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Service

# newschannel update

TO: : Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Important Informational Advisory</b> <b>MY16 and MY17 E-Class Coupe and Cabriolet (C/A 207) in Dealer Inventory</b>	DATE: October 7, 2016

**As part of the commitment to our CustomerOne philosophy and transparency, dealers are expected to take the necessary steps outlined in this NCU to disclose that the vehicles listed below will be involved in a future Takata safety recall phase.**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, will phase out the use of Takata frontal airbag inflators that contain phase-stabilized ammonium nitrate (PSAN) propellant without a drying agent (“desiccant”) in new vehicle production by the end of November 2016.

The only U.S.-market Mercedes-Benz passenger vehicles currently in production installed with Takata frontal PSAN airbag inflators without desiccant are the MY2017 E-Class Coupe and Cabrio for the front passenger airbag only.

**New vehicles** that may currently be **in dealer inventory** equipped with Takata frontal PSAN air bag inflators without desiccant are:

MY2016 E-Class Coupe	MY2016 E-Class Cabriolet	MY2017 E-Class Coupe	MY2017 E-Class Cabriolet
E400C E400 4Matic E550C	E400A E550A	E400C E400 4Matic E550C	E400A E550A

**Most importantly, these non-desiccated Takata passenger frontal PSAN air bag inflators in these new vehicles are not subject to a current recall.**

Based on multiple independent investigations and NHTSA’s independent expert, NHTSA has concluded that non-desiccated frontal Takata air bag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. The time until unsafe propellant degradation may occur under long-term exposure is projected at between six and nine years. NHTSA and Takata are prioritizing recalls of these components based on when the involved inflators are likely to pose an unreasonable risk to safety, considering time, temperature and environmental moisture, which depends on a vehicle’s operating location. According to NHTSA’s current order, Takata will recall these inflators by the end of 2018.





# newschannel update

## **What Dealers Need to Do:**

- The attached “Informational Advisory” page **MUST BE** printed in color, cut on the dotted line, and placed inside on the passenger-side dashboard on all new MY2016 and 2017 E-Class Coupe or Cabriolet vehicles in dealer inventory that will be included in a future Takata safety recall phase **prior to being displayed for sale, or presented as available for sale to a customer.**
- Upon selling the vehicle, dealers must request the customer to sign the attached “Vehicle Disclosure Form – Future Phase”, provide a copy for the customer, and retain a copy in the vehicle sales jacket.

For additional information about Takata recalls for Mercedes-Benz vehicles, dealers should direct Customers to [www.mbusa.com/recall](http://www.mbusa.com/recall), or the NHTSA website ([www.safercar.gov](http://www.safercar.gov)).

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEdes (1-800-367-6372).



## IMPORTANT INFORMATIONAL ADVISORY

**This vehicle is equipped with a Takata-produced front passenger airbag inflator.**

It is currently **NOT** involved in any airbag inflator recall. However, according to an order issued by the National Highway Traffic Safety Administration (NHTSA), the front passenger airbag inflator will be recalled by Takata by the end of 2018. Mercedes-Benz USA will contact the owner of this vehicle when this future recall is launched to arrange for a replacement airbag assembly at no charge when the part becomes available.

*Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the Takata front passenger airbag in this vehicle does **not** pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures. The time until unsafe propellant degradation may occur under these conditions is projected at between six and nine years.*

For more information about Takata recalls, please visit the NHTSA website ([www.safercar.gov](http://www.safercar.gov)), or the Mercedes-Benz website ([www.mbusa.com/recall](http://www.mbusa.com/recall)).



## IMPORTANT INFORMATIONAL ADVISORY

**This vehicle is equipped with a Takata-produced front passenger airbag inflator.**

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# Vehicle Disclosure Form – *Future Phase*

*Takata Front Passenger-side Airbag Inflator – Future Recall Applicability*

*New MY2016 and MY2017 E-Class Coupe and Cabriolet*

**Mercedes-Benz USA, LLC**

Thank you for considering Mercedes-Benz – we’re excited that you’re about to be part of the Mercedes-Benz family and confident you will enjoy your Mercedes driving experience. As part of our CustomerOne commitment, we want to make you aware of a future issue.

## **What is the Issue?**

The vehicle listed below is equipped with a Takata-produced front passenger-side airbag inflator. It is currently **NOT** involved in any airbag inflator recall. However, according to an order issued by the National Highway Traffic Safety Administration (NHTSA), the front passenger airbag inflator will be recalled by Takata by the end of 2018. Mercedes-Benz USA will contact the owner of this vehicle when this future recall is launched to arrange for a replacement airbag assembly at no charge when the part becomes available.

Based on multiple independent investigations and NHTSA’s independent expert, NHTSA has concluded that the Takata front passenger-side airbag in this vehicle does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures. The time until unsafe propellant degradation may occur under these conditions is projected at between six and nine years.

NHTSA and Takata are prioritizing recalls of these components based on when the involved inflators are likely to pose an unreasonable risk to safety. For more information about Takata recalls, please visit the NHTSA website ([www.safercar.gov](http://www.safercar.gov)), or the Mercedes-Benz website ([www.mbusa.com/recall](http://www.mbusa.com/recall)).

Please have your dealer assist you in registering with **Mercedes me** at [www.mbusa.com/mercedesme/index](http://www.mbusa.com/mercedesme/index), and regularly check recall applicability using [www.mbusa.com/recall](http://www.mbusa.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17 digit Vehicle Identification Number (VIN).

VIN 

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Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## Dealer Information

Dealer Name: \_\_\_\_\_

Dealer Phone Number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dealer Representative: \_\_\_\_\_

Dealer Signature: \_\_\_\_\_

**+++ Original to Customer, copy to vehicle sales jacket +++**