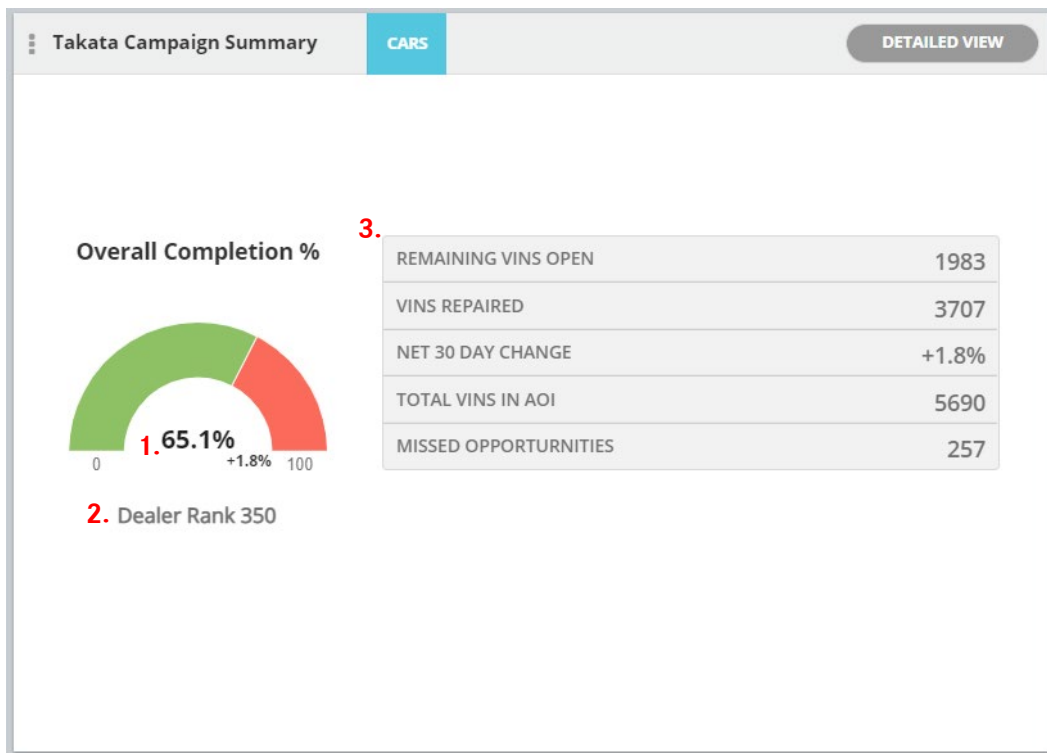


TO: All Mercedes-Benz Dealers, Field Personnel and CAC	FROM: Gregory Gunther, Department Manager
RE: Recall Campaigns Updated Customer Letter	DATE: April 8 <sup>th</sup> , 2022

Dear Mercedes-Benz Dealers and Field Personnel,

With the feedback received from you, MBUSA has updated the Takata airbag recall widget on NetStar. The updates combine all of the individual recall campaign completion rates and details to give dealers an overview of their progress with the recall campaigns. New items for the widget include:

1. Overall Campaign completion rate with 30 Day change in percentage
2. Dealer Rank
3. Table which includes:
  - a. Open VIN Population
  - b. VINs repaired by Dealership
  - c. Total VINs in Dealership's AOI
  - d. Net 30 Day Change
  - e. Missed Opportunities Count



In addition, MBUSA received new customer data and vehicle status data (Scrapped, Stolen, Exported, Other) in March 2022 and has made it available on NetStar. Dealerships are encouraged to review their updated AOI lists under the Campaigns tab in NetStar 5 and contact their Engage FAM to perform outreach to these vehicles.

Dealers should contact their AOM with any questions.

Thank you for your attention to this important information.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance and Analysis

