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Sprinter

# newschannel update

TO: Mercedes-Benz and Freightliner Sprinter Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>New Recall Campaign Announcement Takata Driver Airbags Model Years 2007-2014 Mercedes-Benz and Freightliner Sprinter 2500 and 3500</b>	DATE: February 11, 2016

## IMPORTANT NEW RECALL ANNOUNCEMENT

This is to notify you of a new Recall Campaign affecting approximately 100,192 Mercedes-Benz and Freightliner Sprinter vehicles involving Takata driver-side airbags containing SDI type inflators. The recall notification was recently submitted to the NHTSA and may generate questions from customers and the media.

### What's the Issue:

Certain Mercedes-Benz and Freightliner vehicles are equipped with driver-side front airbags provided by TK Holdings Inc. ("Takata"). On January 25, 2016 Takata filed a Defect Information Report with NHTSA announcing a potential defect in some of the subject inflators. Based upon Takata's information to date, "Takata is not aware of any field incidents in which a PSDI-5 inflator has ruptured, either desiccated or non-desiccated. Takata is taking this action in an abundance of caution, to address all of the subject non-desiccated PSDI-5 air bag inflators, due to the similarities of design and manufacturing characteristics for this type of inflator used in the U.S. market."

Daimler AG is not aware of any field incidents with the subject Takata SDI inflators. However, based on the information above and in an abundance of caution, DAG will conduct a voluntary recall of the vehicles equipped with subject Takata SDI inflators in the United States as identified by Takata in the Defect Information Report.

### Which Models are Included?

- Various Model Years MY07 - MY14 Mercedes-Benz and Freightliner Sprinter 2500 and 3500 vans.
- Dodge Sprinters are also included.
  - Fiat Chrysler Automobiles (FCA) will implement a recall for the Dodge brand Sprinter vehicles.
  - Dodge Sprinters may not be repaired at Mercedes-Benz or Freightliner Sprinter dealers.

### Is a Retail Hold involved with this Recall?

No retail hold is involved, since no new vehicles with the subject driver airbags are in dealer inventory.

### What should you do if you get customer inquiries?

Please refer all customer inquiries to the Sprinter Customer Assistance Center at 1-877-762-8267



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## **How Will Customers Know if Their Vehicle has a Driver Airbag included in the Recall?**

- Once the final VIN list is received from DAG, all included vehicles will be flagged in VMI as "Pending".
- Owners can be directed to MBUSA.com and utilize the Recall VIN Look-up feature, once the final VIN list is received from DAG. Follow-up NCU will be provided.
- MBUSA will mail an interim letter within the prescribed timeframe to owners, notifying them of the pending recall, and that they will receive a second letter when replacement airbags become available.
- Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

## **Can the affected Vehicles still continue to be driven?**

We have no reason to believe that the vehicles cannot be operated safely.

## **When will Parts be available?**

Daimler is working with Takata and NHTSA, within the guidelines of the NHTSA Coordinated Remedy Program to secure parts for the recall repair. At this point we do not have any information to share when those parts will become available.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

**If you receive media inquiries, these should be referred to our Corporate Communications Department at 770-705-2009. Please refer only journalists to this number.**