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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2018030001 Takata- Priority Group 4 Zone A Replace Driver-side Airbags -Certain MY05-08 W203 (C-Class sedan), MY07-08 R171 (SLK-Class), MY09 W/X164(ML-Class, GL-Class), and W251 (R-Class) vehicles	DATE: March 9, 2018

IMPORTANT TAKATA RECALL INFORMATION

This Recall Campaign is being launched today to replace the driver-side airbag on approximately 80,215 affected subject vehicles which will be flagged in VMI as of 3/10/2019.

Parts:

- Parts will be allocated to dealers based on vehicle locations and AOI.
- Replacement rate is 100%.
- Vehicles still flagged with "Pending" are not yet included in this wave of the recall launch.

Owner Notifications: Customer letters will be sent out on approximately **March 16, 2018** and will continue to be sent out in waves due to volume of vehicles.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Recall information for customers:

- Mercedes-Benz specific recall-related information: www.mbusa.com/mercedes/recall
- Mercedes-Benz Customer Assistance Center: **1-877-496-3691**
- Industry-wide Takata information: www.nhtsa.gov/recall-spotlight/takata-air-bags

Work Instructions: Work Instructions will be posted on STAR TekInfo on 3/9/2018.





RECALL CAMPAIGN LAUNCH

March 9, 2018

Campaign No. :	Campaign Desc. :	Takata Recall – Priority Group 4
2018030001	Takata PG4	Driver-side Airbag
This Recall Campaign is being launched today to replace the driver-side airbag on approximately 80,215 affected MY09 ML-Class (164), GL-Class (X164), R-Class (251), MY05-07 C-Class (203) and MY07-08 SLK-Class (171) vehicles that are flagged in VMI as of March 10, 2018 in Zone A. Only the driver-side airbag is affected on the flagged models. A prior interim letter was mailed in April 2016.		
Background		
Issue	Based on the defect decision of TK Holdings, Inc. (“Takata”), in certain front driver-side airbags produced by Takata used in certain Model Year 2005–2009 Mercedes-Benz vehicles, under specific circumstances, the front driver-side airbag inflator housing may explode during deployment due to excessive internal pressure. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. A front driver-side inflator explosion during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death. To remedy this concern, an authorized Mercedes-Benz Dealer will replace the front driver-side airbag on the affected vehicles.	
Parts	Parts are now available and will be allocated to dealers based on volume of cars, location and AOI. Dealers should not order parts at this time If necessary, parts can be ordered on a VIN specific basis.	
What We’re Doing	An authorized Mercedes-Bens dealer will replace the driver-side airbag module. The steering wheel will not be replaced.	
Vehicles Affected		
Vehicle Model Year(s)	Model Years 2005 - 2009	
Vehicle Model(s)	C-Class (203), SLK-Class (171), GL-Class(164), R-Class (251), ML-Class (164)	
Vehicle Populations		
Total Recall Population	80,215	
Dealer Notification (NCU)		
Documentation pertaining to this recall will be received by dealers on:	Friday, March 9, 2018	
Next Steps/Notes		
AOMS/SOMS	This recall may initiate questions from customers and the Media. Please ensure your dealers have read and understand this notice.	
NOTES	- Follow <u>ALL</u> steps of the work Instructions, and ensure Dealer Technicians view the AKUBIS video. - Payment of claim will be tied to technician viewing video. - Technicians with Job Code 518 or above are recommended to perform this recall. - Follow suggested guidance and best practices regarding customer contact and preparing your workshop for the campaign. - Any vehicles flagged with “Pending” are <u>NOT</u> yet included in this wave of the recall. - Utilize MBSelect Plus when appropriate – see NCU posted February 16, 2018 - Recall information for customers: - Mercedes-Benz specific recall-related information: www.mbusa.com/mercedes/recall - Mercedes-Benz Customer Assistance Center: 877-496-3691 - Industry-wide Takata information: www.nhtsa.gov/recall-spotlight/takata-air-bags	
While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.		



