



MERCEDES-BENZ USA, LLC
One Mercedes-Benz Dr.
Sandy Springs, GA 30328
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

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, Engineering Services, Joe Haller, Department Manager, Warranty
RE: Takata Recall Campaigns 2018030001 and 2016090001 Warranty and Training Information	DATE: April 10 th , 2018

IMPORTANT WARRANTY CLAIMS INFORMATION

As previously announced in Work Instructions and Warranty Simplification NCU released on March 30th, this serves as a reminder that all technicians performing repairs on current and future Takata recalls must have completed the following training course.

- Course Code: X0069E-US.MTA (AKUBIS®: Driver Airbag replacement)
- Location: The Learning Link
- Please note: Video is for reference purposes only, be sure to follow the specific work instructions by VIN, which are posted on STAR TekInfo.

As of 4/6/2018, in order to claim warranty reimbursement, the technician who performed the repair on the vehicle needs to have completed the online course. This course has been tied to the technician training and will be enforced in EVA when claiming the operation codes published on active Takata campaigns.

If a technician has not viewed the 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.

