States only). 2009 MY Sprinter vehicles for Canada remain on Safety Recall S43. Added Labor Operation number for 2009 Sprinter. Revised Parts Return section and shipping label.

Models

2007 - 2009 (VB) Dodge Sprinter

NOTE: This recall applies only to the above vehicles built from August 01, 2006 through November 04, 2009 (MDH 080101 through 110401).

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 **34,300** of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if the 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

Part Number

Description

CBXZR262AB

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 CBXZR262AB. Part(s) should be ordered as needed, and will be stocked within the Mopar network. 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 micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Parts Return

Shipping/return instructions are provided with each inflator kit.

For Continental US 48 States use the procedure below to package the original airbag inflator in the replacement kit box and return. Shipping/return instructions are also provided with each inflator kit.

All International, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers MUST contact the following Takata/Menlo USA representative directly for shipping instructions:

Miguel Prigadaa – Tel #: 210-250-5078 or

Email: MLGTakataRestraints_International@menloworldwide.com.

<p>FCA</p> <p>Replacement Kit Return Process</p> <p>**For TAKATA Campaign Airbag Inflators Only**</p> <p><u>Upon Accumulating 200 kits (1 Pallet) Minimum</u> (Multiple Pallets are acceptable)</p> <p>Please Call XPO to Schedule LTL Pickup</p> <p>FCA Dealer Call: 1-888-708-5712</p> <p>Items to have available when calling:</p> <ol style="list-style-type: none">1) Dealer Code or #2) Quantity Pallets/Overpacks with # of Passenger Modules on each pallet3) Dealer E-mail Address where Shipping Documentation to be received. <p><small>(Instruction Label Only. Please discard after use)</small></p>	<p>Peel this label and place on the panel of the box covering old labels "DO NOT COVER CLASS 9 DIAMOND"</p> <p>TK HOLDINGS INC. 1199 Austin Court Howell, MI 48843</p>
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NOTE: If the shipping label is supplied as a paper only document, cut the label out and attach the label as instructed using packing tape or an appropriate plastic sleeve.

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).

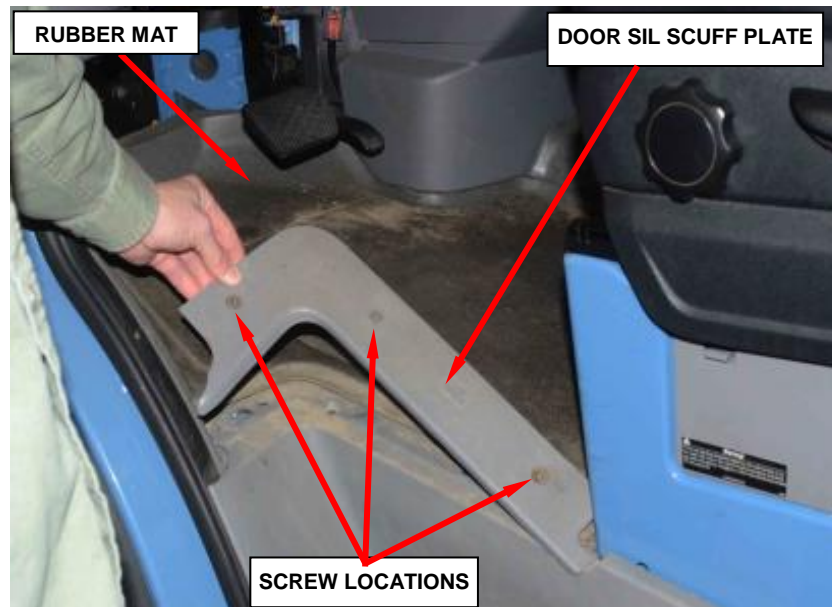


Figure 1 – Door Sill Scuff Plate

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).

