

January 6, 2022

Chief Counsel
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C. 20590
Attention: Recall Management Division

Re: Paragraph 37 Quarterly Supplemental Assessments, Q4 2021

Dear Chief Counsel:

In Q4 2021, DTNA continued outreach activities with the revised initiatives started late in 2020, targeted at maximizing the recall completion rate.

Third Party Customer Calling: Since Q4 2020, DTNA renewed the approach and contracted with American Diversity to achieve a higher recall completion rate. On behalf of DTNA, American Diversity is reaching out to customers to facilitate and schedule Takata air bag repairs. This program was activated on 11/06/2020 and continues to provide measurable results.

Bounty Program: In Q4 2020, DTNA developed the Sterling “Bounty Program” to incentivize customer participation in the recall. DTNA is offering \$500 per air bag per customer for each completed VIN. This program was initiated on 11/06/2020 and, to-date, we have completed 59 bounty requests. For further visibility, DTNA has also updated daimlertruckrecall.com with key information.

Monthly Postcard: Starting in September 2020, DTNA began sending out monthly postcards to customers. Postcards have been sent out for the last 4 quarters starting Q3 2020.

Mobile Repair: To facilitate mobile repair, DTNA continues collaboration with Travel Center of America.

DMV Outreach: DTNA continued participation in the joint OEM initiatives and has sent out letters to Sterling Bullet owners through certain state DMV's to increase awareness on the Takata Airbag recall. To date, letters have been sent out to New York, Louisiana, Alabama, and North Carolina owners, as previously noted. There has been no new activity with the DMV in Q4 2021.

Salvage Yards: DTNA continued collaboration with MBUSA to secure vehicles with an open Takata Airbag recall in salvage yards. This project was rolled out in mid-August 2018, and to date, DTNA has identified 6 vehicles in salvage yard.

Third Party Data Mining: In addition to the salvage yard initiative, DTNA is continuing to contract Harbor Business Associates. Harbor Business Associates monitoring 1700 Sterling Bullet VINs for EOL (end of life) activities related to repossession, salvage yard and impoundment of vehicles. The program was first released in Q1 2021. Currently closed out 29 VINs on Takata recall based on HBA's end of life data.

Dealer Incentives: DTNA has also extended significant incentives to dealers to complete the Takata-related recalls. DTNA will continue with the incentives through the life of the recall.

Please don't hesitate to contact me if you have any questions.

Sincerely,



Tiffani Torgeson

Manager
Compliance and Regulatory Affairs
Daimler Truck North America