NEF-010

[redacted]

Hayes, VA [redacted]

Email [redacted]

Land line: [redacted] Mobile: [redacted]

CL-11280094-5278

October 30, 2019

Administrator,
National Highway Traffic Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

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

In August of 2019 I received a notice from the Virginia DMV telling me that I had an urgent airbag safety recall on my 2008 Freightliner Sprinter, vin number WDPPF4454[redacted] (See copy of letter enclosed.) I contacted the Mercedes Benz dealer, Tysinger Mercedes Benz, Hampton, VA, who has serviced the vehicle regularly for approximately eight years, including a recall replacement of the driver's side air bag. Tysinger informed me that the driver's side airbag was the only recall item and that there was no recall relative to the passenger side airbag. I assumed that the issue had been resolved.

Today I received a voicemail from Daimler Benz telling me that there is still an outstanding airbag issue and left the number 888 731-7974 to contact them. The individual I spoke to, who would only give me her name as Ibania, said that there is also an issue with the passenger side airbag and she could arrange to set up and appointment with my local Mercedes dealer or I could make the arrangements myself. Since I have had such a long relationship with Tysinger, I told her I would make the arrangements. When I contacted Tysinger, the individual I spoke to said there was no such recall. I then recalled the 888 number and again spoke to Ibania so that she could make the arrangements with Tysinger while I stayed on the line. An individual then came on the line, who I believe is named Tara, (Ibania did not stay on the line.) who did not say there was not an issue with the passenger side airbag, but began by telling me they couldn't service my vehicle because it was a Dodge Sprinter. It's definitely a Freightliner Sprinter, and I had previously been told by one of their service managers, specifically a Mr. Brett Whitney, that because it was a Freightliner, there are no problems with servicing the vehicle. After getting nowhere with Tara, I spoke to an individual by the name of Tye Pennix who said they could not and would not correct the problem, because they would not be reimbursed by Mercedes.

I got back to Ibania and advised her of the situation and gave her the name of the local Dodge dealer. She contacted them and they said they would not be able to correct the issue.

I then contacted Mercedes Benz corporate headquarters customer service and spoke to an individual who would only give me his name as AJ. I reviewed the entire situation with him, and gave him the vehicle year and vin number. He then said that Mercedes Benz had no recall for that vehicle on the passenger's side airbag, and Mercedes Benz would cover the cost of said recall should it occur. I could not get a straight answer as to whether or not my vehicle would specifically be covered.

At this point I don't know whether or not there is an issue with the passenger's side air bag, and if there is an issue, who is responsible for correcting the problem. Please contact me relative to this issue.

Sincerely,

[redacted]

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Daimler-Benz 888 731 7774 ISVO M Winnipeg

VIRGINIA DMV www.dmvNow.com

U.S. Department of Transportation

NHTSA

Neil Valdez

Copy Tye Pennix

August, 2019

- Called Tysons 4:15 PM EST 10/31/19 Says no recall
- Called DB 4:20 PM EDT Ibdula answering opt. w/ Tysinger

[redacted]

Hayes, VA [redacted]

Freightliner Sprinter
2008
WDPPF4454[redacted]

Tara Corp Head Cust Act Serv

800 367-6672

URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED

The Virginia Department of Motor Vehicles is contacting you personally to inform you of an urgent request from Daimler Vans USA, LLC concerning a safety issue affecting your vehicle noted above.

Based on information received from Daimler Vans USA, LLC, your vehicle has been recalled for a safety defect in the airbag that **could result in death or serious injury** to you or your passengers. According to Daimler Vans USA, LLC, you have not yet responded to this safety recall to have the necessary **FREE** recall repair made. If the airbags deploy, in some cases they may explode and spray sharp metal fragments or shrapnel toward you and your passengers. The potentially lifesaving recall repair is **FREE** and parts are available now. **FREE** alternate transportation may be available if necessary to help minimize wait time and inconvenience.

What should you do?

- **Immediately** contact a local Freightliner Sprinter dealership to schedule a **FREE** recall repair. Ask for **FREE** alternative transportation if necessary.
- Visit https://www.freightlinersprinterusa.com/ freightliner/owners-resources/recall or **call 877-496-3691** to find your nearest Freightliner Sprinter dealership.
- If you think you have already taken action on the urgent airbag safety recall, or you are not sure, visit www.NHTSA.gov/recalls and enter your vehicle's vehicle information number (VIN) to verify and ensure that no other recalls have been issued for your vehicle.

Daimler Vans USA, LLC is one of 19 vehicle manufacturers affected by this recall. The National Highway Traffic Safety Administration (NHTSA) reports 16 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

Please encourage your family and friends to check for vehicle safety recalls using their VIN at NHTSA.gov/recalls or airbagrecall.com. The VIN needed to confirm if a vehicle is affected may be found in the top left corner of the vehicle's dashboard through the windshield or on your vehicle registration card.

You and your family's safety on Virginia's roadways is our top priority. **Please act NOW to protect yourself and your passengers.**

If you believe that Daimler Vans USA, LLC or your Freightliner Sprinter dealership is unable to remedy the defect for **FREE** within a reasonable time frame, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to NHTSA.gov.

RICHMOND VA 230

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Administrator
National Highway Traffic Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

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