URGENT - IMPORTANT SAFETY RECALL 2018030001

This notice applies to your vehicle

VIN: **Insert VIN here**

Replace Driver-side Airbag Module

NHTSA Recall #16V081



March, 2018

- A safety defect exists in your vehicle
- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided **FREE** of charge.

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 2005 – 2007 C-Class, 2007-2008 SLK-Class, and 2009 ML-Class, GL-Class, and R-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. In 04/2016, we sent you an interim letter notifying you of this recall, and that a second letter will be mailed once parts are available. **Remedy parts are now available for your vehicle.**

What is the CONCERN?

Your driver-side airbag 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 driver-side airbag inflator may cause the airbag to **explode** during airbag deployment and **could result in sharp metal fragments striking the driver or other occupants, possibly causing serious injury or death.**

What will your DEALER DO?

An authorized Mercedes-Benz dealer will replace the driver-side airbag module. The steering wheel will not be replaced. **This service will be provided free of charge.** While the minimum repair time is approximately **30 minutes**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. You will not be charged for other service or repairs unless so requested.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your

Schedule an appointment immediately at your preferred authorized Mercedes-Benz Dealer. See www.mbusa.com/recall for the Dealer Locator. **Please mention you are scheduling an appointment to replace the Takata driver-side airbag module under Recall Campaign #2018030001.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

We encourage you to sign up for recall alerts at www.nhtsa.gov/alerts. 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.

Should you have any questions or difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us 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 once parts are available, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 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,



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General Information – INTERNAL USE ONLY. DO NOT DISTRIBUTE

- Ensure that every dealership associate is aware of the Takata recall, and that customer-facing associates provide transparent information to customers.
- Refer to VMI in NetStar to determine which units in your inventory are affected by this safety recall. All vehicles with affected driver-side airbags are flagged, and are titled “Takata PG4” with a status of “Open”.
- Run a VMI check on all vehicles brought into your Service department to determine if they are affected by any recall.
- Always act with the principles of Customer Experience in mind.
- We have updated the www.mbusa.com/recall website to provide airbag part availability based on current registered State, Model Year, and Model. This will allow customers and dealers to look up general airbag replacement part availability independent of VIN. The output table below on the right will display which airbags are affected, and when the replacement airbag(s) will be available. Visit the website and select the respective information from the dropdown tables to see the airbag availability date. (See Part Availability Tool pictures below)

Takata Replacement Airbag Availability

Please search for your vehicle using the options below. Only Takata-affected vehicles are listed. To check other recall information, please use the VIN Lookup Tool above.

Registration:

Note: If you cannot find your Make/Model/Model Year, your model is not involved in the Takata Recall.

Model Year:

Model:

[Check Recall Status](#)

*Please note that vehicles included in this recall have been organized into priority groups according to the state in which the vehicle is registered. A change in state registration may affect the vehicle's inclusion in a priority group.

