

NHTSA ccmMercury Routing Slip



Printed: 9/23/2019

CL-11258110-3586

NHTSA #: ES19-003426

XREF #:

Delivery: EML

Rec'd Date: 9/23/2019

Doc Type: CNG

Address To: NHTSA

Referred By: NAD-200

Doc Date: 9/23/2019

Due Date: 10/30/2019

S10 #:

DOT/I #:

RMP #:

Subject: INQUIRY FROM SENATOR JONI K ERNST ON BEHALF OF CONSTITUTEN [REDACTED]
RE: CONCERNS ABOUT A RECALL REG HIS MERCEDES BENZ RECREATIONAL VEHICLE, ALREADY
FILED COMPLAINT AND RECEIVED RESPONSE FROM NHTSA, BUT WANTS AN UPDATE AND
ALTERNATIVE SOLUTIONS

Ack Date:

Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS

Cleared Date:

File Loc:

Added By: ALee

Ack By:

Signature: SARA PETERS

Cleared By:

XREF File:

Modified By: Arnold.Lee

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE JONI ERNST
UNITED STATES SENATE
201 WEST SECOND STREET, SUITE 806
DAVENPORT, IA 52801
Tel: Fax: E-mail:

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	9/23/2019	10/30/2019	
NGA-010	SIGN	9/23/2019		

RR
9.24.19
UN

Lee, Arnold CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Monday, September 23, 2019 2:47 PM
To: Lee, Arnold CTR (NHTSA)
Subject: FW: Congressional Inquiry (Intranet Quorum [REDACTED])
Attachments: [REDACTED]

Hello Arnold,

Please control this incoming request and notify me when done. I already forwarded it to Randy who is preparing a response already. You do not need an interim for this request.

Thanks,

Julie Korkor

Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)



From: Korkor, Julie (NHTSA)
Sent: Monday, September 23, 2019 2:28 PM
To: Reid, Randy (NHTSA) <randy.reid@dot.gov>
Subject: FW: Congressional Inquiry (Intranet Quorum [REDACTED])

JONI ERNST
IOWA

730 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510-1905
(202) 224-3254

United States Senate

Dear Ms. Caldwell,

Enclosed please find a copy of the correspondence I recently received from my constituent, [REDACTED]

[REDACTED] recently contacted my office with concerns regarding Mercedes-Benz. He the owner of a Mercedes-Benz recreational vehicle. After trying to sell the RV, [REDACTED] was informed of a recall on the vehicle. At the same time, he was informed there was currently

no solution to the recall. He has filed a formal complaint with NHTSA but feels the response fell short of providing a solution. He requests an update on the status of his complaint and any alternatives he has to address the recall on his RV.

I would appreciate your thorough and expeditious consideration for [REDACTED] in accordance with all rules and regulations. Please forward your response to Julia Smith in my Davenport office at 201 West 2nd Street, Suite 806, Davenport, IA or by phone at (563) 322-0677. Julia may also be reached by email at Julia_Smith@ernst.senate.gov.

Sincerely,



Joni K. Ernst
United States Senator





U.S. Senator Joni Ernst
Privacy Act Release Form

Name:	[REDACTED]		
Address:	[REDACTED]	City:	Norwalk
Telephone Number (day):	[REDACTED]	(evening):	[REDACTED]
Email:	[REDACTED]		
<i>Please include the following information only if it pertains to your inquiry:</i>			
Veterans Claim #:	[REDACTED]	Civil Service #:	[REDACTED]
Social Security #:	[REDACTED]	Medicare Claim #:	[REDACTED]
Immigration A# or Receipt #:	[REDACTED]	Date of Birth:	[REDACTED]

Please state your request for assistance*: Please refer to attached letter along with supporting documentation.

*Please attach an explanation of your situation, copies of pertinent documents, letters, etc.

Disclosure Authorization

In accordance with the provisions of the Privacy Act, I hereby authorize U.S. Senator Joni Ernst and her staff to receive information pertinent to my request for assistance from any and all government agencies indicated above.

**Please note that an original signature is required, not a digital one. **

Signature: [REDACTED] Date: 08 AUGUST 2019

Third Party Disc

I hereby authorize U.S. Senator Joni Ernst and her staff to discuss the results of this inquiry on my behalf with the following individual:

Signature: _____ Date: _____

When completed, please mail this form and any additional documents to the Des Moines office.

