

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulatory Mgmt & Campaigns
RE: <b>Takata Recall Initial Notification</b> <b>Replace Front Passenger-side Airbag – Expanded Model Years 2016 - 2017 Mercedes-Benz and Freightliner Sprinters</b>	DATE: September 10, 2019

## IMPORTANT TAKATA INFORMATION UPDATE

A new Defect Information Report (DIR) was filed by DVUSA with the National Highway Transportation Safety Administration (NHTSA) on January 8, 2019, for Takata Recall Campaign to include the passenger-side airbag on 68,896 vehicles for MY16 - 17 Mercedes-Benz and Freightliner Sprinters. Please review the recall information below.

Since parts are not yet available, under Federal Regulations an interim owner notification letter is required to be mailed within 60 days of the filing. These interim customer notification letters will be mailed starting in Q1 2019.

### Recall information for customers:

- Mercedes-Benz and Freightliner Sprinter specific recall-related information:  
<https://www.freightlinersprinterusa.com/freightliner/owners-resources/recall>  
or <https://www.mbvans.com/sprinter/owners-resources/recall>
- Customer Assistance Center: 1-877-496-3691
- Industry-wide Takata information: [www.nhtsa.gov/recall-spotlight/takata-air-bags](http://www.nhtsa.gov/recall-spotlight/takata-air-bags)





# RECALL CAMPAIGN UPDATE

9/10/2019

Campaign No. :	<b>Takata Recall Initial Notification</b>	
2019040021	<b>Passenger-side Airbag</b>	
<p>This is to notify you of an update for the <b>Takata Airbag Recall</b>. A new Defect Information Report (DIR) was filed by DVUSA with the National Highway Transportation Safety Administration (NHTSA) on January 8, 2019, to include the passenger-side airbag for <b>37,213</b> Model Years 2016 - 2017 Freightliner and Mercedes-Benz Sprinters. Please review the recall information below. <b>There is no action required until the next NCU is posted. All newly affected VINs will not be flagged in VMI until launch.</b></p>		
<b>Background</b>		
<b>Issue</b>	<p>Based on the defect decision of TK Holdings, Inc (“Takata”), in certain front passenger-side airbags produced by Takata used in certain Model Years 2016 - 2017 Freightliner and Mercedes-Benz Sprinter vehicles, under specific circumstances, the front passenger-side airbag inflator housing may rupture and explode during deployment due to excessive internal pressure. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. A front passenger-side inflator explosion during deployment could result in metal fragments striking the passenger or other occupants, possibly causing serious injury or death. To remedy this concern, an authorized Freightliner or Mercedes-Benz Sprinters Dealer will replace the front passenger-side airbag on the affected vehicles once parts are available.</p>	
<b>Parts</b>	<p><b>Parts are currently not available. An additional notification will be communicated once the parts are available.</b></p>	
<b>What We’re Doing</b>	<p>An interim customer letter will be mailed to customers with affected vehicles starting March 2019. MBUSA will launch the voluntary recall when parts become available. An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the front passenger-side airbag free of charge at that time.</p>	
<b>Vehicles Affected</b>		
Vehicle Model Year(s)	Model Years 2016 - 2017	
Vehicle Model	2500,3500	
<b>Vehicle Populations</b>		
Total Recall Population	<b><u>37,213</u></b>	
<b>Next Steps/Notes</b>		
<b>NOTES</b>	<ul style="list-style-type: none"> <li>• Parts availability has not yet been confirmed. Daimler AG is working closely with Takata, NHTSA and other suppliers to finalize the recall remedy plan.</li> <li>• An interim owner letter will be mailed in Q1 2019 to notify customers of the pending recall. Once parts are available, the final customer notification letters will be mailed starting one week after the recall launch.</li> <li>• This notification may prompt questions.</li> <li>• Recall information for customers: <ul style="list-style-type: none"> <li>• <b>Sprinter specific recall-related information:</b> <a href="https://www.freightlinersprinterusa.com/freightliner/owners-resources/recall">https://www.freightlinersprinterusa.com/freightliner/owners-resources/recall</a> or <a href="https://www.mbvans.com/sprinter/owners-resources/recall">https://www.mbvans.com/sprinter/owners-resources/recall</a></li> <li>• <b>Customer Assistance Center: 877-496-3691</b></li> <li>• <b>Industry-wide Takata information:</b> <a href="http://www.nhtsa.gov/recall-spotlight/takata-air-bags">www.nhtsa.gov/recall-spotlight/takata-air-bags</a></li> </ul> </li> </ul> <p>While we regret any inconvenience this may cause, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>	