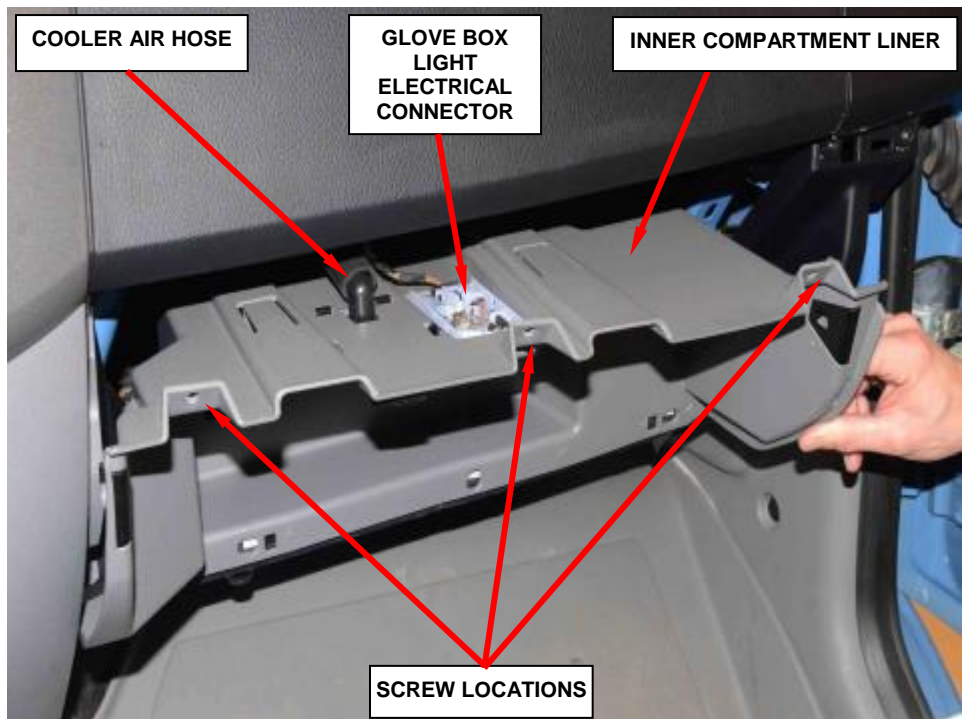


Figure 4 – Inner Compartment Liner

Service Procedure (continued)

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

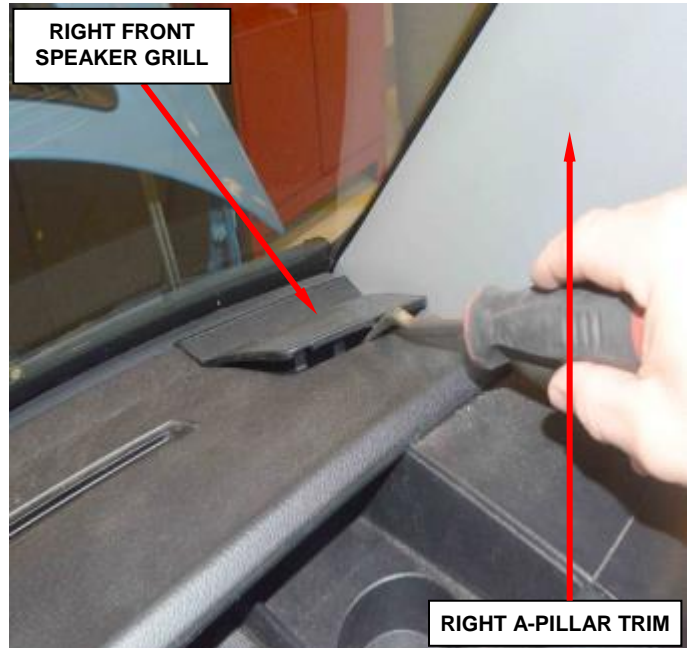


Figure 5 – Right Front Speaker Grill

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

- 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.