Print

Office of Senator Joni Ernst
733 Federal Building
210 Walnut Street
Des Moines, IA 50309
Phone: (515) 284-4574

Sunday, August 4, 2019

[REDACTED]
Norwalk, IA
[REDACTED]

The Honorable Joni Ernst
733 Federal Building
210 Walnut St.
Des Moines, IA 50309

Congresswoman Cynthia Axne
400 E. Court Ave., Ste. 346
Des Moines, IA 50309

Office of the AG of Iowa
Hoover State Office Building
1305 E. Walnut St.
Des Moines, IA 50319

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

Dear Senator Joni Ernest, Congresswoman Cynthia Axne, Attorney General Tom Miller and the FTC,

My name is [REDACTED] and I am a nine-year veteran of the United States Army. I had one deployment during my military service. Upon returning to the states, I became very ill and after years of doctor visits, tests, radiological exams, etc., it was determined that I had a skull based tumor despite not having a familial history of brain tumors.

I went through the conventional treatments and had three surgeries in an effort to remove the tumor and to no avail did the treatments nor surgeries work. The tumor continued to return. Thus, it was decided by me and my family that we would no longer proceed with conventional treatments and surgeries.

I wouldn't say that I am one of those veterans who sits at home and blames the world for his misfortune nor do I blame the United States military, the United States government or anyone for that matter. I knew what I was getting myself into when I enlisted and if I had to do it all over again...I would because that is the type of person that I am. So, I came to the conclusion that all I can do is live my life to the fullest, enjoy my time with my family and friends, and thank God, every morning and evening for allowing me to live another day.

Now, what does this have to do with you? A lot. Because my family and I enjoy traveling, we are unable to fly or sail because of my condition. But traveling by ground has not presented to be an issue. Two years ago, my family and I decided to invest our savings into a motorhome. We purchased a brand new 2016 Winnebago Era 70A with a Mercedes sprinter based on our research, reviews, investment analysis, consumer reports, etc..... Since our purchase, we have experienced so many beautiful things all over this country that the investment of purchasing a motorhome was all the worthwhile.

Two months ago, my family and I decided to put our home up for sale and purchase a larger motorhome that would be our primary residence and recreational vehicle. My significant other has been searching the internet every day for the perfect motorhome. On Sunday, July 28th, 2019, my significant other inquired about a motorhome that he saw online at www.lazydays.com in Tampa, Florida. He completed the online questionnaire requesting to receive more information.

On Monday, July 29th, 2019, my significant other received a call from Derek Crabb of Lazy Days. Unfortunately, my significant was unable to discuss the motorhome in detail at that time as he was preoccupied at that moment. He did request that Derek send him some pricing information based on what we could put down and trade in. Later that afternoon, Derek provided the information by email.

After some back and forth discussion by email, Derek asked my significant other if he could provide the VIN number to our unit. After providing that information to Derek, he was informed that they would not be able to take our motorhome as a trade in. My significant other inquired as to why. Derek informed him that according to the National Recall list at <https://www.mbusa.com/mercedes/recall>, there has been a recall on the passenger and driver side airbag from Mercedes with no remedy to fix this in the near future. My significant other was shocked. Derek continued to state that their dealership has 6 to 7 units on their lot that they will not be able to sell to anyone because of this recall. Derek stated that once the recall is able to be completed that he would be more than happy to work with us in purchasing a larger motorhome.

After speaking with Derek, my significant other decided to contact Mercedes to inquire about what he just found out about the passenger and driver's side airbags and about the possibility of there being no resolution to fixing this issue.

On Thursday, August 1st, 2019 at 4:35 p.m. CST, my significant other contacted the Mercedes Customer Service Center at 1-800-367-6372 and spoke with a customer service representative by the name of Andrea. My significant other informed her of what he found out about the recall and inquired if this information was true. Andrea confirmed that this information was true. After a long and lengthy discussion with Andrea, what stood out to my significant other about the information that Andrea provided are as follows:

1. *There is currently no resolution to this recall.*
2. *There is no time frame as to when this recall will be resolved (it could take months to years before a resolution to the recall could be implemented).*
3. *Andrea stated that the decision to fix the recall is being delayed by the National Highway Traffic Safety Administration for the mere reason that they decide how the parts and equipment to fix this recall are allocated throughout the United States.*

Andrea suggested that if we wanted more information, we could contact the National Highway Traffic Safety Administration at 1-888-327-4236 or we could go to their website at www.NHTSA.gov. My significant other decided to make the call.

