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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

[redacted]
Owens Cross Roads, AL [redacted]

NEF-109 tgd
Ref. No. 11349474

Dear [redacted]:

Thank you for the letter about your model year (MY) 2014 Mercedes Benz 350 GLK vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We are aware of the delay for NHTSA Safety Recall Campaign No. 19V-010. The recall addresses a problem with Takata front passenger-side air bag inflators in certain MY 2010 through MY 2017 Mercedes Benz GLK 350 vehicles. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 63 million inflators in the United States, making it the largest, most complex recall in NHTSA's history. The most significant challenge presented by this recall has been the availability of remedy parts, which has been affected by numerous factors including, but not limited to, the need to obtain redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

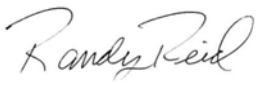
The agency issued an amended Coordinated Remedy Order in December 2016, to order affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture and protect the American public. The Order attaches a prioritization schedule for all vehicles currently affected by the recall, or that will become affected by future expansions, based upon known risk factors such as the age of the inflator, the geographic location of the inflator, and the location of the inflator in the vehicle.

When you receive a notification that parts are available, you should contact your dealer to schedule a service appointment immediately. If you are unable to schedule an appointment after receiving a notice that parts are available, you should notify the agency so that we may investigate whether the vehicle manufacturer has violated the Coordinated Remedy Order. You can file a complaint on our website at https://www-odi.nhtsa.dot.gov/VehicleComplaint/ or via NHTSA's Vehicle Safety Hotline at 888-327-4236.

For the most up-to-date information on the Takata recalls, we also encourage you to visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please file a complaint on our website or at the hotline number listed above. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
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Office of Defects Investigation
Enforcement