

# FAQs TAKATA Airbag Recall

## **Is this recall comparable to similar recalls being conducted by other Manufacturers?**

Yes. This recall campaign involves the Takata PSDI-5, or SDI (driver-side), and PSPI-2 or SPI (passenger-side) inflators.

## **What is the Inflator?**

The inflator is a device contained within the airbag assembly. It contains solid propellant wafers that are ignited in the event airbag deployment is necessary. When ignited, the wafers combust and create an inert gas that inflates the airbag.

## **What other brands of airbags are installed in Mercedes-Benz vehicles?**

Various suppliers are used, and the driver-side airbag modules with integral inflators are generally specific to each model or model line. Some other suppliers are Autoliv and TRW.

## **My SRS lamp is on now; will the dealer repair my car with the same bad part?**

An illuminated SRS lamp can be caused by numerous components or even low battery voltage. An authorized Mercedes-Benz dealer is best suited to diagnose and repair your vehicle as soon as possible if the SRS light is illuminated.



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## **Why does it take so long to have the recall done once it is announced?**

Since this Takata recall affects multiple OEMs and millions of vehicles nationwide, the volume of replacement parts required is extraordinarily large, which is why NHTSA created a Coordinated Remedy Program to prioritize the replacement parts to the areas in the High Absolute Humidity Region where the potential risk for an airbag rupture during deployment is considered to be the greatest.

## **Have there been any reported injuries from faulty airbags in Mercedes-Benz vehicles?**

We are not aware of any incidences worldwide with the PSDI-5, SDI, PSDI-2 or SPI inflators in Mercedes-Benz or Freightliner vehicles.

## **Can you guarantee me the airbag will not go off inadvertently?**

The issue with the recalled Takata inflators does not result in inadvertent airbag deployments. Rather, the issue concerns the potential for a rupture during deployment. Visit your authorized Mercedes-Benz dealer if your SRS light is illuminated. A properly functioning airbag system is designed to supplement the seatbelt in protecting occupants in a crash.

## **What injuries can I expect if the airbag deploys?**

For the affected Takata inflators only, in a crash in which an air bag deployment is necessary, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag material, which may result in injury or death to vehicle occupants. To date, we are not aware of any instances of ruptured inflators in any Mercedes-Benz vehicles.



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## **Can I get a loaner vehicle or alternate transportation until the parts are ready?**

This recall was launched as a precautionary measure. We have had no incidents with our vehicles and there is no reason to stop driving your vehicle.

## **I'm willing to stay in my car but what is Mercedes-Benz going to do for me given this inconvenience?**

We will attempt to minimize any inconvenience and will inform the vehicle owners when parts are available.

## **I demand that another type of airbag brand (not Takata) is installed in my car. Will you do this?**

Each Airbag needs to meet strict US crash and safety design requirements. Each Airbag design must be certified for the application. Therefore, it is not a simple change of supplier. We do not yet have other suppliers producing inflators to replace affected Takata-supplied inflators.

## **Where can a customer have the recall work completed?**

Interim letters will notify owners of status, and a second letter will be mailed when parts are available. With the receipt of the second letter, our customers will be asked to contact their local authorized Mercedes-Benz dealership to arrange for an appointment to complete the repair.

## **Do I have to wait for a recall repair letter before I can have my vehicle fixed for this recall?**

Yes. We are in the process of obtaining the necessary parts to launch the recall. Once they are available, you will be sent a second letter asking you to schedule an appointment with your authorized Mercedes-Benz dealer to perform the repair.



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## **Do I need my owner letter to have the remedy performed?**

No, you do not need the owner letter to have this recall completed.

## **How does a customer know whether their vehicle is affected by the recall?**

Any customers who are potentially affected will receive an interim letter. Until they receive the letter, they can check if their vehicle is affected by entering their VIN into the following site: <http://www.mbusa.com/mercedes/recall>

## **I'm in the military overseas with vehicle. If my car is affected by this recall, how do I get it taken care of?**

Overseas military personnel will receive notices just like U.S. customers, and they will be similarly directed when to schedule the remedy service with their authorized Mercedes-Benz dealer.

## **How does Mercedes-Benz obtain my mailing address?**

Mercedes-Benz utilizes the services of an industry provider who obtains mailing information for Recalls based upon each state's Department of Motor Vehicles (DMV) registration or title information for the vehicle. It is important to keep both your registration and title ownership and address information updated with your corresponding state's DMV and dealer. If you lease your vehicle, the lessor appears as the owner of your vehicle, and will receive the Recall notification. To comply with Federal Regulations, it is the responsibility of the lessor to forward a copy of the notice to the lessee within 10 days of receipt.