On Thursday, August 1st, 2019 at 6:02 p.m. CST, my significant other contacted the NHTSA and spoke with James who is a customer service representative with the agency. My significant other informed James of his conversations with Derek at Lazy Days and Andrea at Mercedes. After a long and lengthy discussion with James, what stood out to my significant other about the information that James provided are as follows:

1. *There is currently no resolution to this recall.*
2. *There is no time frame as to when this recall will be resolved (it could take months to years before a resolution could be implemented).*
3. *James stated that Andrea did not provide accurate information regarding the reason for the delay in fixing this recall. It is not the NHTSA that is delaying the repairs, it is Mercedes that is*

the cause of the delay because THEY DO NOT HAVE THE PARTS OR THE EQUIPMENT TO MAKE THE REPAIRS.

4. ***LASTLY...AND THE SCARIEST PART OF THE CONVERSATION RESIDED WITH IF FOR ANY REASON THAT THE AIRBAGS ON THE PASSENGER OR DRIVERS SIDE WERE TO DEPLOY THAT SHRAPNEL FROM THE AIRBAG COULD BE EXPELLED SEVERELY INJURING OR CAUSING SIGNIFICANT HARM TO THE PASSENGER AND DRIVER.***
5. *In the meantime, anyone that currently owns a Mercedes Sprinter COULD NOT SELL OR TRADE IN THEIR UNIT UNTIL THE RECALL HAS BEEN FIXED.*

My significant other asked James what we could do in the meantime and James suggested that we could file a formal complaint with them against Mercedes, as well as, contact our local state representative, Senator, Congressperson, Attorney General and the Federal Trade Commisoin. The purpose of this complaint would let the NHTSA know what we are going through. So, my significant other provided the necessary information to James so that our complaint could be documented. James stated that we would receive a hard copy by mail and email (within 72 hours) of our formal complaint. James provided us with a case and reference number as stated below:

CASE NUMBER: [REDACTED]

ODI REFERENCE NUMBER: [REDACTED]

After my significant other filed our complaint, he thanked James for his time and assistance.

At 6:42 p.m. CST, my significant other called the NHTSA again because there was one other question that he forgot to ask. Luckily enough, James answered the phone again. My significant other asked James when did the recall become public knowledge. James stated that the announcement of this recall was made in January of 2019.

So, as you can see, we have a problem that requires an **IMMEDIATE** resolution. We do not know how many people this recall will affect. We don't know how many people know about this recall that are still driving their sprinter around town or taking it on trips , but the consequences of owning a Mercedes sprinter can be financially depleting and fatal to drive.

In March of 2019, we did receive letters from Mercedes regarding the passenger and driver's side airbag. And to be completely honest, we are as much to blame for not reading both letters in its entirety or reading it carefully, but now we have and what is mentioned in the letters is exactly what we were informed of by James at the NHTSA.

In the meantime, as we wait for some kind of resolution, we have a Mercedes sprinter that we do not feel safe driving. We also have the following concerns:

1. *When we sell our home, we will not have a place to live.*
2. *Until this recall is fixed with the proper parts and equipment, we cannot sell or trade in our unit.*
3. *Our entire savings that we invested into this motorhome cannot be retrieved.*
4. *The longer we wait for a resolution the more our motorhome will depreciate in value making it more expensive to purchase a larger motorhome along with a trade in.*
5. *Our motorhome will continue to sit in storage as we continue to pay an unnecessary monthly storage fee and monthly motorhome payment.*

6. *We do not feel safe driving a motorhome that could possibly injure or result in some fatality while taking a trip.*

I ask for your immediate assistance in this matter. These sprinters should have never been allowed to be sold to customers with a major defect such as this. It amazes me that Mercedes does not have adequate Quality Assurance measures in place to assure that issues like these are not out in the public market being sold until they are safe to drive. It seems that with major corporations like Mercedes, it is all about time and money rather than customer safety and well being. If we have turned into a society where we chose MONEY over OUR HUMANITY for other human beings then I question how some people can go to sleep at night knowing that they have jeopardized the lives of others and feel no guilt.

Please help us find an immediate resolution to this problem before it is too late.

