

December 20, 2019

CL-11298774-3965

Administrator  
NHTSA  
1200 New Jersey Avenue, SE  
Washington, DC. 20590

Dear Administrator,

I am writing to you regarding the enclosed Takata airbag recall that affects my 2015 Mercedes GLK automobile.

I was first informed about this airbag recall about two years ago and I expected that it would be remedied by my Mercedes dealer in a few months. As it turns out if Takata provides the necessary parts for this repair, according to the projection on the Mercedes web site, it will almost three years after the initial notification before the repair is completed.

I'm sure you will agree that this timetable is totally **ridiculous**. Why has Takata been allowed to take over two years to address this defective problem with my car? In the event of an accident that employs the airbag there is a good chance that due to the defect serious injury could occur. How is it acceptable for a consumer to incur that kind of risk for three years due to a recall? I really expect the governmental agencies to force companies involved in these types of recalls to take remedial action within a reasonable time frame.

Please take any possible action to expedite Takata's response to this problem.

[REDACTED]  
Bedford, NH. [REDACTED]

Cc: Christian Treiber  
Vice President/Customer Service  
Mercedes Benz USA LLC  
One Mercedes Benz Drive  
Sandy Springs, GA. 30328

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1.10.2020  
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**IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle  
VIN: WDCGG8JB F [REDACTED]  
Replace Passenger-side Airbag Module  
MBUSA Recall #2019010001 – PND TAK PHASE 4

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services



February, 2019

2019010001

WDCGG8JBXE [REDACTED]

[REDACTED]  
Bedford, NH [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 Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mercedes-Benz USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2010-2017 C-Class, E-Class Coupe/Cabrio, GLK-Class, and SLS-Class Mercedes-Benz vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?** The passenger-side airbag in your vehicle 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 airbag to explode. **A passenger-side inflator explosion during deployment could result in sharp 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 Mercedes-Benz 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, but we will contact you again once parts become available. You may visit [www.mbusa.com/recall](http://www.mbusa.com/recall) and enter your vehicle model, Model Year, and State your vehicle is registered to check when remedy parts will be available.**

**What should YOU do?** 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 dealer to repair your vehicle **free of charge**. In the meantime, **please visit [www.MBUSA.com/mercedes/recall](http://www.MBUSA.com/mercedes/recall) and enter your 17 digit Vehicle Identification Number ("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](http://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](http://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 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, NHTSA, 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

# Airbag availability for: 2015, NH

Affected Airbag Position	Parts Available As Of:
Passenger's Side	October 2020

Replacement parts are not yet available for your vehicle. Once they are, please schedule an appointment with your authorized Mercedes-Benz dealership to receive your free repair.

If you still have concerns about recalls, we're available 24 hours a day to assist you. Contact us at:

Mercedes-Benz USA, LLC  
Customer Assistance Center  
1 Mercedes-Benz Drive  
Sandy Springs, GA 30328  
(800) 367-6372

[Find a Dealer](#)

## What is the Takata recall?

Mercedes-Benz AG was informed that Takata submitted a "Defect Information Report" to NHTSA in the US on January 25, 2016, reporting a potential safety defect for SDI and PSDI-5 driver-side airbag inflators. Takata's investigation of affected inflators to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity), could lead to over-aggressive combustion in the event of a driver's-side air bag deployment.

Starting on May 16th, 2016, Takata submitted additional "Defect Information Reports" to NHTSA that included PSPI-2 front passenger side airbag inflators. For more information on the filings, please click on the "US Map of Takata Zr (PDF)"



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NHTSA  
1200 New Jersey Avenue, SE  
Washington, DC. 20590

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