



Mercedes-Benz

IMPORTANT SAFETY RECALL, 2016020010
This interim notice applies to your vehicle, WDDUG6DB8FA123456
Driver-side Airbag Module
NHTSA Recall # 16V-077

Mercedes-Benz USA, LLC

Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

April, 2016

2016020010
WDDUG6DB8FA123456
Daniel Selke
1 Mercedes Drive
Montvale, NJ 07645

Dear Valued Mercedes-Benz Sprinter Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Vans USA has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2010–2014 Mercedes-Benz Sprinter vehicles, based on the defect decision of TK Holdings, Inc (“Takata”) regarding certain airbags produced by Takata. I want to assure you that Daimler Van USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you.

The Mercedes-Benz Sprinter vehicles mentioned above are equipped with driver-side airbags provided by Takata. During normal airbag deployment, under certain circumstances, the driver-side airbag inflator housing in your vehicle may rupture due to excessive internal pressure. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. A driver-side inflator rupture during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death.

In late January 2016, Takata, the manufacturer of your driver-side airbag inflator, informed the National Highway Traffic Safety Administration (NHTSA) of the problem. We quickly went into action to work with NHTSA and Takata, to define a remedy. Unfortunately, unlike other parts used in manufacturing, redesign of an airbag module is a time-intensive effort given the time needed for sourcing, design, testing, certifying and manufacturing requirements. As a result, it will take us time to go through these stages in a manner that ensures the highest level of safety, durability and quality that we can provide to our customers.

As soon as a suitable replacement part is tested and available for your vehicle’s driver-side airbag, we will send a second letter notifying you to bring your vehicle in to your local Authorized Mercedes-Benz Sprinter dealer to have this work done free of charge. Until this time, there is no action required on your part.

You may also wish to visit www.Mercedes-Benzsprinterusa.com/Mercedes-Benz/owners-resources/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.

Please accept our sincerest apologies for the inconvenience and uncertainty, and trust that we are doing all we can given an unanticipated situation that we, along with much of the industry, are now faced with. You have the commitment of the entire Mercedes-Benz Sprinter organization that there will be no higher priority than resolving this issue and doing everything within our means to ensure your safety and peace of mind.

Please note: If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return it in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receives this notice, please forward this information by first class mail to the lessee within 10 days to comply with Federal Regulations.

Once again, we are truly thankful for your loyalty and appreciative of your understanding as we work to resolve this.

Sincerely,



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IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- ☐ **SCRAPPED**
☐ **STOLEN**
☐ **OTHER** _____
☐ **SOLD** _____ **I HAVE SOLD THE VEHICLE TO:**
☐ **MY NEW ADDRESS IS:**

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION