



**Rob McKenna**

**ATTORNEY GENERAL OF WASHINGTON**

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

July 11, 2012

JUL 16 2012

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
West Building  
Washington, DC 20590

RE: Mercedes Benz Of Lynnwood  
File #: 410665

Dear National Highway Traffic Safety Administration:

Our office has received the enclosed information.

The nature of the information appears to involve a matter that is within the jurisdiction of your agency. We are forwarding this to you to process in accordance with your office's procedures.

If the matter is not within your agency's authority, please inform me directly so that we can avoid referring similar matters to your office in the future. We will retain a copy of this information in our public files.

Please contact me if you have any questions.

SANDRA M. HATCHER  
Program Specialist 3  
Consumer Protection Division  
(206) 389-2743  
Fax: (206) 389-2801  
seacrc@atg.wa.gov

Enclosure(s)

# COMPLAINT SUMMARY

## Consumer Information

**Name:**

[REDACTED]

**Address:**

[REDACTED]

Seattle, WA [REDACTED]

**Day Phone:**

[REDACTED]

**Evening Phone:**

[REDACTED]

**E-mail Address:**

[REDACTED]

**Age Group (optional):**

59+

**Do you want the Attorney General's Office to send this business a copy of your complaint?**

Yes

**Names and addresses of any other complainants involved:**

## Business Information

**Name of business that I am complaining about:**

Mercedes Benz Of Lynnwood

**Address:**

P.O. Box 5888

Lynnwood, WA 98046

**Phone:**

(425) 673-0505

**Toll-Free:**

**Fax:**

**E-mail:**

garylang@mercedesbenzoflynnwood.com

**Name of owner or manager (if known):**

Service manager was involved

**Names and addresses of any other businesses involved in your complaint:**

**Item or service purchased:**

After being misled on the phone, I refused to do business.

**Cost of item or service:**

\$300 est

**Did you sign a contract?**

No

**Date of transaction:**

refused!

**Salesperson's name:**

John Sherrill

**Was an advertisement involved?**

No

**Date and source of advertisement:**

NA

**About Your Complaint**

**Have you complained to the business?**

Yes

**If YES, to whom (include position)?**

**What response did you receive?**

**If you have not contacted the business, explain why:**

**Have you filed a complaint about this business with the Attorney General's Office before?**

No

**If yes, list the file number assigned to that complaint:**

**Have you contacted a private attorney?**

No

**If YES, identify the name and address of the attorney:**

**Is there a court or other legal proceeding pending?**

No

**If YES, please explain:**

**Explain your complaint in detail:**

My complaint is that the Mercedes-Benz dealer in Lynnwood, WA (Mercedes-Benz of Lynnwood) told me on the phone that they were authorized to make repairs mandated by the National Traffic and Motor Vehicle Safety Act Safety Recall # 2010040002 to remedy a defective intake manifold that may involve the vehicle in a fire. The form specifies that this service will be provided free of charge.

I traveled 14 miles from my office to the dealership service department through a fair amount of

traffic and stop lights. I also paid an employee to accompany me because I was going to drop the vehicle off and I needed to return to work. Once there, service advisor John Sherrill told me that it will cost \$300! Their reason was that only the exhaust manifold replacement is covered in the safety recall and that the fuel lines below it, which they say will be damaged in the removal process, are not covered.

Either the mandated Safety Recall service is free (as the notification says it is in black and white) or it isn't. If it isn't, then it isn't worth the paper that it is written on or this particular dealership is engaged in a scam to get whatever extra they can out of these safety recalls, which is what I suspect. John Sherrill talked with the service manager on duty @ about 10:15 AM June 14, 2012, who confirmed that they would charge \$250 to \$300 to replace gas lines for what should have been a free safety recall, so this is not just John Sherrill's call. It is how they do business.

