



MERCEDES-BENZ USA, LLC
 303 Perimeter Center North, Suite 202
 Atlanta, GA, 30346
 Phone: (770) 705-0600
 Fax: (770) 705-0117
 MBUSA.com



newschannel update

TO: : Mercedes-Benz General Managers, Sales Managers, Service Managers, Service Advisors	FROM: Engineering Services
RE: Recall Campaign - Dealer Talking Points Certain MY08 – MY11 models with Takata Passenger-side airbags and PSPI-2 Inflators	DATE: July 25, 2016

IMPORTANT Takata RECALL UPDATE Supplement to Takata Driver-side Airbag NCU (April 12, 2016)

Background:

In May 2016 Takata filed a Defect Information Report with NHTSA announcing a potential defect in some of the PSPI-2 inflators used in passenger-side airbags. These inflators are used in certain Mercedes-Benz vehicles. Based upon Takata's information to date, "Takata is not aware of any test ruptures in ballistic testing or confirmed field incidents of the subject non-desiccated ammonium nitrate inflators other than those already under recall as detailed in prior defect information reports. Out of an abundance of caution, however, Takata filed the report in cooperation with NHTSA to promote public safety."

Daimler AG (DAG) is not aware of any field incidents with the subject Takata PSPI-2 inflators. However, based on the information above and out of an abundance of caution, DAG will conduct a voluntary recall of the vehicles equipped with the subject Takata PSPI-2 inflators in Zones A, B, and C as identified by Takata in the Defect Information Report.

Vehicles Affected:

- The recall involves passenger-side airbags in MY2008-2011 C-Class, MY2010-2011 GLK-class and E-Class Coupe vehicles, and MY2011 SLS AMG, and E-Class Cabriolet vehicles originally sold, or ever registered, in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan), and the U.S. Virgin Islands, or "Zone A."
- Additionally, unless included in "Zone A" above, MBUSA is recalling certain MY2008 C-Class vehicles originally sold, or ever registered, in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, and West Virginia, or "Zone B."
- Vehicles not originally sold or ever registered in either Zones A or B are not subject to this safety recall.

Affected vehicles are equipped with certain air bag inflators assembled as part of the passenger-side air bag modules, and used as original equipment or replacement equipment. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to absolute humidity and temperature cycling.

How many Vehicles are affected in the 3 Zones?: A total of 259,141 vehicles are affected in Zones A,B, and C

Interim Letters:

Beginning July 25, 2016, interim customer letters will be mailed to owners of affected vehicles as required under Federal Regulations when the parts to remedy a recall are not available. Due to the volume of letters to be sent, the mailing will occur in stages over the next three weeks. The intent of this letter is to inform the current owners of the pending recall and that parts are not yet available. A second letter will be mailed to owners once parts become available.





newschannel update

The information below has been created to provide talking points for all customer-facing dealer personnel, especially Service Advisors and BDC team members when addressing customer concerns relating to the Takata airbag recall.

Key Messages:

- **Replacement airbags are not yet available.**
Daimler AG is working closely with Takata, NHTSA and other suppliers to finalize the recall remedy plan.
- **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 on the NHTSA website: <http://www.safercar.gov/rs/takata/index.html>
- **What happens when replacement airbags become available.**
MBUSA will notify customers with a second letter to inform them that a replacement part is available, and to make an appointment with their authorized Mercedes-Benz Dealer as soon as possible.

In general, please:

1. Ensure that every dealership associate is aware of the Takata recall, the Dealer Resource Package, and that customer-facing associates provide transparent information to customers.
2. Refer to VMI in NetStar to determine which units in your inventory are affected by this safety recall. All vehicles with affected passenger-side airbags are flagged, and are titled "PC PSAB" with a status of "Pending".
3. Run a VMI check on all vehicles brought into your Service department to determine if they are affected by any recall.
4. When replacement parts become available, replace the passenger-side airbag inflator with the required parts.
5. Always act with the principles of Customer Experience in mind.

Internal Use only – Do not Distribute

I. Recall Background

What is the issue?