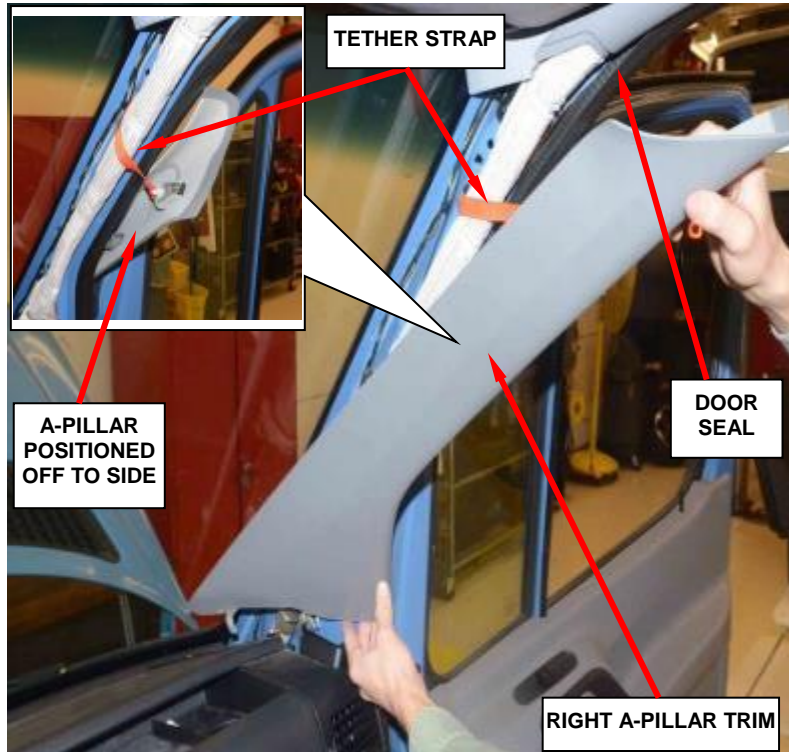


Figure 6 – Right A-Pillar Trim

Service Procedure (continued)

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

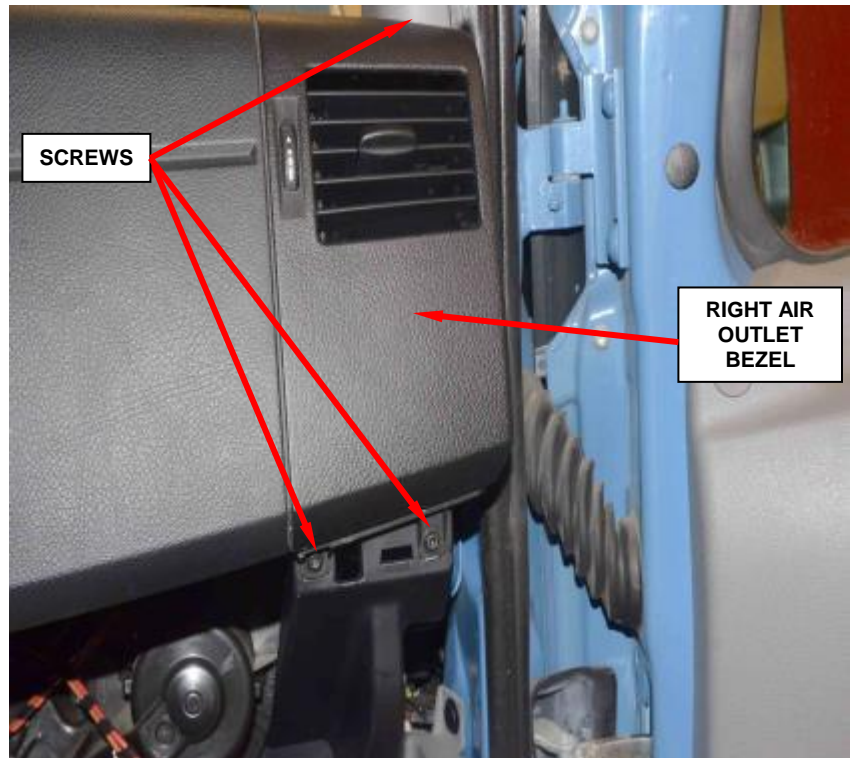


Figure 7 – Right Air Outlet Bezel

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).