Airbag Availability for: 2012 GLK-Class, FL

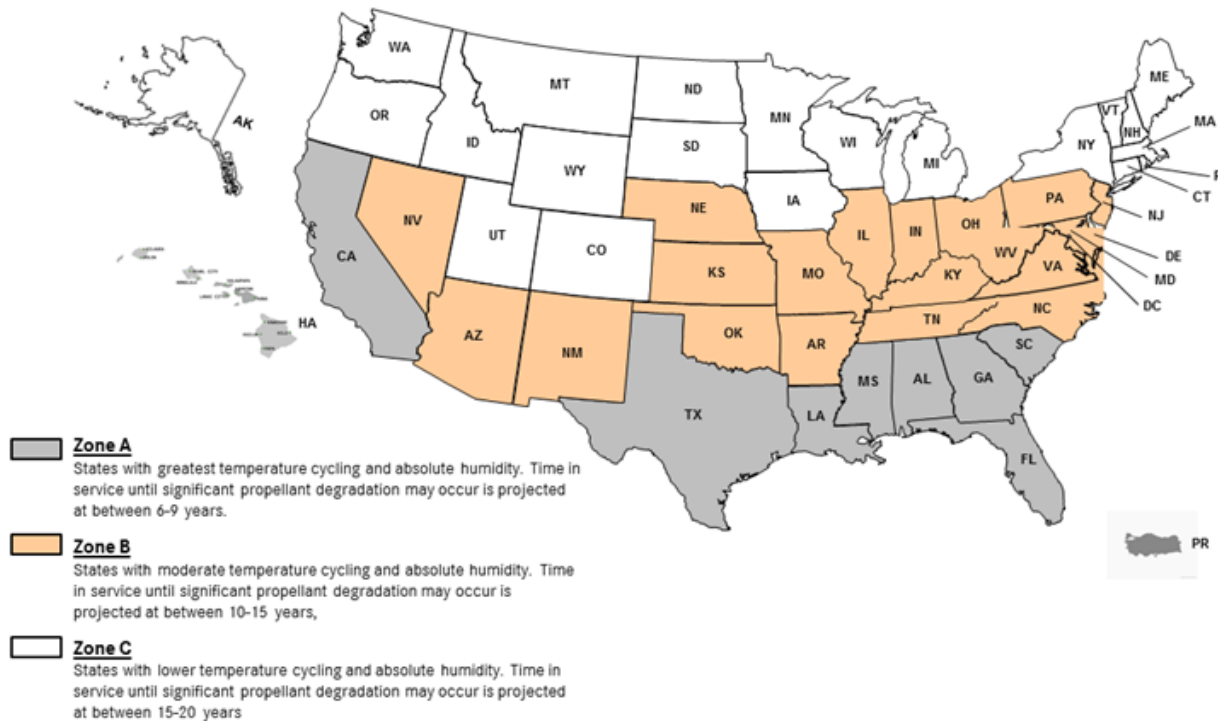
Affected Airbag Position	Estimated Part Availability Date
Driver's Side	June 2018
Passenger's Side	June 2018

You will be notified when parts are available at an authorized Mercedes-Benz dealership for your vehicle. If parts are available, please use the dealer locator tool below and schedule an appointment for your **FREE** repair.



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FAQ's – INTERNAL USE ONLY. DO NOT DISTRIBUTE

Is this recall comparable to similar recalls being conducted by other Manufacturers?

Yes. This expanded recall campaign involves the Takata PSPI-5 (driver-side), PSPI-2 or SPI (passenger-side) inflators.

What is the Inflator?

The inflator is a device contained within the airbag assembly. It contains solid propellant wafers that are ignited in the event airbag deployment is necessary. When ignited, the wafers combust and create an inert gas that inflates the airbag.

What other brands of airbags are installed in Mercedes-Benz vehicles?

Various suppliers are used, and the driver-side airbag modules with integral inflators are generally specific to each model or model line. Other suppliers include Autoliv and TRW.

My SRS lamp is on now; will the dealer repair my car with the same affected part?

An illuminated SRS lamp can be caused by numerous components or even low battery voltage. An authorized Mercedes-Benz dealer is best suited to diagnose and repair your vehicle as soon as possible if the SRS light is illuminated.

If a customer requests it, can the driver or passenger airbag be disabled?

No. Federal Regulations prohibit airbag disablement. Also, as a leader in the safety field, we believe that the driver and passengers are always safer with the protection of the airbag when a collision event warrants a deployment. The airbag



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is designed to supplement the seatbelt and other restraint components. For these reasons, we will not authorize dealers to disable airbags.

Can I get a loaner vehicle or alternate transportation until the parts are ready?

This recall was launched as a precautionary measure and there is no reason to stop driving your vehicle.

I'm willing to stay in my car, but what is Mercedes-Benz going to do for me given this inconvenience?

We will attempt to minimize any inconvenience and will inform the vehicle owners when parts are available. Please understand that this issue affects the entire automobile industry and is not simply a specific Mercedes-Benz issue.

I demand that another type of airbag brand (not Takata) is installed in my car. Will you do this?

