

TO: All Mercedes-Benz Dealers, MBUSA Field Personnel and CAC	FROM: Gregory Gunther, Department Manager
RE: Takata Airbag Recall - Mobile Repair Bonus Program (MRBP)	DATE: April 1 st , 2022

Dear Mercedes-Benz Dealers:

Thanks to the continued support from our dealers participating in the Takata Mobile Repair Bonus Program (MRBP), MBUSA has decided to extend the MRBP indefinitely. All incentives for this program will remain in place including:

- General mobile repair incentive of \$75
- An extra \$25 per mobile repair completed
- Overnight Hotel Reimbursement

Please refer to the table below for more information concerning the above incentives.

MBUSA updated its customer data in March 2022 and will send new and additional customer data to those participating dealers who request it.

MBUSA will credit participating dealers their earned \$25 bonus per mobile repair completed in Q1 2022 during the month of April. MBUSA is targeting April 29th to have all credits completed, but the date may be subject to change. Afterwards, MBUSA will continue to credit the reward on a quarterly basis to those who continue to participate in the MRBP.

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



Takata Mobile Repair Bonus Program Overview

<p>1. Goal</p>	<p>To continue to help ensure the safety of our customers, and in coordination with the National Highway Traffic Safety Administration (“NHTSA”), MBUSA is engaging in additional measures to increase Takata Airbag Recall completion rates. As part of these measures, MBUSA is extending a Mobile Repair Bonus Program (the “MRBP”) to all authorized Mercedes-Benz dealers that meet the minimum requirements from the NCU dated 8/6/2021 . The MRBP’s purpose is to increase the completion of Takata Airbag Recall repairs by incentivizing dealers to use mobile service to perform such repairs. These measures include Mobile Service Repair Incentives specific to vehicles affected by the Takata Airbag Recall where the recall is “Open” in VMI.</p> <p>Mobile Service Repair provides support to customers and minimizes inconvenience for those who are either unable or unwilling to bring their vehicles into an authorized Mercedes-Benz dealer to have the Takata recall completed.</p>
<p>2. How the MRBP Works</p>	<ul style="list-style-type: none"> • MBUSA will provide customer information for certain Mercedes-Benz vehicle owners whose vehicles are located within, and outside of Dealer’s Area of Influence (“AOI”) and are listed as "Open" in VMI for the Takata Airbag Recall. • The customer information will be provided in a file that includes multiple customer addresses, phone numbers, and email addresses per VIN. • The customer information assigned to each dealer will be transferred to participating dealers via individual Secure File Transfer Process (SFTP) on or after October 1, 2021. • Check parts inventory of available airbags based on the Part List provided in the respective Recall Campaign Bulletin Work Instructions, and shown in your respective dealer customer contact information within NetStar. <p>Upon recall completion, submit for Mobile Repair Incentive (vehicles MUST be repaired at a mobile location away from the dealer workshops to qualify for the incentive) per the instructions below.</p>
<p>3. MRBP Benefits/ Incentives</p>	<ul style="list-style-type: none"> • Dealers performing a Takata airbag recall repair under the MRBP on passenger cars from October 1 may claim for the current mobile repair incentive of \$75 per VIN. <ul style="list-style-type: none"> • It is mandatory that the vehicles are repaired at a mobile location away from the dealer workshops to qualify for the incentive. • An additional incentive payment of \$25 per VIN is available for each Takata Airbag Recall repair performed by each dealer through mobile service during the Program Period on a vehicle owned or leased by a vehicle owner identified in the Recall Data provided by MBUSA to Dealer (each, an “Eligible Repair”). <ul style="list-style-type: none"> • This will be paid as Miscellaneous credit at the beginning of 2022 for those VINs completed in Q4 2021. • Mobile repairs performed during Q1 2022 will be paid at the beginning of Q2 2022. • More details to follow • Do NOT add this to a RO claim. • Overnight Hotel Reimbursement For mobile repairs performed beginning on October 1, 2021, a reimbursement up to \$200 max per night for one room only (including taxes) is available to be claimed for an overnight hotel stay for each Eligible Repair that is performed at a location outside of a specific radius of Dealer’s authorized location. <ul style="list-style-type: none"> - At least 3 VINs must be completed within two days for each overnight trip to be claimed. - Hotel stay must be a minimum of 75 miles away from dealership’s authorized location.
<p>4. Claim Submission – Mobile Repair</p>	<p>Mobile Repair Claim Process - The claim submission must include the following:</p> <ul style="list-style-type: none"> • Vehicle must have an “Open” Takata Recall in VMI when the RO was opened. • Add a line indicating Mobile Takata Recall, and address of repair location • Use Damage code 21668 00 – Takata Mobile Repair – Claimed in RAPS • \$75 - claimed as a sublet • Attach accounting copy of RO as supporting documents for sublet. • No Field Authorization is required.



