



Mercedes-Benz USA, LLC

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Vice President
Customer Services

URGENT - IMPORTANT TAKATA SAFETY RECALL INFORMATION UPDATE - Correction

Driver and Passenger Frontal Airbag Modules

NHTSA Recall #16V081, 16V363, 18V043, 19V010

MBUSA Campaign # 2019090009 - PRIORITY GROUP 6 vehicles



October 2019

2019090009



Dear Mercedes-Benz Owner:

In September 2019 we mailed you a letter that contained incorrect information regarding the anticipated part availability date for your vehicle. The corrected information is shown below. Please discard the prior letter. We apologize for any inconvenience this may have caused.

Mercedes-Benz USA (MBUSA) is reaching out to you with important additional information and resources regarding the Takata recall and affected airbag inflators in your vehicle, including when **FREE** replacement airbag inflators will be available for **your** Mercedes-Benz vehicle. While the availability of replacement parts is taking longer than anticipated, please trust that we continue to do all we can to obtain airbag inflators as quickly as possible for this recall. The information we have provided below is extremely important.

The National Highway Traffic Safety Administration (NHTSA) has established Priority Groups (1 being highest) for this recall based on affected vehicles with the highest risk of potential injury or death. This relates to Model, Model Year, affected airbag position (driver or passenger), and vehicle location based on state registration history. **Your vehicle is part of Priority Group 6, with replacement parts expected to be available by November 15, 2019.**

What are the Risks?

The defect in your frontal driver airbag and front passenger airbag inflators may cause the airbag to explode during deployment and could result in metal fragments striking the front occupants, **possibly causing serious injury or death.**

What actions should I take until the remedy is available?

Visit www.mbusa.com/recall for FAQs, and **check** on the latest parts availability status for your vehicle. Enter your 17 digit VIN in the VIN Look-up Tool to **enter** your preferred contact information. If needed, **contact** our MBUSA Takata hotline at 1-877-496-3691. Sign up for recall alerts at www.nhtsa.gov/alerts. Visit www.airbagrecall.com for additional information and warnings on the Takata recall. Help spread the word with friends and family by sharing NHTSA's Consumer Fact Sheet and Video.

What are the next steps?

Prior to November 15, 2019, when the replacement parts become available for your vehicle, we will mail another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz dealer to repair your vehicle **FOR FREE.**

What if I no longer own the vehicle?

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.

We apologize for any inconvenience, and are sincerely concerned about your safety. Thank you for your attention to this important matter.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER 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.

- ☐ EXPORTED ☐ SOLD
☐ LEASE, VEHICLE RETURNED ☐ STOLEN
☐ SCRAPPED ☐ OTHER

- ☐ NEW OWNER INFORMATION ☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date _____

Signature