Certainly, I should have been advised during my initial phone call to set up the appointment on Wednesday, June 14, 2012 that they intended to charge approximately \$300 for the free recall. I want my expenses covered (the mileage, my time, and the wages I paid an employee to accompany me for this two hour fiasco).

Who knows how many customers they target with extra fees for what is stipulated to be a free recall? It deserves a close look by ATG.

Expected resolution details: I want to be paid \$31 for my wasted fuel expenses for two cars traveling to Lynnwood and back (56 miles x \$0.56/mile, fed mileage reimbursement rate plus \$40 for 2 hours of my employees wages, and \$60 for my time for a total of \$131.r

**What do you think the business should do to resolve your complaint? (circle one)**

RFD

**Explain if you have circled 'Other':**

**SIGNATURE**

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

**Signature** [REDACTED] **Date** June 14, 2012

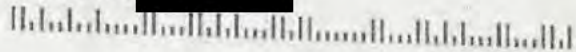
Received via the Internet

**City and State where signed** Seattle, WA

June, 2010

2010040002  
WD2YD742435

Seattle, WA



**Safety Recall #2010040002  
Sprinter Engine Intake Manifold**

Daimler Vans USA, LLC

A Daimler Company

Alan McLaren

Vice President, Customer Services

This is an October, 2011 re-mailing of a June, 2010 recall letter applicable to your vehicle. If you have not already had the described recall work performed, please schedule an appointment for your vehicle at an authorized Freightliner dealer to complete the recall repairs.

Dear Sprinter Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2002 - 2003 Sprinter vehicles with regard to the Engine Intake Manifold. Daimler Vans USA, LLC therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

Daimler AG (DAG) has determined that the engine intake manifold on your vehicle may develop corrosion in the Exhaust Gas Recirculation (EGR) portion of the engine intake manifold due to the high-sulfur content of certain diesel fuel. This situation could lead to exhaust gas leakage onto the fuel return line and/or dash panel silencer pad. If hot exhaust gases come into contact with either of these components, there is a potential for a fire in the engine compartment.

Your authorized Freightliner dealer will remedy this condition by replacing the engine intake manifold. **This service will be provided free of charge.** The working time required is approximately 5 hours. As a matter of normal service process, your authorized Freightliner dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Freightliner dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2010040002. Please visit your authorized Freightliner dealer to have this recall repair performed.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Freightliner dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-877-762-8267.

If an authorized Freightliner dealer or Daimler Vans USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Daimler Vans USA, LLC  
One Lincoln Drive  
Bridgewater, NJ  
08807-0001  
1-877-762-8267



Mercedes-Benz

Mercedes-Benz of Lynnwood

17800 HIGHWAY 99  
LYNNWOOD, WA 98037  
425-673-0505

e-mail: [service@mercedesbenzoflynnwood.com](mailto:service@mercedesbenzoflynnwood.com)

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. <b>WD2YD742435</b>	YEAR/MAKE/MODEL <b>03/MERCEDES-BENZ VAN/SPRINTER/VAN 2</b>	PRODUCTION DATE <b>04/03/03</b>	STOCK NO.	LICENSE NO. <b>AP76429</b>	R.O. NO.
CUSTOMER NO. <b>80920</b>	SERVICE CONTRACT	DELIVERY DATE <b>09/15/03</b>	DELIVERY MILES	SELLING CENTER NO.	R.O. DATE <b>12/28/15</b>
SEATTLE, WA	COLOR <b>WHITE/GREY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO <b>N</b>	M/MC <b>MBZZ</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>	TRANS <b>A</b>	MILEAGE <b>300,000</b>
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO. <b>592</b>	ADVISOR <b>GARY J LANG</b>	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair; and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
TIME RECEIVED <b>10:00am</b>	DATE/TIME PROMISED <b>12/28/15 06:00pm</b>	PRIORITY <b>3</b>	LABOR RATE	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
E# <b>61298150748046</b>	CELL: <b>[REDACTED]</b>	OR			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X \_\_\_\_\_

COMMENTS :  
IF CUSTOMER CALLS FOR AN APPOINTMENT INFORM GARY

1 **W 98MBZ2010040002 REPL INTAKE**  
OPEN CAMPAIGN 2010-040002, REPLACE THE INTAKE MANIFOLD PER THE RECALL CAMPAIGN BULLETIN.