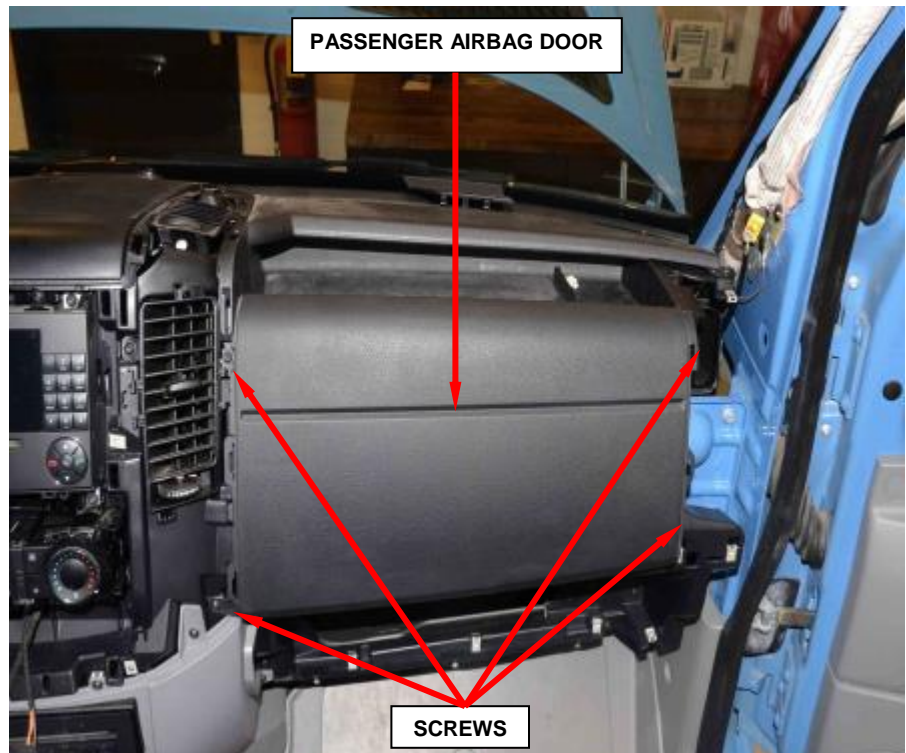