Each Airbag needs to meet strict US crash and safety design requirements. Each Airbag design must be certified for the application. Therefore, it is not a simple change of supplier. We do not have other suppliers producing inflators to replace affected Takata-supplied PSDI-5, PSPI-2 and SDI inflators.

Where can a customer have the recall work completed?

Upon receiving the follow-up customer letter informing them that parts are available, our customers will be asked to contact their local authorized Mercedes-Benz dealership to arrange for an appointment to complete the repair.

Do I have to wait for a recall repair letter before I can have my vehicle fixed for this recall?

Yes. We are in the process of obtaining the necessary parts to launch the recall. Once they are available, you will be sent a second letter asking you to schedule an appointment with your authorized Mercedes-Benz dealer to perform the repair.

Do I need my owner letter to have the remedy performed?

No, you do not need the owner letter to have this recall completed.

How does a customer know whether their vehicle is affected by the recall?

Any customers who are potentially affected will be mailed an interim letter. Customers can always check if their vehicle is affected by entering their VIN into the following site: <http://www.mbusa.com/mercedes/recall>

I'm in the military overseas with vehicle. If my car is affected by this recall, how do I get it taken care of?

Overseas military personnel will receive notices like U.S. customers, and they will be similarly directed when to schedule the remedy service with their authorized Mercedes-Benz dealer.

How does Mercedes-Benz obtain my mailing address?

Mercedes-Benz utilizes the services of an industry provider who obtains mailing information for Recalls based upon each state's Department of Motor Vehicles (DMV) registration or title information for the vehicle. It is important to keep both your registration and title ownership and address information updated with your corresponding state's DMV and dealer. If you lease your vehicle, the lessor appears as the owner of your vehicle, and will receive the Recall notification. To comply with Federal Regulations, it is the responsibility of the lessor to forward a copy of the notice to the lessee within 10 days of receipt.

How will the repair be communicated to MB customers in the US?

Vehicle owners will receive a letter in the mail letting them know parts are available and to bring in their vehicle to their preferred authorized dealer of choice.



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When will parts be available?

Parts are currently available for vehicle models 164, 203, 251, and 171 in Priority Group 4, Zone A. We will provide updates as parts become available for other vehicle models.

Regarding all other future priority groups, Daimler AG, the manufacturer of Mercedes-Benz vehicles, is working with Takata and NHTSA, within the guidelines of the NHTSA Coordinated Remedy Program to secure parts for the recall repair. At this point we do not have information regarding when those parts will become available.

Are there any vehicle symptoms that would indicate I should stop driving the car or take to a dealer?

No. There is no symptom that would indicate if your vehicle has an air bag inflator that is potentially at risk of rupturing during deployment in a crash.

Do I need to drive differently until my vehicle is repaired?

No. Continue to drive with your seatbelt fastened and properly seated.

Are there concerns with other airbags in the vehicle?

No. This condition only applies to the driver and/or front passenger airbag inflator (check your VIN on www.mbusa.com/mercedes/recall). Other Takata airbags in the vehicle are not affected by this condition.

What makes Mercedes-Benz airbags safer than other affected Takata airbags?

There have been no incidences of an airbag rupture in any Mercedes-Benz vehicles.

I spend my winters in south Florida and have done so for the past 10 years, but my car is registered in a northern state. Why shouldn't my car have a higher priority?

The data collected and examined by NHTSA demonstrates that long-term exposure to combined high heat and humidity creates the risk that a Takata inflator is likely to rupture. A vehicle that "winters" in a hot and humid location is not subjected to the same sustained periods of heat and humidity as a vehicle that has been driven in these conditions year-round for a prolonged period.

What is the expected impact or risks related to this issue?

In a crash where the air bag system deploys, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag material, which may result in injury or death to vehicle occupants. To date, we are not aware of any instances of ruptured inflators in Mercedes-Benz vehicles.

What types of repairs or replacements are needed?