2 **C 07MBZ05 REPL FUEL HOSE**  
DURING REPLACEMENT OF INTAKE MANIFOLD, DEPENDING ON HOW THE FUEL LINES ON THE VEHICLE ARE THEY SOMETIMES NEED REPLACEMENT. THIS RECALL CAN NOT BE PERFORMED UNLESS WE HAVE AUTHORIZATION TO REPLACE THESE IF NEEDED. THIS COST IS NOT COVERED BY THE RECALL CAMPAIGN AND USUALLY RUNS BETWEEN \$350.00- \$400.00 FOR REPAIR.

3 **C 99MBZWASH COURTESY WASH**  
CUST REQUESTS PERFORM A COURTESY CAR WASH AND VACUUM.



0101576429

\$35.00/DAY STORAGE WILL BE CHARGED COMMENCING 24 HOURS AFTER REPAIRS ARE COMPLETED.

SERVICE CONTRACT

INSURANCE CD \_\_\_\_\_  
POLICY NO \_\_\_\_\_  
CLAIM REP \_\_\_\_\_  
AUTHORIZATION NO. \_\_\_\_\_  
SELLING DEALER \_\_\_\_\_

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION.

- 1. I request an estimate in writing before you begin repairs. Contact me if the price will exceed this estimate by more than 10 percent.
- 2. Proceed with repairs but contact me if the price will exceed \$ \_\_\_\_\_.
- 3. I do not want a written estimate.

I HAVE READ THE ABOVE AND AGREE TO THE TERMS HEREOF.

X [CONTINUED ON NEXT PAGE] AP76429

Campaign No. 2010040002, June 2010

TO: ALL AUTHORIZED SPRINTER COMMERCIAL VEHICLE DEALERS

SUBJECT: **Models 903 and 904, Model Years 2002 and 2003**  
**Replace Engine Intake Manifold**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Sprinter vehicles, has determined that the engine intake manifold may develop corrosion in the Exhaust Gas Recirculation (EGR) portion of the engine intake manifold due to the high-sulfur content of certain diesel fuel. This situation could lead to exhaust gas leakage onto the fuel return line and/or dash panel silencer pad. If hot exhaust gases come into contact with either of these components, there is a potential for a fire in the engine compartment. Dealer will remedy this condition by replacing the engine intake manifold.

**Refer affected Dodge vehicles to a Dodge Sprinter Dealer for this recall repair.**

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please **review the entire Recall Campaign** bulletin and follow the repair procedure exactly as described.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 10,681 vehicles are involved.

Order No. V-RC-2010040002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

## Procedure

### CAUTION!

- When disconnecting high pressure fuel line connectors (9, Figure 3) from fuel line fittings, **BE CAREFUL NOT TO BREAK THE CONNECTORS** (refer to WIS: AR47.25-P-1000-01A).
- Note location and size of cable ties when removing. Replace with only new cable ties.

1. Disconnect negative battery cable and cover negative battery terminal.
2. Remove nuts (arrows, Figure 1), remove bolt (A) then remove heat shield (B).

**Note:**

Nut located at rear of heat shield is not shown.

3. Drain coolant from lower radiator hose:

### Warning!

Risk of injury to skin and eyes suffering scalding from contact with hot coolant spray. Do not open cooling system unless coolant temperature is below 90° C; refer to WIS: AS20.00-Z-0001-01A.