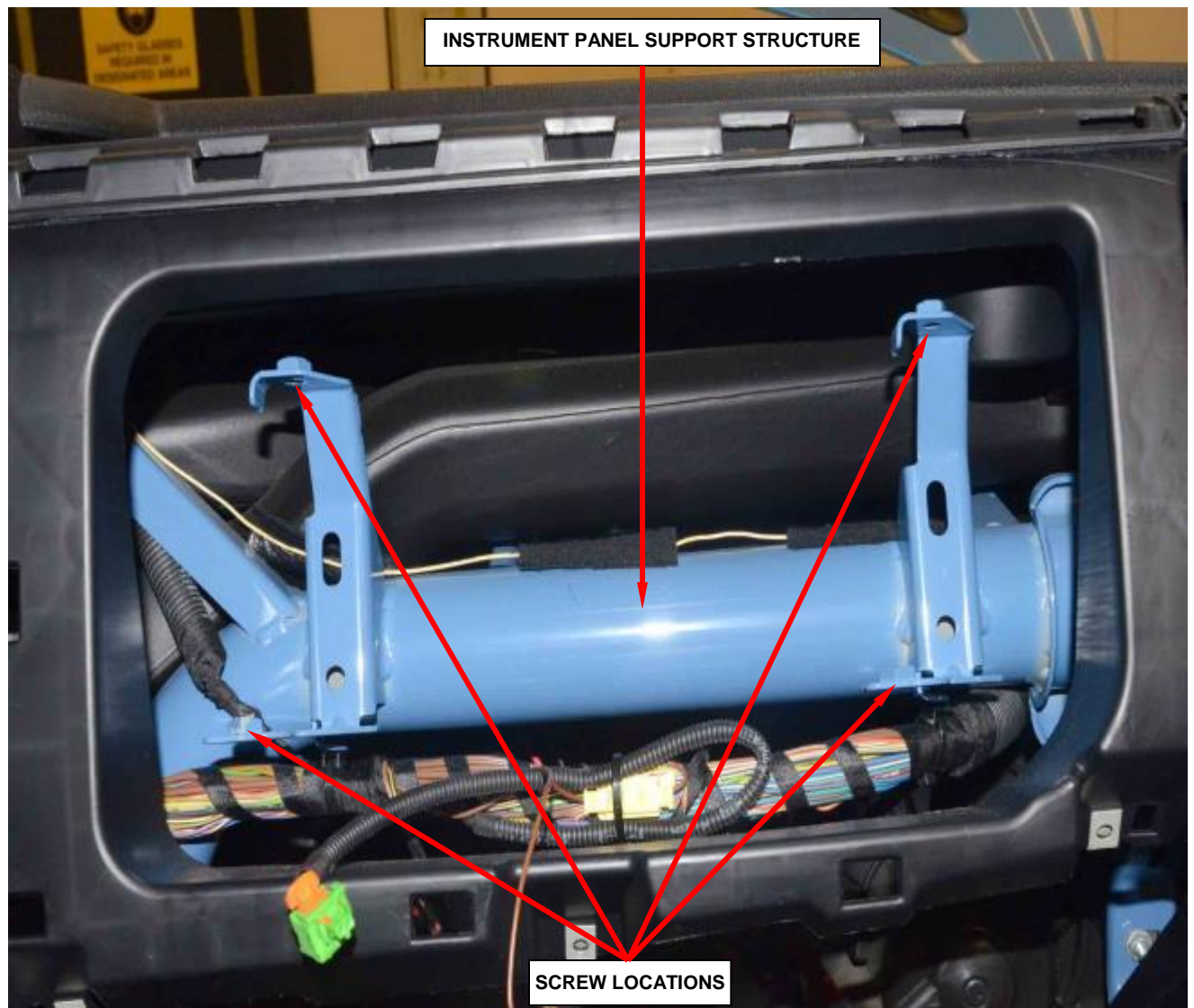


