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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Joe Haller, Department Manager, Warranty
RE: <b>Takata Recall Campaigns Warranty and Training Information</b>	DATE: August 28 <sup>th</sup> , 2018

## IMPORTANT WARRANTY CLAIMS INFORMATION

Engineering Services is pleased to report as of 8/28/18 there are over 9900 dealer personnel whom completed the required training below. Engineering Services would like to thank our dealer partners for your continued support.

As previously announced in the July 25<sup>th</sup> Takata webinar and the August Fieldcast Webinar, this serves as a reminder that all technicians performing repairs on current and future Takata recalls must complete the following training courses. Please include these training sessions in your workshop's new-hire processes for the future.

- Course Code: X0069E-US.MTA (AKUBIS®: Driver Airbag Replacement)
- Course Code: X0070E-US.MTA (AKUBIS®: Passenger Airbag Replacement) - **NEW**
- Location: The Learning Link
- Video is for reference purposes only, be sure to follow work sequence and instructions in the Work Instructions.

As of **9/1/2018**, in order to claim warranty reimbursement, the technician who performed the repair on the vehicle needs to have completed both online courses. This course is tied to the technician training and will be enforced in EVA when claiming the operation codes published on active Takata recall campaigns. Please ensure that any person performing this campaign is registered as a technician in our system (excluding job code 519 - Undeveloped Technician).

If a technician has not viewed the training video, the following error shall appear when attempting to submit the warranty claim:

- Error L19 - Required Training Course Not Completed, the technician is required to take this course.

Should you have any questions, please do not hesitate to contact the Warranty Services Group (WSG) at 877-974-6287.

Thank you.