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## **How will the repair be communicated to MB customers in the US?**

When an adequate inventory of replacement parts becomes available, a second owner notification letter will be mailed to owners of registered vehicles in high risk areas, ie, oldest affected vehicles in high absolute humidity areas . As replacement part supply increases, the owners of remaining affected vehicles will be notified.

## **When will parts be available?**

We are 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.

## **Why has this recall been announced when dealers are not yet able to perform the repairs?**

Once a determination of safety defect or noncompliance is made, Federal Regulation requires auto manufacturers to notify the government promptly—regardless of parts availability.

## **Are there any vehicle symptoms that would indicate I should stop driving the car or take to a dealer?**

No. There is no symptom that would indicate if your vehicle has an air bag inflator that is potentially at risk of rupturing during deployment in a crash.

## **Do I need to drive differently until my vehicle is repaired?**

No. Continue to drive with your seatbelt fastened and all occupants properly seated.



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## **Specifically, which airbags in my vehicle are affected?**

The Takata PSDI-5 or SDI (driver-side), and PSPI-2 or SPI (passenger-side) inflators from the identified production ranges are affected.

## **Are there concerns with other airbags in the vehicle?**

No. This condition only applies to the driver and/or front passenger airbag inflator. (check your VIN on [www.mbusa.com/mercedes/recall](http://www.mbusa.com/mercedes/recall)). Other Takata airbags in the vehicle are not affected by this condition.

## **What makes Mercedes-Benz airbags safer than other affected Takata airbags?**

There have been no incidences of an airbag rupture in any Mercedes-Benz vehicles.

## **I spend my winters in south Florida and have done so for the past 10 years, but my car is registered in a northern state. Why shouldn't my car have a higher priority?**

The data collected and examined by NHTSA indicates that long-term exposure to combined high heat and humidity creates the potential risk that a Takata inflator can rupture. A vehicle that “winters” in a hot and humid location is not subjected to the same sustained periods of heat and humidity as a vehicle that has been driven in these conditions year-round for a prolonged period.



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## **What is the expected impact or risks related to this issue?**

In a crash where the air bag system deploys, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag material, which may result in injury or death to vehicle occupants. To date, we are not aware of any instances of ruptured inflators in Mercedes-Benz vehicles.

## **What types of repairs or replacements are needed?**

Authorized Mercedes-Benz Dealerships will replace the affected driver-side and/or passenger-side airbag on the affected vehicles when parts become available.

## **How long does this replacement take?**

The current estimate is about an hour (driver-side), and up to three hours for the passenger-side airbag, depending on the model.

## **Why are other models not included?**

Other models are not included because this recall pertains specifically to vehicles equipped with the Takata PSDI-5 or SDI, and PSPI-2 and SPI inflators.



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## **How did Daimler become aware of this potential issue? How long has Daimler been aware of this issue?**

Daimler, the manufacturer of Mercedes-Benz vehicles, was informed that Takata submitted a “Defect Information Report” to NHTSA on January 25, 2016, reporting a potential safety defect on SDI and PSDI-5 airbag inflators. On May 16, 2016, Takata submitted an additional “Defect Information Report” to NHTSA that included PSPI-2 passenger-side airbag inflators.

We are not aware of any cases with the failure mode reported by Takata on SDI, PSDI-5, SPI, or PSPI-2 airbag inflators in any of our vehicles.

## **What costs will be incurred by the customer?**

The airbag replacement will be conducted free of charge to customers.

## **Can I continue to drive my vehicle?**

Yes. We are not aware of a ruptured inflator in any of our vehicles associated with this recall. However, when you receive a letter asking you to have this service performed by an authorized Mercedes-Benz dealer, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

## **Why are only certain vehicles affected within a specific production range?**

The affected vehicles were identified based on the “Defect Information Report” submitted by Takata.



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**How does this recall differ from previous airbag recalls from other OEM's? If there isn't a difference, why is the recall only happening now?**

The recalls up until this point affected different Takata inflators.

For more information on the Takata industry wide situation, please visit this site:

<http://www.safercar.gov/rs/takata/index.html>

**Are loaner cars available to owners of recalled cars who are waiting for parts?**

No. Since we haven't had any instances of this occurring in our vehicles and are doing the recall in an abundance of caution, there is no reason to offer a loaner vehicle.

**If a customer requests it, can the driver airbag be disabled?**

No. First of all, Federal Regulations prohibit airbag disablement. Also, as a leader in the safety field, we believe that the driver and passengers are always safer with the protection of the airbag when a collision event warrants a deployment. The airbag is designed to supplement the seatbelt and other restraint components. For these reasons, we will not allow dealers to disable airbags.