5. Claim Submission Process – Hotel Accommodation	<p>Hotel Stay Claim Process - The claim submission must include the following:</p> <ul style="list-style-type: none"> • Open RO using VIN WDB00001000000001 and Mileage 1 • Use Damage code 21605 00 claimed in RAPs • RO open date should be submitted within 5 days of the start of the mobile repairs. • Include in the dealer text indicating Mobile Takata Recall Technician Accommodation, include # of Nights, and VIN list completed during this timeframe. • Room charge and taxes only - claimed as sublet (charges will be reviewed for reasonableness) • Attach Hotel Invoice, VIN list and Trip Route Map (i.e. Google Maps) as supporting docs for sublet • No Field Authorization is required
6. Parts	<p>Please verify airbag availability based on customer VINs prior to scheduling Mobile Service appointments.</p> <p>A repair can be performed on the driver-side airbag campaigns, driver-side + passenger-side airbag campaigns, and passenger-side airbag campaigns. Repair times per campaign are reflected in the respective Work Instructions.</p> <p>Takata Airbag Recall Mobile Service repair incentives are available for both driver and passenger-side airbag repairs.</p>
7. Repair Restrictions	<p>Please be advised that restrictions may apply in customer neighborhoods via HOA restrictions or other limitations as well as repair limitations in commercial business areas.</p>
8. Hazmat Transport	<p>There are <u>no</u> hazardous material transport rules based on DOT’s Materials of Trade exemption for dealer technicians carrying airbags for repair purposes and not strictly for transport, provided that the total weight of the airbag modules does not exceed 440 lbs.</p> <p>Please verify that no additional local rules apply.</p>
9. Questions/FAQ	<p>Any questions, contact your facing AOM</p> <p>Q1. Do I have to use a Mobile Van to perform a Takata Mobile Repair? A1. No. A Takata Mobile Repair may also be performed via a dealership Roadside vehicle. or other vehicle.</p> <p>Q2. What if a WIFI connection is unavailable and the PartScan APP doesn’t scan and transmit data? A2. Utilize cellular data or, a dealership Hotspot.</p>
10. Recall Data	<p>Reminder, and already acknowledged by each participating dealer:</p> <p>Recall Data will include Personally Identifiable Information (“PII”), including, but not limited to, customer name, address, email, and phone number. Recall Data will be derived from numerous data sources, including, but not limited to, motor vehicle registration, transfer, and registration renewal information and insurance information. Recall Data is only for use by MBUSA and authorized Mercedes-Benz Dealers in connection with the performance of recall repairs as part of the Takata Airbag Recall, including, without limitation, for providing recall reminders and customer notifications and for other recall- or service- related purposes permitted by 49 CFR 577 et seq., any amendments thereto, and any other applicable federal or state laws, applicable to unrepaired Takata airbag recall vehicles manufactured by or for MBUSA and/or marketed by MBUSA that are registered in the U.S. or Puerto Rico.</p> <p>Dealer shall at all times have in place and implement a data privacy policy sufficient to comply with all applicable federal, state, and local data privacy laws. Dealer shall maintain the confidentiality of Recall Data, and may not access or use Recall Data for any purpose other than one of the permitted purposes identified above. In addition, Dealer shall allow Recall Data to be accessed and used only by those dealership personnel who sign and return to Dealer a Dealership Personnel Acknowledgment Form attached as Exhibit A. Dealer shall otherwise maintain and make available upon request records that may be required by law to be maintained in association with use of such Recall Data.</p>

