# newschannel update 

| To: Mercedes-Benz Dealer Principals, General <br> Managers, Sales Managers, Service Managers, <br> Parts Managers | from: Greg Gunther, Department Manager Vehicle <br> Compliance \& Analysis |
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| RE: TK HOLDING TAKATA LEGAL NOTICE | DATE: $10 / 25 / 17$ |

## TK HOLDINGS TAKATA AIRBAG INFLATOR LEGAL NOTICE

In connection with the TK HOLDINGS (also known as TAKATA) bankruptcy filing, notices (see screenshot below) are being sent by Takata to all registered owners of vehicles with affected Takata inflators. Mercedes-Benz vehicle owners have been included, you may have already received this notice or had a customer come in with one.


Please note that these mailings did not come from MBUSA. Mercedes-Benz customers should continue to rely on direction from MBUSA and/or from correspondence that comes from MBUSA.

If a customer has presented you with this notice:
(1) Please check their Mercedes-Benz VINs for any open campaigns.
a. If there is an open campaign and parts are available, please schedule a repair.
b. If there are no open campaigns, then the customer should wait till they are contacted by MBUSA to schedule a repair

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(2) For additional information on Takata Airbag Inflator Recall, please direct them to visit www.MBUSA.com/recall or visit www.MBUSA.com/recall (click on the link "Takata Airbag Inflator Recall") for the latest information on this action. For additional questions about this recall, please visit www.mbusa.com, and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the Customer Assistance Center, use the "Email/Write" section under Customer Support, or by calling our Takata hotline at 1-877-496-3691.
(3) If they wish to file a claim against TK Holdings Inc. ("TAKATA"), please advise them to follow the instructions on the notice. MBUSA cannot advise any customers in this regard.