Sincerely,

[REDACTED]



IMPORTANT SAFETY RECALL INTERIM NOTICE 2018110007

This notice applies to your vehicle
VIN: WDAPF4CC0GP [REDACTED]
Replace Passenger-side Airbag Module
NHTSA Recall #19V004

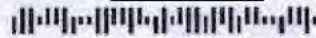
Daimler Vans USA, LLC
A Daimler Company
Robert Veit
Managing Director Vans USA



March, 2019

WDAPF4CC

Norwalk, IA [REDACTED]



- A safety defect exists in your vehicle.
 - Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Valued Mercedes-Benz Sprinter Owner:

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

Daimler Vans USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2015 - 2017 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

Your 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 your passenger-side airbag inflator may cause the inflator housing to rupture. A passenger-side inflator rupture during deployment could result in metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.

What will MBUSA do?

We want to assure you that Daimler Vans USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. **Unfortunately, replacement parts are not yet available for your vehicle, and we will contact you again once parts become available.**

What should YOU do?



To enter your most recent contact information from your smartphone, scan the QR code to the left.

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz Sprinter dealer to repair your vehicle free of charge.

In the meantime, please visit www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool, then enter your most recent contact information.

We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

For additional questions about this recall, please visit www.mbusa.com, and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the MBUSA Customer Assistance Center, use the "Email/Write" section under Customer Support, or call our Takata hotline at 1-877-496-3691.

If an authorized Mercedes-Benz Sprinter dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770)705-0600



URGENT - IMPORTANT SAFETY RECALL #2017030013

This notice applies to your vehicle
VIN: WDAPF4CC0G [REDACTED]
Replace Driver-side Airbag Module
NHTSA Recall #19V003

Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

March, 2019

[REDACTED]
WDAPF4CC0G [REDACTED]

Norwalk, CT [REDACTED]

- A safety defect exists in your vehicle
- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Sprinter dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Sprinter Owner,

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

Daimler Vans USA has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 - 2017 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

Your 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 your 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.

What will your DEALER DO?

An authorized Mercedes-Benz Sprinter dealer will replace the driver-side airbag module. This service will be provided free of charge. While the minimum repair time is approximately 1 hour, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. You will not be charged for other service or repairs unless so requested.

What should YOU DO?



To find the most convenient authorized MB dealer from your smartphone, scan the QR code to the left.

Schedule an appointment immediately at your preferred authorized Mercedes-Benz Sprinter Dealer. See www.mbyans.com/sprinter/owners-resources/recall for the Dealer Locator. Please mention you are scheduling an appointment to replace the Takata driver-side airbag module under Recall Campaign #2017030013. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

We encourage you to sign up for recall alerts at www.nhtsa.gov/alerts. In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

Should you have any questions difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-877-762-8267.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

8/4/2019

Yahoo Mail - RE: [REDACTED]

RE: [REDACTED]

From: [REDACTED]

To: [REDACTED]

Date: Thursday, August 1, 2019, 08:55 AM CDT

Thanks [REDACTED]

I ran your VIN and it looks like your unit is on the National recall list for the passenger side Airbag:

<https://www.mbusa.com/mercedes/recall>

I should have asked for this VIN prior and at this point we are unable to even take these units on trade since, as of now, there is no remedy for this recall per Mercedes. We actually got stuck with 6 or 7 of them on our lot that we are unable to sell.

If and when the recall is able to be completed, We would love to talk to you and earn your business. I think we would have found a way to make the 35k down work. My only concern is that the book value would decline if too much time passes.

I do apologize and I hope you understand.

[REDACTED]

From: [REDACTED]

Sent: Wednesday, July 31, 2019 2:49 PM

To: [REDACTED]

Subject: Re: [REDACTED]

Hi vin # wdapf4cc0g [REDACTED]

[REDACTED]

Sent from my T-Mobile 4G LTE device

----- Original message -----

From: [REDACTED]
Date: Wed, Jul 31, 2019 8:46 AM
To: [REDACTED]
Cc:
Subject: Re: [REDACTED]

Let me see what I can do. If we got it to work with 35k down would you move forward?

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Wednesday, July 31, 2019 9:38:31 AM
To: [REDACTED]
Subject: Re: [REDACTED]

Hi

Correct

Sent from my T-Mobile 4G LTE device

----- Original message -----

From: [REDACTED]
Date: Wed, Jul 31, 2019 7:36 AM
To: [REDACTED]
Cc:
Subject: RE: [REDACTED]

Mr. [REDACTED]

Is it the money down thats preventing you from moving forward?

