

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Takata Recall Campaign - Mobile Repair Incentive	DATE: April 16, 2019

Mobile Service Repair Incentive – Passenger Vehicles Takata Recall - Replace Airbags

MBUSA continues to pursue new ways to increase the recall completion rate for the Takata Airbag recall, and is now adding a **Mobile Service Repair Incentive** for all Takata Airbag recall repairs. Dealers are now able to claim a \$50 incentive for each Takata Recall campaign VIN that is completed. **This initiative is contingent upon the availability of airbags for the respective affected vehicles. Please see the Parts section below for important details.**

Program Overview

1. Goal	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 the Takata recall completion rates. These measures now include Mobile Service Repair Incentives specific to vehicles affected by the Takata Airbag Recall where the recall is “Open” in VMI. 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.
2. How It Works	<ol style="list-style-type: none"> 1. Visit the NetStar “Takata” Campaign tab and view the list of affected VINs and Customer contact information for each Takata Recall Campaign in the dealer’s AOI, then verify any addresses in your DMS. <ul style="list-style-type: none"> • Dealers are encouraged to start with the oldest Takata campaigns first (2016090001, 2018030001, 2018060011, 2018070014) Must check VMI for each VIN for additional OPEN recalls. Check parts inventory of available airbags based on the Part List provided in the respective Recall Campaign Bulletin Work Instructions, and in the attached matrix. If the required airbags are not in Dealer inventory, dealer should order the airbags using the required VIN number to place the order. 2. Enter list of addresses into Google Maps and cluster customers into proximity groups. 3. Contact customers to schedule Mobile Service appointment after airbags are received. 4. Upon recall completion, request 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.
3. Claim Submission	<p>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 – Takata Mobile Repair –Passenger • \$50 - claimed as a sublet • Attach accounting copy of RO as supporting documents for sublet. • No Field Authorization is required.
4. 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, and driver-side + passenger-side airbag campaigns. Repair times per campaign are reflected in the respective Work Instructions. Takata Airbag Recall Mobile Service repair incentives are available for both driver and passenger-side airbag repairs.</p>
5. Dealer Incentive	For dealers performing a Takata Airbag Recall Mobile repair, there is a \$50 dealer incentive per VIN. It is mandatory that the vehicles are repaired at a mobile location away from the dealer workshops to qualify for the incentive.
6. Repair Restrictions	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.



7. Hazmat Transport	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 <u>total weight</u> of the airbag modules does not exceed 440 lbs. Please verify that no additional local rules apply.
8. Notes	Recall information for customers: <ul style="list-style-type: none"> Mercedes-Benz specific recall-related information: www.mbusa.com/recall Customer Assistance Center: 877-496-3691 Industry-wide Takata information: www.nhtsa.gov/recall-spotlight/takata-air-bags
9. Questions/FAQ	Any questions, contact: <ul style="list-style-type: none"> recallbulletin@mbusa.com Your facing AOM <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</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> <p>Q3. What if vehicles have other OPEN recalls indicated in VMI? A3. Certain recalls may be completed via mobile repair at the time of the Takata Airbag recall repair (see the list below). The customer must be informed of the additional Open recall(s) at the time the appointment is made. Those repairs will not receive any additional incentive, and the standard warranty claim applies.</p>

Other Recalls That May Be Open on Affected Takata Vehicles

Baumuster	Recall	Description	Combine with Mobile Repair?
203	2007040005	Check Engine Control Module Software and Update as Required	Y
203	2007040006	Check Engine Control Module Software and Update as Required; Check Catalytic Converters and Replace as Required	N
204	2007100002	Replace Rear Outboard Seat Belts	Y
203, 204, 171, 164, 251	2008070001	Re-code the Software Calibration Number (SCN)	Y
164	2009030003	Reposition Power Lift Gate Control Module and Replace Right and Left Tail Lamp Unit Seals	Y
203, 171	2009060005	Software Calibration Number (SCN) Coding - Engine Control Module	Y
204, 212, 207	2010100002	Check Power Steering Line Connection Fitting	Y
212	2011030004	Check Vibration Damper, Replace if Necessary	N
164, 251, 212	2011110002	Check Diesel Fuel Filter, Replace if Necessary	N
X204, 204, 207, 212	2013020002	Replace Fuel Filter	N
204	2014050001	Check Tail Lamp Carrier, Replace as Necessary	N
204, X204	2015110002	Replace Supplemental Restraint System (SRS) Control Module	N
164, 204, 212, 207	2017030015	Perform SCN Coding in Various Control Modules as per DAS/Xentry	Y