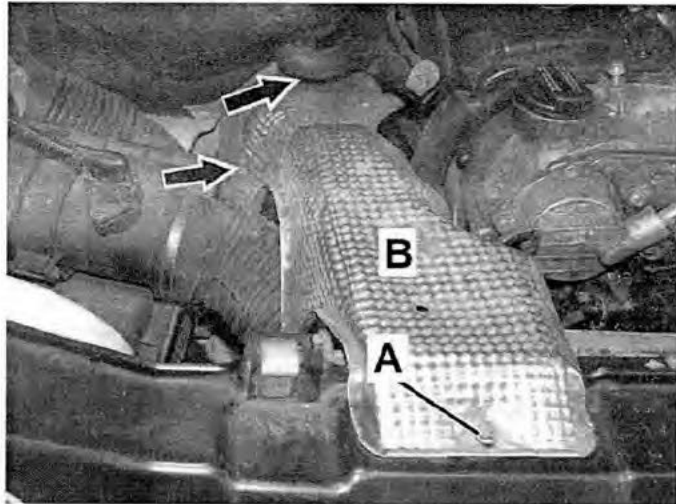


Figure 1

- Remove hose clamp (arrow, Figure 2) from lower radiator hose (A)
- Disconnect hose (A) then drain coolant into clean drain pan (reuse coolant on reassembly).

**Note:**

Check coolant strength. If coolant requires replacement, this cannot be claimed under this campaign.