From: [REDACTED]
Sent: Tuesday, July 30, 2019
To: [REDACTED]
Subject: RE: [REDACTED]

M [REDACTED]

With your payoff of 99k added in, 45k down would work to get the loan amount bought.

Can you do that?

From [REDACTED]

Sent: Monday, July 29, 2019

To: [REDACTED]

Subject: Re: [REDACTED]

I can plug in your payoff when I'm back in the office tomorrow and see what kind of money down may be needed. You do have negative equity but often times the loan advances on these high-end coaches can hide a lot of it.

Get [Outlook for Android](#)

From [REDACTED]

Sent: Monday, July 29, 2019 6:30:22 PM

To: [REDACTED]

Subject: Re: [REDACTED]

Hi

Guess it's not a match.

We owe 99,000 on the era.

[REDACTED]

Sent from my T-Mobile 4G LTE device

— Original message —

From: [REDACTED]

Date: Mon, Jul 29, 2019 4:26 PM

To: [REDACTED]

Cc:

Subject: [REDACTED]

[REDACTED]

Thanks for taking my call. Sorry I called you while you were at the gym. This 2020 Horizon is the only one I have here:

<https://www.lazydays.com/rvs/tampa-fl/class-a/winnebago-horizon-21036493?ldcv=2>

Below is the pricing and payments based on 35k down and no payoff on the trade. Can I call you tomorrow morning to reserve it for you?



Derek Crabb

National Internet Sales

Assistant Manager

dcrabb@lazydays.com

813.246.4333 ext4538

813.600.9152 cell (text)

 cid:image001.jpg@01D4B8B6.473A51B0

See what makes Lazydays a special place!

 cid:image002.jp  cid:image00

WARNING! This email was sent from outside of the Lazydays network. Please verify the authenticity of the sender before opening any attachments or taking any action on the information contained within. If you are unsure, or have any questions about this email, please contact the support department @ extension 3911.

Please Do Not Delete The Following Line
InfinityMessageID-26054345

WARNING! This email was sent from outside of the Lazydays network. Please verify the authenticity of the sender before opening any attachments or taking any action on the information contained within. If you are unsure, or have any questions about this email, please contact the support department @ extension 3911.

WARNING! This email was sent from outside of the Lazydays network. Please verify the authenticity of the sender before opening any attachments or taking any action on the information contained within. If you are unsure, or have any questions about this email, please contact the support department @ extension 3911.

U.S. DEPARTMENT OF TRANSPORTATION



Search

REPORT A PROBLEM

Language:

Safety Issues & Recalls

VEHICLE

CAR SEATS

TIRES

EQUIPMENT

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

wdapf4cc0g

17/17 Q

2016

Mercedes-Benz W3B6170E

IMAGE NOT AVAILABLE

Recall data refreshed on Jul 31, 2019

2 Unrepaired Recalls
associated with this VIN

Jan 09,2019**Manufacturer Recall Number** 2017030012**NHTSA Recall Number** 19V003**Recall Status** Recall Incomplete**Summary**

Certain Sprinter vehicles are equipped with driver side front airbags provided by the supplier TK Holdings Inc. ("Takata") and its successor Joyson Safety Systems ("JSS"). On January 2, 2019, JSS filed another Defect Information Report with NHTSA announcing a defect in the subject inflators. According to JSS/Takata, the propellant wafers in some of the subject inflators may degrade over time, which could lead to over-aggressive combustion in the event of an airbag activation. Overly aggressive combustion creates excessive internal pressure when the inflator is activated, which may cause the inflator body to rupture.

Safety Risk

According to JSS/Takata, activation of a nondesiccated PSAN inflator with degraded propellant may cause the inflator to rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

Remedy

Daimler Vans USA LLC will conduct a recall to replace the driver-side front airbag modules in the potentially affected Daimler Vans vehicles.

