

MBVans.com website - Takata Recall FAQs

Is my vehicle affected by the recall?

All customers with potentially affected vehicles were mailed an interim letter. In addition, owners can always check if their vehicle is affected by entering their VIN into the following site:

<http://www.mbvans.com/en/recall-information>

Which airbags in my vehicle are affected?

Owners may check their VIN on the www.mbvans.com/en/recall-information website, which will provide information whether driver-side, passenger-side, or both frontal airbags in their vehicle are included in the Takata recall.

Are there concerns with other airbags in the vehicle?

No. This condition only applies to certain driver and/or front passenger airbag inflators. (check your VIN on www.mbvans.com/en/recall-information).

How is the repair communicated to MB customers in the US?

A comprehensive outreach program has been developed to notify owners of both the Takata recalls as well as parts availability. This outreach program includes written communications via direct mail, social media postings, emails, post card mailers, and communications through MB Van's Customer Assistance Center as well as its independent dealership network. In addition, owners can check whether their vehicle is affected and whether parts are available by visiting the MB Vans website:

<https://www.mbvans.com/en/recall-information>

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 Sprinter dealer.

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

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

Where can I have the recall work completed?

Customers can check whether parts are available by visiting the MB Vans website (<https://www.mbvans.com/en/recall-information>) and if parts are available, customers should contact their local authorized Mercedes-Benz Sprinter dealership to arrange for an appointment to complete the Takata recall repair. Visit www.mbvans.com/en/recall-information to locate an authorized Mercedes-Benz Sprinter dealer.

What types of repairs or replacements are needed?

Authorized Mercedes-Benz Sprinter dealerships will replace the affected driver-side and/or passenger-side airbags when replacement airbag modules become available.

How long does this replacement take?

The average time is approximately a half-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 (driver-side) and PSPI-2 (passenger-side) inflators that use non-desiccated phase-stabilized ammonium nitrate (PSAN) as the primary propellant.

What do I have to pay for the recall repair?

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

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

Vehicles were identified based on reports Takata submitted to US government regulators.

Can I have my vehicle fixed now for this recall?

The vast majority of models and model years have replacement airbag modules available. Check your VIN at www.mbvans.com/en/recall-information to see if the recall is open, and if so, contact your local authorized Mercedes-Benz Sprinter dealer and make an appointment to perform the recall repair. We are working with NHTSA and our supplier, within the guidelines of the NHTSA Coordinated Remedy Program, to secure parts for the recall repair.

Why must I wait so long to have the repair done since the recall was announced?

Since this Takata recall affects multiple OEMs and millions of vehicles, the volume of replacement parts required is extraordinarily large. Replacement airbags are using a different technology, which require research, development, and different manufacturing. COVID-19 and other issues have been factors as well. We are coordinating and cooperating with regulators, and the safety of our customers remains our top priority. Owners can check whether their vehicle is included in the recall and whether parts are available by visiting the MB Vans website: https://www.mbvans.com/en/recall-information_.

Could the Takata recall issue cause my airbag to deploy inadvertently?

The issue with the recalled Takata inflators does not result in inadvertent airbag deployments. Rather, the issue concerns the potential for the inflator to explode during a deployment. Visit your authorized Mercedes-Benz Sprinter 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 malfunctions during deployment?

For the affected Takata inflators only, in a crash in which an airbag deployment is necessary and there is a malfunction with the inflator, the airbag inflator housing may explode. In the event of an inflator explosion, metal fragments could pass through the airbag material, which may result in serious injury or death to vehicle occupants.

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 vehicle owners when replacement airbags are available. **Free** Mobile Repair at your home or business may be available. Your preferred authorized Mercedes-Benz Sprinter dealer can confirm availability.

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

Each airbag needs to meet strict US crash and safety design requirements and each airbag design must be certified for a specific vehicle application. Therefore, it is not a simple change of supplier, and a number of factors were considered when selecting a supplier for the replacement airbags, including manufacturing capabilities. The newly designed replacement airbag modules meet or exceed all applicable US crash and safety requirements.

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

No. There is no symptom that would indicate if your vehicle has an airbag inflator that is potentially at risk of exploding during deployment in a crash. The safety of our customers is our top priority and if you have any concerns we encourage you to reach out to your authorized Mercedes-Benz Sprinter dealer. If the SRS light is illuminated please visit your authorized Mercedes-Benz Sprinter dealer. A properly functioning airbag system is designed to supplement the seatbelt in protecting occupants in a crash.

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.

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

This issue does not relate to an airbag that could deploy inadvertently. Rather, the issue is for the affected Takata inflators only, in a crash in which an airbag deployment is necessary and there is a malfunction with the inflator, the airbag inflator housing may explode which may result in serious injury or death to vehicle occupants.

Can I get a loaner vehicle or alternate transportation until the replacement airbags are available?

The safety of our customers is our top priority and if customers have any concerns we encourage them to reach out to their authorized Mercedes-Benz Sprinter dealer.

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

The airbag recalls up until this point included different Takata airbag inflators. For more information on the Takata industry wide situation, please visit this site:

<https://www.nhtsa.gov/equipment/takata-recall-spotlight>

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

No. 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 authorized Mercedes-Benz Sprinter dealers to disable airbags.

If only one airbag is affected by the recall, can either front seat occupants be injured if the recalled Takata airbag deploys and explodes?

Yes. In the event of an inflator explosion, metal fragments could pass through the airbag material, which may result in serious injury or death to either or both vehicle occupants.