4. Disconnect harness connector (B, Figure 2) on turbo intake hose.

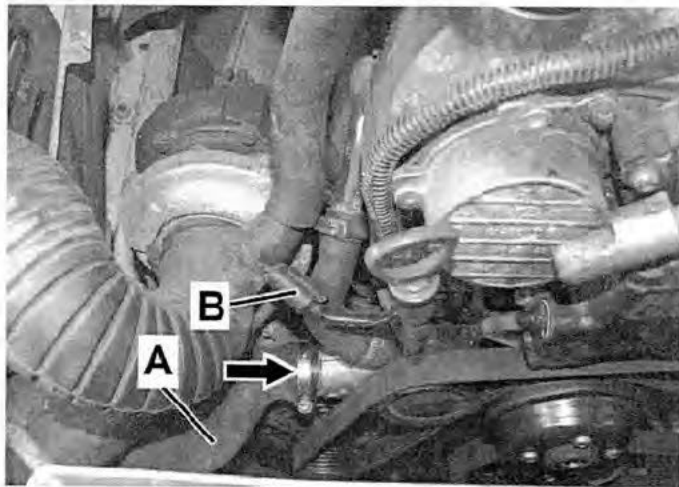


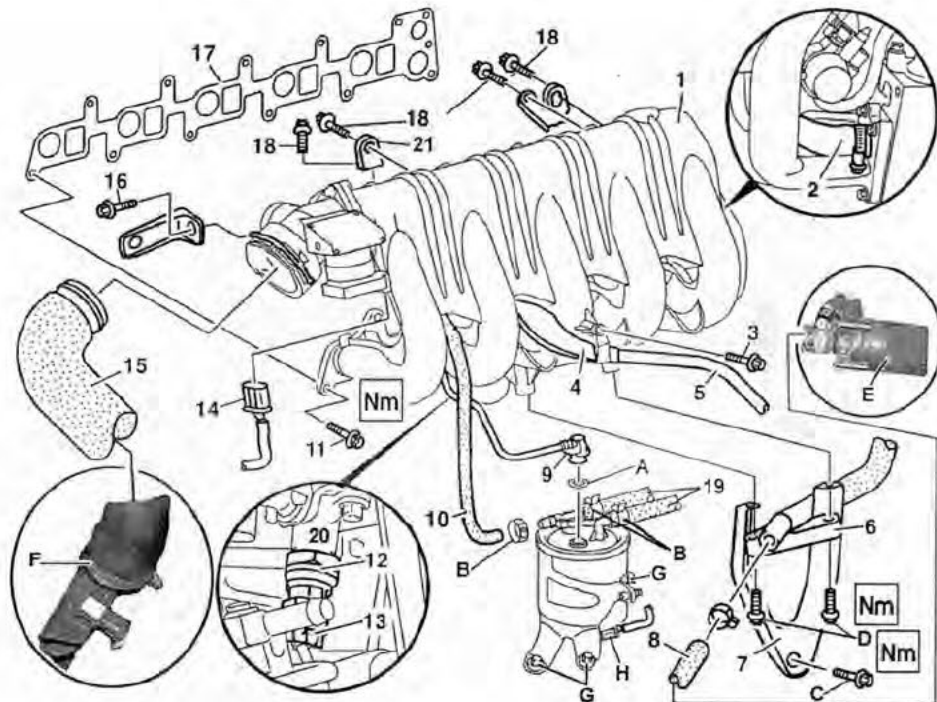
Figure 2

5. Remove cabin air filter; refer to WIS: AP83.00-D-8381FA.

**Note** (regarding above WIS instructions):

Do not replace cabin filter. Replacement of cabin filter is not covered under this campaign.

- 1 Intake manifold
- 2 Coolant hose
- 3 Bolt
- 4 Cable duct of engine wiring harness
- 5 Engine wiring harness
- 6 Connector
- 7 Support
- 8 Coolant hose
- 9 Fuel line
- 10 Fuel hose
- 11 Bolt
- 12 Fuel pressure sensor
- 13 Connector
- 14 Connector
- 15 Charge air pipe
- 16 Bolt
- 17 Gasket
- 18 Bolts
- 19 Fuel hoses
- 20 Bolt
- 21 Bracket
- A O-ring
- B Hose clamp
- C Bolt
- D Bolt
- E Auxiliary water pump
- F Hose clamp
- G Bolts
- H Water level sensor connector