Figure 10 – Passenger Airbag Door

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.

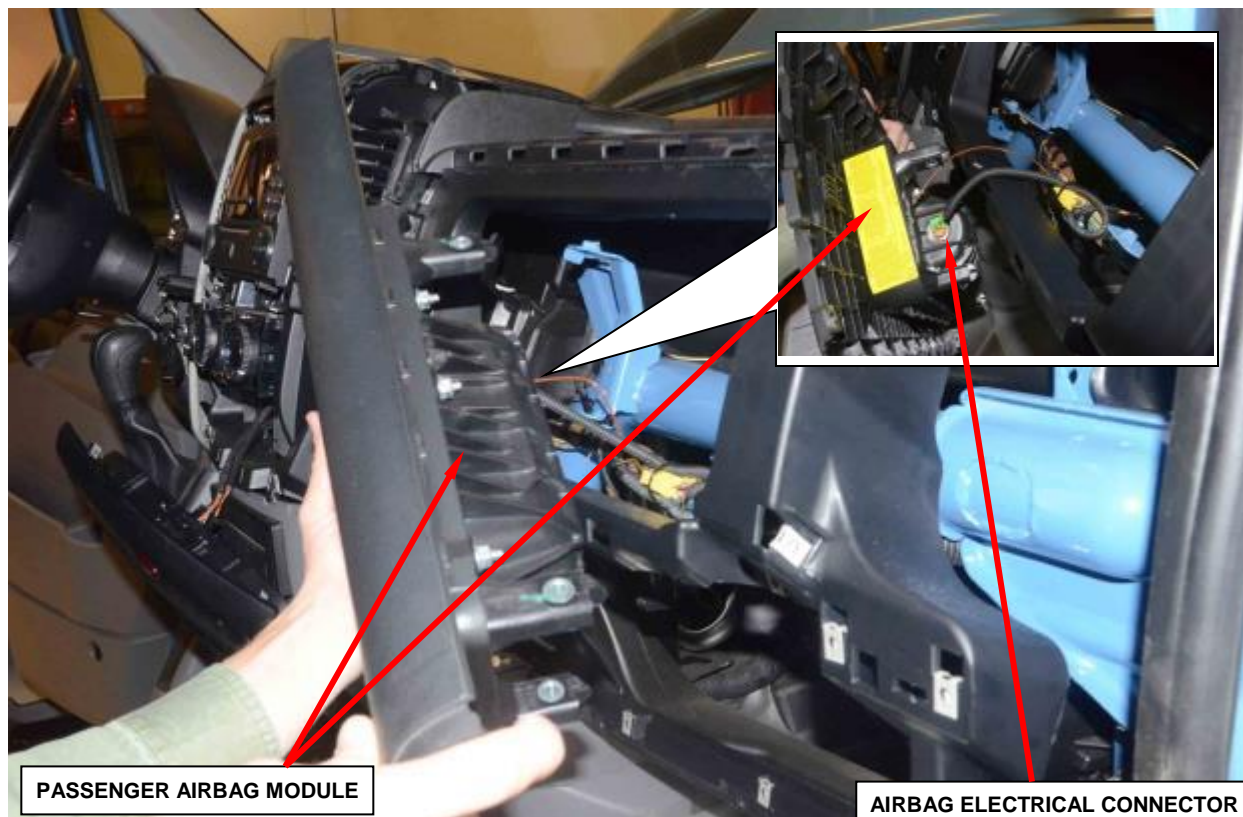


Figure 12 – Passenger Airbag Module

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.

