

DAIMLER TRUCK

North America

Daimler Truck North America
Sam Geser
Manager
Compliance and Regulatory Affairs

September 30, 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, Q3 2022

Dear Chief Counsel:

In Q3 2022, 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 117 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 8 quarters starting Q3 2020. DTNA has now created English to Spanish text translation postcard to address potential registered Spanish customers and planning to send it to customers as our October 2022 mailing.

Mobile Repair: DTNA has discontinued collaboration with Travel Center of America, and is currently in negotiation with additional third parties to continue to offer mobile repairs to support Takata recall remedy.

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Salvage Yards: DTNA continued collaboration with harbor business associates, currently monitoring 1700 Sterling Bullet VINs for EOL activities related to repossession, salvage yard and impoundment of vehicles. The program was first released in Q1 2021. Currently closed out 29ea VINs 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,



Sam Geser

Manager
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Daimler Trucks North America