**Figure 3**

6. Remove mixing chamber (A, Figure 26) refer to WIS: AR09.20-D-1320B.

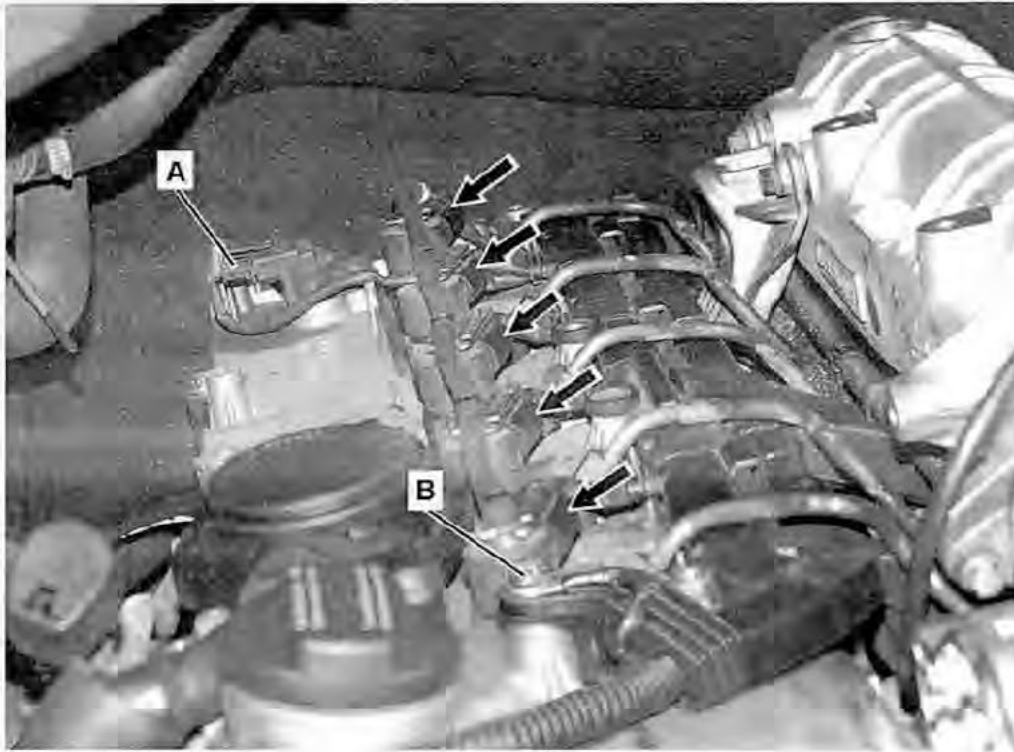
**Note:**

Remove hose clamp (F, Figure 3) then remove charge air pipe (15, Figure 3).

7. Remove cover over injectors (A, Figure 8); refer to WIS: AR01.20-D-5015NA.
8. Remove bolts (18, Figure 3) and remove bracket (21, Figure 3).
9. Remove injector fuel lines; refer to WIS: AR07.16-D-1080NA (do not replace).

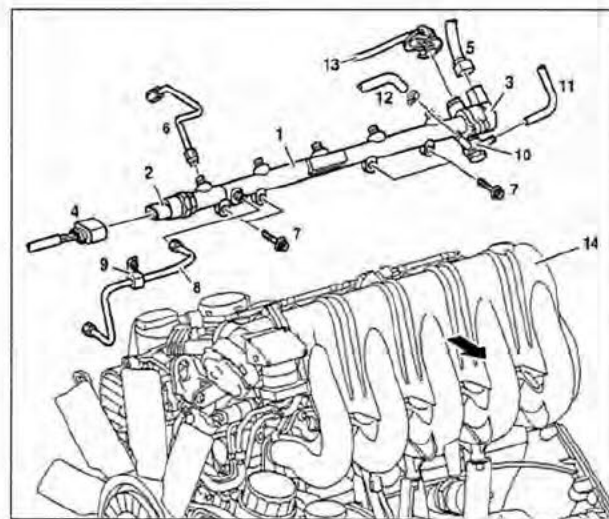
**Note:** (Regarding above WIS Instructions AR07.16-D-1080NA):

Special tool number 611 589 00 03 00 (socket wrench) is not available in the US. Use special tool number: 000 589 77 03 00 (crowfoot wrench, 14 mm) to remove/reinstall injector lines.



**Figure 4**

10. Disconnect connectors (arrows, Figure 4) from fuel injectors.
11. Disconnect connector (A, Figure 4) from camshaft sensor.
12. Remove bolt (B, Figure 4).
13. Remove bolt (3, Figure 3).
14. Disconnect connector (5, Figure 5) from pressure regulator valve.
15. Disconnect connector (4, Figure 5) from rail pressure sensor.



**Figure 5**

16. Disconnect engine coolant temperature sensor connector (2, Figure 6) (do not remove sensor).

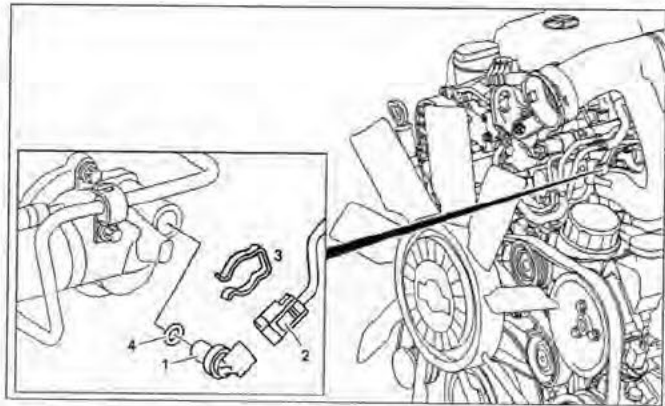


Figure 6 (shown with sensor removed)