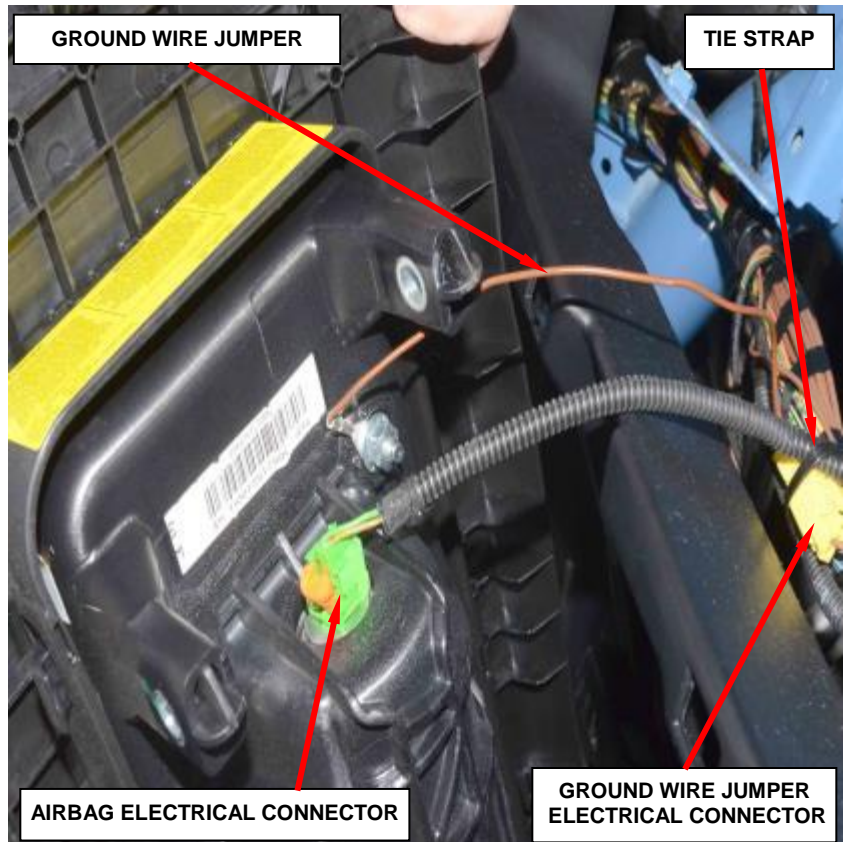


Figure 13 – Ground Wire Jumper

20. Carefully position the passenger airbag module and airbag door unit on a soft surface to prevent damage.

21. Release the passenger airbag module hooks from the airbag door windows (Figure 14).

22. Gently pull the passenger airbag module up slowly making sure that the hooks are clear from the windows on all sides.

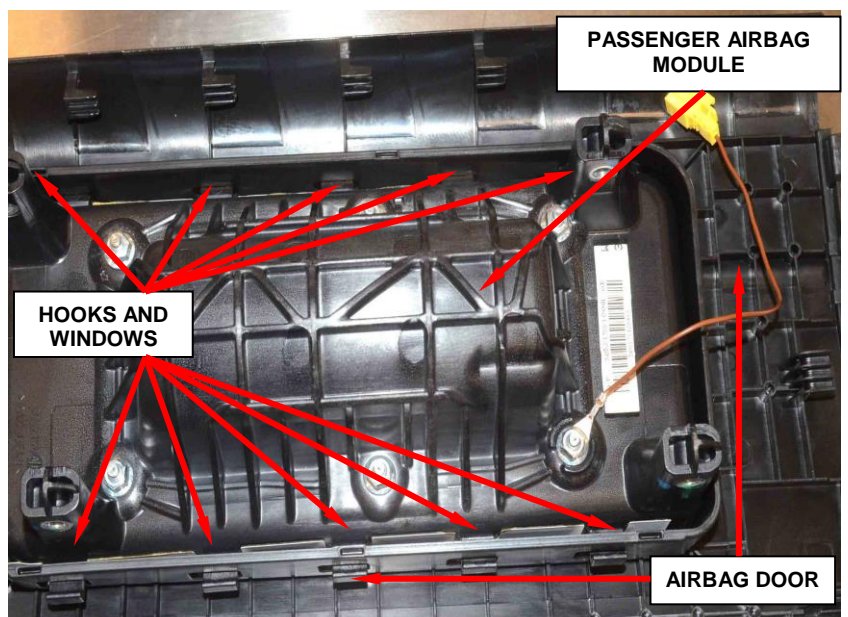


Figure 14 – Release Passenger Airbag Module

Service Procedure (continued)

23. Install the NEW passenger airbag module to the original airbag door cover by first inserting the bottom hooks into the windows (Figure 14).

24. Snap the remaining hooks on the opposite side into place (Figure 14).

25. Carefully position the passenger airbag module and airbag door unit to the instrument panel.

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

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

28. 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)

29. Slide the passenger airbag module fully forward into the instrument panel opening.
30. 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).
31. 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).
32. Position the center air outlet bezel to the instrument panel and install the two screws. Tighten the screws securely (Figure 9).
33. Install the center radio bezel (Figure 8).
34. Position the right air outlet bezel to the instrument panel and install the three screws. Tighten the screws securely (Figure 7).
35. Install the A-Pillar trim panel (Figure 6).
36. Install the right front door seal to the A-Pillar.

Service Procedure (continued)

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

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

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

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

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

42. Install the trim panel below the air outlet.

43. **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 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 wiTECH micro pod II 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 wiTECH micro pod II 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 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. Return the original inflator as described on page 3 in the Parts Return section.
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 (2007-2008 MY)	23-R4-91-83	0.8 hours
Replace Passenger Airbag Module and Perform Supplemental Restraint System Verification Test (2009 MY US only)	23-R4-91-84	0.8 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