



Mercedes-Benz

Mercedes-Benz Canada Inc.
A Daimler Company

Dear Valued Mercedes-Benz Vans Owner,

For more than 130 years, Mercedes-Benz has been the automotive industry's trailblazer for safety. This remains the company's number one focus and transparent communications is integral to that commitment.

Right now, the automotive industry is facing an unprecedented challenge with respect to the recall of Takata airbags. As you might be aware, automakers are recalling millions of Takata airbags globally due to potentially defective inflators which, if found to be defective, could cause injury or even death. Mercedes-Benz Vans used these driver-side and passenger-side Takata airbags in many of its vehicles and is therefore recalling all models in which these affected airbags were used. This is an important step to ensure your continued safety and peace of mind.

Given the sheer size of the total affected vehicle population, determinations as to when and to whom available airbags are allocated are being made under a coordinated remedy program led by our headquarters in Germany. This means that we are subject to parts availability constraints as we seek to bring Mercedes-Benz vehicles back to our dealerships to have these airbags replaced.

We ask for your patience as we work through these logistics. You have our assurance that we are working as quickly as possible to address this situation and complete the necessary work.

We will keep this page updated with information as it becomes available and will, of course, inform you individually as the parts become available. Should you need additional assistance, please visit www.mercedes-benz-vans.ca, and use the "Customer Assistance Centre" section under Discover Vans at the bottom of the website. You can also contact our Customer Assistance team by email at cs.can@cac.mercedes-benz.com or by phone at 1-800-387-0100.

Once again, we sincerely regret any disruption or inconvenience this situation may have caused, and ask for your understanding and your patience.

Thank you.

Mercedes-Benz Vans Canada

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