17. Disconnect vacuum line connector (arrow, Figure 7) from vacuum pump.



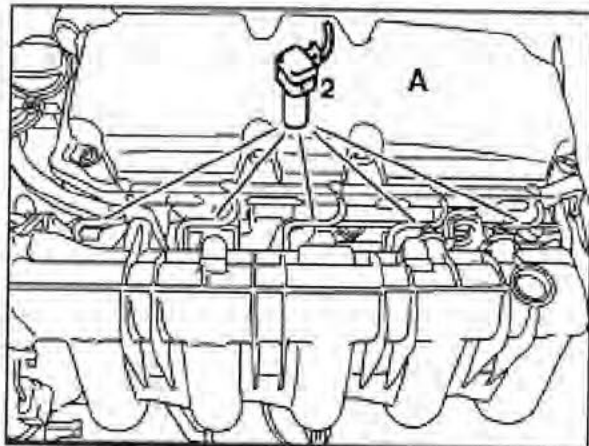
Figure 7

18. Disconnect glow plug connectors (2, Figure 8) from glow plugs for cylinders 1-4.

**Note:**

Leave last glow plug connector (for cylinder 5) connected for now (it will be disconnected later).

19. Remove hose clamp then and disconnect coolant hose (8, Figure 3) from connector (6, Figure 3) then disconnect other end of hose from auxiliary water pump (E, Figure 3).



(2 Glow plug connector, A Cover)

Figure 8

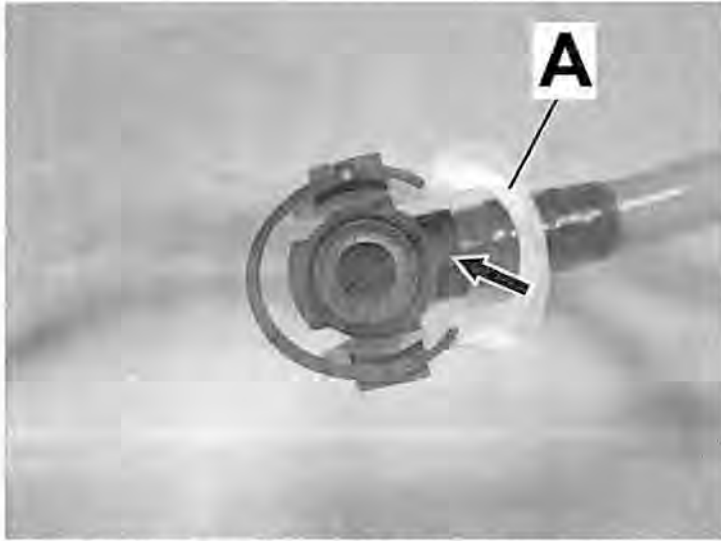


Figure 9 (release arm A shown in installed position.)

20. Remove fuel filter with bracket:

**⚠ WARNING!**

**Risk of explosion** caused by fuel igniting, **risk of poisoning** caused by inhaling and swallowing fuel and **risk of injury** to eyes and skin caused by contact with fuel. No fire, sparks, open flames or smoking. Pour fuel only into suitable and appropriately marked containers. Wear protective clothing when handling fuel. Refer to WIS: AS47.00-Z-0001-01A.

- Remove hose clamps (B, Figure 3) and discard then disconnect fuel hoses (10, 19, Figure 3).
- Disconnect fuel line (9, Figure 3) refer to WIS: AR47.25-P-1000-01A

**Note:**

- Pay attention to operation of release arm (A, Figure 9) on fuel line.
- After pushing release arm to **release** position use a small blade (pocket) screw driver to release the fuel line connector from the fuel filter fitting as follows:

Place screw driver blade between the fitting and the flat spot (arrow, Figure 9) on the fuel line connector, then turn the screw driver blade approx. 90 ° while pulling up on the connector.

