



## TAKATA AIRBAG COMPULSORY RECALL

### IMPORTANT CONSUMER SAFETY INFORMATION

#### Special arrangements for consumers of certain C Class and E Class vehicles

Mercedes-Benz is subject to a compulsory recall for a range of vehicles with faulty Takata airbag inflators because the inflator may rupture when triggered in even a minor collision, and shoot out sharp metal fragments that can **kill or seriously injure** the driver or passengers in the vehicle.

Mercedes-Benz is putting in place special arrangements for consumers who own certain vehicles affected by the Takata compulsory recall and the vehicle is subject to Priority Factors.

Priority Factors are circumstances that increase risk of rupture and therefore the risk of injury or death. The Priority Factors are:

- age of the vehicle – risk begins at six years post vehicle manufacture for original airbags and increases with age
- vehicle exposure to areas of high heat and humidity
- affected airbag located on the driver's side

If you or a family member own a Mercedes-Benz C Class or E Class vehicle, you can check whether you are affected by the Takata compulsory recall at: <https://recall.mercedes-benz.com.au/>.

For Priority Factor vehicles:

- older than 6 years and located in Queensland, Northern Territory, Western Australia and parts of the coastal area of New South Wales north of Newcastle; or
- older than 9 years located elsewhere in Australia;

if Mercedes-Benz is unable to replace an Affected Takata Airbag Inflator within two weeks from the date requested by a consumer (for reasons other than the consumer not making the vehicle available for repair), Mercedes-Benz will, at the request of the consumer, provide a loan vehicle or reasonable alternative transport (at the election of Mercedes-Benz) until such a time as the replacement can be completed.

Owners can contact Mercedes-Benz's dedicated Takata help line to confirm whether their vehicle is covered by the above arrangements:

- Phone: 1300 659 307
- Email: [takata\\_au@daimler.com](mailto:takata_au@daimler.com)

#### Background

Recall for all C and E Class vehicles was to have been initiated by November 2018. Mercedes-Benz was not able to initiate recall of all C and E Class Mercedes-Benz vehicles in accordance with its approved Recall Initiation Schedule due to a parts shortage. Mercedes-Benz has undertaken to the ACCC to offer these special arrangements and agreed to take other steps to address the ACCC's concerns in a court enforceable undertaking.

For more information on the undertaking, please see: <https://www.accc.gov.au/public-registers/undertakings-registers/s87b-undertakings-register>