



Mercedes-Benz

Our Ref: RC5161  
PRA 2025/ 20569

**URGENT SAFETY RECALL**  
**DO NOT DRIVE**

**Vehicle Safety Recall RC 5161**  
**Check Drives Air Bag replace if required**  
**Mercedes-Benz VITO / VIANO 2003-2006 Year Models**

Certain Mercedes-Benz **VITO / VIANO** may have been fitted with a defective airbag during a previous replacement, should this be the case it could **kill or seriously injure** you and other people in your vehicle. You should immediately contact your nearest Mercedes-Benz Retailer to arrange for the airbag to be inspected and replaced if required.

**We request that you make arrangements with your authorised Mercedes-Benz Retailer to have the work carried out as soon as possible. A full list of authorised Retailers can be found at [www.mercedes-benz.com.au/vans/content-pool/applications/dealer-locator.html](http://www.mercedes-benz.com.au/vans/content-pool/applications/dealer-locator.html).**

Alternatively please contact the Mercedes-Benz customer call centre for your nearest Retailer via telephone 1300 762 718.

**Condition:**

Certain Mercedes-Benz Van may have been fitted with a faulty Takata airbag during a previous replacement. As it gets older, a combination of high temperatures and humidity can affect airbags with the fault. If you are involved in a collision, the airbag can go off with too much explosive force causing sharp metal fragments to shoot out and **kill or seriously injure people in the vehicle**. It is important that you contact your nearest Mercedes-Benz Retailer and schedule an appointment to have your air bag checked and replaced if required **free of charge**.

Please take note that any replacement airbag installed in your vehicle following a collision or other incident may also be faulty, please contact an authorized Mercedes-Benz Retailer for the airbag to be checked and replaced if faulty.

Our Authorised Retailers will make every effort to meet your appointment preference to minimize any inconvenience this unscheduled workshop visit may cause. Our Authorised Retailers will also work with you to provide suitable mobility options where possible. Please discuss your particular circumstances with the Retailer when scheduling your appointment.

We sincerely regret any inconvenience this may cause and thank you in advance for your active participation in finalising the matter. If you are unable to have this recall completed as you live remotely, are elderly or disabled please contact us or your nearest authorised Mercedes-Benz Retailer to discuss alternative arrangements.

If you have hearing or speech impediments, please utilize the Australian Government National Relay Service via <https://internet-relay.nrscall.gov.au/>





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If you have sold the vehicle, please contact us via email, **[takata\\_au@mercedes-benz.com](mailto:takata_au@mercedes-benz.com)**, so we may update our records and contact the new owner.

If you have any concerns relating to this recall, you can find further information from our dedicated Takata recall website <https://recall.mercedes-benz.com.au/> or contact us on 1300 762 718 between 8.30am and 5.00pm or email [takata\\_au@mercedes-benz.com](mailto:takata_au@mercedes-benz.com).

Yours sincerely

Customer Advocacy Group  
Mercedes-Benz Australia/Pacific Pty Ltd