Authorized Mercedes-Benz Dealerships will replace the affected driver-side and/or passenger-side airbag on the affected vehicles when parts become available.

How long does this replacement take?

Replacement is estimated to take up to about an hour (driver-side), and up to three hours for the passenger-side airbag, depending on the model.



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Why are other models not included?

Other models are not included because this recall pertains specifically to vehicles equipped with the Takata PSDI-5 or and PSPI-2 inflators.

When did Daimler become aware of this potential issue? How long has Daimler been aware of this issue?

Daimler was informed that Takata submitted a “Defect Information Report” to NHTSA on January 25, 2016, reporting a potential safety defect on SDI and PSDI-5 airbag inflators. On May 16, 2016, Takata submitted an additional “Defect Information Report” (DIR) to NHTSA that included PSPI-2 passenger-side airbag inflators. On January 3, 2017, Takata submitted another DIR that included additional PSPI-2 passenger airbag inflators. On January 2, 2018, Takata submitted another DIR that included additional PSPI-2 passenger airbag inflators. We are not aware of any cases with the failure mode reported by Takata on SDI, PSDI-5, SPI, or PSPI-2 airbag inflators in any of our vehicles.

What costs will be incurred by the customer?

When replacement parts become available, the airbag replacement will be conducted free of charge to customers.

Can I continue to drive my vehicle?

Yes. Daimler is not aware of a ruptured inflator in any of its vehicles associated with this recall. However, when you receive a letter asking you to have this service performed by an authorized Mercedes-Benz dealer, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Why are only certain vehicles affected within a specific production range?

The affected vehicles were identified based on the “Defect Information Report” submitted by Takata.

How does this recall differ from previous airbag recalls from other OEM's? If there isn't a difference, why is the recall only happening now?

The recalls until this point affected different Takata inflators. For more information on the Takata industry wide situation, please visit this site: <http://www.safercar.gov/rs/takata/index.html>

Are loaner cars available to owners of recalled cars who are waiting for parts?

No. Since we haven't had any instances of this occurring in our vehicles and are doing the recall in an abundance of caution, there is no reason to offer a loaner vehicle.

What specific models are impacted for the passenger-side airbag?

Within this launch of Priority Group 4, there are no vehicles with affected passenger side airbags. Future models/recalls may contain passenger side airbags.

Which Models and MY's are affected in the Priority Group 4 Driver-side airbag recall?

See vehicle chart below. However, please remember to **always check VMI!**

Model	Year(s)
C320	2005
C230 1.8L	2005



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C230	2006, 2007
C280	2006
C350	2006, 2007
SLK280	2007, 2008
SLK350	2007, 2008
SLK55 AMG	2007, 2008
C63 AMG	2008, 2009
C300	2008, 2009
C300 4MATIC	2008, 2009
C350	2008, 2009
GL320	2009
GL450	2009
GL550	2009
ML320	2009
ML350	2009
ML550	2009
ML63 AMG	2009
R320	2009
R350	2009

Why are other Mercedes-Benz models not included?

Only vehicles equipped with the Takata PSPI-5 inflator are included.

Have there been any reported injuries from faulty airbags in Mercedes-Benz vehicles?

We are not aware of any incidences with the affected inflators in Mercedes-Benz or Freightliner vehicles.

Can you guarantee me the airbag will not deploy inadvertently?

The issue with the recalled Takata PSDI-5, or PSPI-2 inflators does not result in inadvertent airbag deployments. Rather, the issue concerns the potential for a rupture during deployment. Visit your authorized Mercedes-Benz dealer if your vehicle's SRS light is illuminated. Please remember too that a properly functioning airbag system is designed to supplement, not replace, the seatbelt in protecting occupants in a crash.

What injuries can I expect if the airbag deploys?

For the affected Takata PSDI-5 and PSPI-2 inflators only, in a crash in which an air bag deployment is necessary, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag material, which may result in injury or death to vehicle occupants. To date, we are not aware of any instances of ruptured inflators in Mercedes-Benz vehicles.