A potential safety defect exists for Takata SPI and PSPI-2 airbag inflators. Takata's investigation of affected inflators to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity), could lead to over-aggressive combustion in the event of a passenger-side air bag deployment

What is the risk 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, Daimler is not aware of any instances of ruptured inflators in Mercedes-Benz vehicles worldwide.**





newschannel update

Internal Use only – Do not Distribute

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

Any customers who are potentially affected will be mailed an interim letter in the next several weeks. Until they receive the letter, they can check if their vehicle is affected by entering their VIN into the following site:

www.mbusa.com/mercedes/recall

Additional information for customers can be viewed by clicking on the “Takata Airbag Inflator Recall” link.

Can their vehicle continue to be driven safely?

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 make an appointment. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

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

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

If a customer requests it, can we disable their airbag?

No. Federal Regulations prohibit airbag disablement. Also, as a leader in the field of automotive safety, 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 is designed to supplement the seatbelt and other restraint components. For these reasons, we will not allow dealers to disable airbags.

II. Models Affected

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

Included are various 2008 -2011 Mercedes-Benz models including C-Class, E-Class Coupe and Cabrio, GLK-Class, and SLS.

Which Models and MY's are affected by the passenger-side airbag recall? Always check VMI!

<u>Model</u>	<u>Model Year:</u>
C300	2008-2011
C300 4Matic	2008-2011
C350	2008-2011
C63AMG	2009-2011
E350 Coupe	2010-2011
E350 Cabrio	2011
E550 Coupe	2010-2011
E350 Cabrio	2011
GLK350	2010-2011
GLK350 4 Matic	2010-2011
SLS	2011

Why are other Mercedes-Benz models not included?

Only vehicles equipped with the Takata PSPI-2 or SPI inflator are included.





newschannel update

Internal Use only – Do not Distribute

III. Parts and Repair

What types of repairs or replacements are needed?

Authorized Mercedes-Benz Dealerships will be able to replace the passenger-side airbag on the affected vehicles when parts become available.

When will parts be available?

Daimler is working with Takata, NHTSA, and other airbag inflator suppliers, within the guidelines of the NHTSA Coordinated Remedy Program to secure parts for the recall repair. The oldest MY vehicles located in Zone A as defined by NHTSA are required to receive replacement parts first.

Why does it take so long to have the recall done once it is announced?

Since this Takata recall affects multiple OEMs, the volume of replacement parts required is extraordinarily large, which is why the NHTSA created a Coordinated Remedy Program to prioritize the replacement parts to the areas in Zones A, B, C where the potential risk for an airbag rupture during deployment is greatest.

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 up until this point affected different Takata inflators.

For more information on the Takata industry wide situation, please visit: <http://www.safercar.gov/rs/takata/index.html>

What brand airbags do I have in my car?

The only affected Takata inflators used in Mercedes-Benz and Freightliner vehicles are the PSPI-2 and SPI inflators, and are identified in the table above. For other brand airbags, we will look into this and get back to you.

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

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

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 yet have other suppliers producing inflators to replace affected Takata-supplied PSDI-5 and SDI inflators.

IV. Customer Information

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.

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

This recall was launched as a precautionary measure. We have had no incidents with our vehicles and there is no reason to stop driving your vehicle.





newschannel update

Internal Use only – Do not Distribute

I am 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.

Where can a customer have the recall work completed?

Interim letters are being mailed starting in July, notifying owners of status, and a second letter will be mailed when parts are available. With the receipt of the second letter, our customers will be asked to contact their local authorized Mercedes-Benz dealership to arrange for an appointment to complete the repair.

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

We are not aware of any incidences with the PSPI-2 or SPI inflators in Mercedes-Benz or Freightliner vehicles.

Can you guarantee me the airbag will not deploy inadvertently?

The issue with the recalled Takata PSPI-2 and SPI 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 SRS light is illuminated. A properly functioning airbag system is designed to supplement the seatbelt in protecting occupants in a crash.

What injuries can I expect if the airbag deploys?

For the affected Takata PSPI-2 and SPI 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.

Specifically, which airbags in my vehicle are affected?

The passenger-side airbag with a Takata PSPI-2 or SPI inflator from the identified production ranges is affected. There have been no incidences of an airbag rupture in any Mercedes-Benz vehicle.

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

Yes. This recall campaign involves the Takata PSPI-2 or SPI inflators used on the passenger-side.