Manufacturer's Notes

Recall information is available going back to January 1, 1990.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Jan 09,2019**Manufacturer Recall Number** 2019040021**NHTSA Recall Number** 19V004**Recall Status** Recall Incomplete, remedy not yet available**Summary**

Certain Sprinter vehicles are equipped with passenger-side front airbags provided by the supplier TK Holdings Inc. ("Takata") and its successor Joyson Safety Systems ("JSS"). On January 2, 2019 JSS filed another Defect Information Report with NHTSA announcing a defect in the subject inflators. According to JSS/Takata, the propellant wafers in some of the subject inflators may degrade over time, which could lead to over-aggressive combustion in the event of an airbag activation. Overly aggressive combustion creates excessive internal pressure when the inflator is activated, which may cause the inflator body to rupture. Daimler AG ("DAG") is not aware of any confirmed field incidents with the subject Takata SPI inflators. However, based on the information above and out of an abundance of caution, DAG will conduct a recall of the vehicles equipped with subject Takata SPI inflators in the United States as identified by JSS/Takata in the above-mentioned Defect Information Report. According to JSS/Takata, activation of a nondesiccated PSAN inflator with degraded propellant may cause the inflator to rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. Daimler Vans USA LLC will conduct a recall to replace the passenger-side front airbag modules in the potentially affected Daimler Vans vehicles.

Safety Risk

According to JSS/Takata, activation of a nondesiccated PSAN inflator with degraded propellant may cause the inflator to rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

Remedy

Daimler Vans USA LLC will conduct a recall to replace the passenger-side front airbag modules in the potentially affected Daimler Vans vehicles.

Manufacturer's Notes

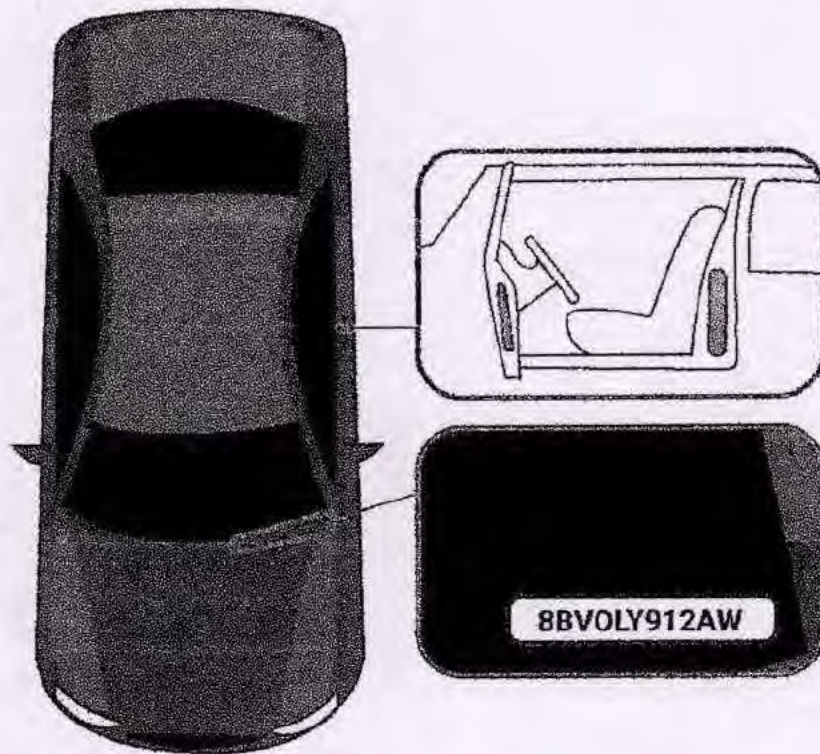
Recall information is available going back to January 1, 1990.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from major light auto automakers, including motorcycle manufacturers.

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)

- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

What happens after a complaint?

Your complaint helps our work. Learn how the different steps that we follow to make sure vehicles are safe.

7 Steps From Complaint To Recall PDF 5.56 MB

From your complaints to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipment's that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Example of Complaints →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

View monthly investigation reports →

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle. View the 2018 Recall Report.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

[Go to search by VIN →](#)

Takata Recalls Spotlight

The latest updates on Takata recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

[Takata Recall Spotlight →](#)

Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know

Download this brochure to get more information about how and why recall campaigns are initiated, and to know your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

[VIEW BROCHURE](#)

Roles in the Recall Process

Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.

You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

Tips For Your Safety

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Sign Up for Recall Alerts via Email

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

Sign Up

NHTSA Information ▾

Information For ▾

NHTSA Sites ▾

Website Information ▾

National Highway Traffic Safety Administration

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