**⚠ CAUTION!: DO NOT pry on any other part of the fuel line connector or use any other tool then described to release connector from fitting or BREAKAGE of connector may result.**

- Capture released fuel (e.g., shop rags etc).
- Install **new** fuel line O-ring (A, Figure 3) on fuel line (9, Figure 3).
- Install **new** fuel filter hose clamps (B, Figure 3).
- In the event of fuel line breakage during removal, fuel line replacement is **not** covered under this campaign. Refer to applicable WIS documents for fuel line replacement instructions in this event.
- Remove 3 bolts (G, Figure 3).
- Disconnect water level sensor connector (H, Figure 3) under fuel filter.
- Remove fuel filter with bracket from engine compartment (do not replace filter, replacement of fuel filter is not covered under this campaign).

21. Remove bolt (C, Figure 3) and 2 bolts (D, Figure 3). then remove bracket (7, Figure 3)

**Note:**

Torque bolts (C, Figure 3) to 20 Nm and bolts (D, Figure 3) to 14 Nm on reassembly.

22. Disconnect connector (arrow, Figure 10) from fuel temperature sensor (A).

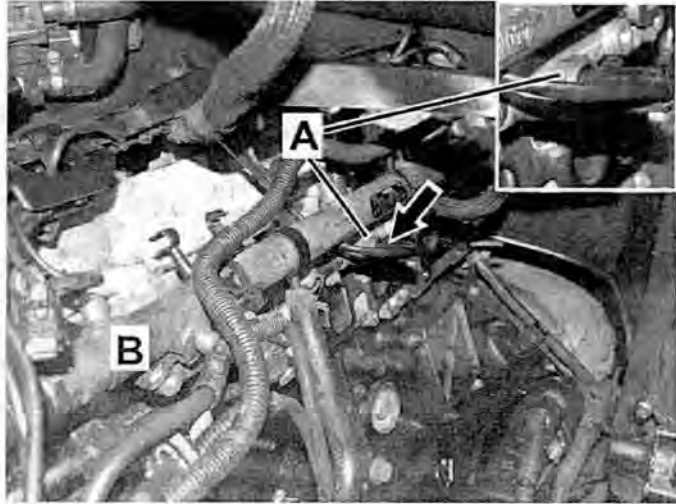


Figure 10

(A Fuel rail temp sensor, B Fuel rail - shown with intake manifold removed)

- 23 Remove fuel line connector (2, Figure 11) from fuel pressure sensor (1); refer to WIS: AR47.25-P-1000-01A.

**Note:**

- Refer also to “Notes” in step 20 regarding disconnecting of fuel line connector from fitting.
- Install **new** O-ring on connector (2) on reassembly.

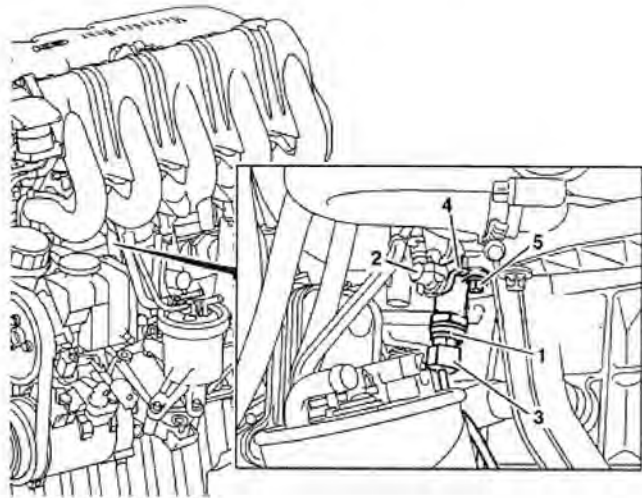


Figure 11

24. Remove fuel filter fuel line (arrow, Figure 12) from pre-delivery pressure pump:
- Disconnect fuel line (A, Figure 12) from pre-delivery pump; refer to WIS: AR47.25-P-1000-01A.
  - Disconnect fuel filter fuel line (arrow); refer to WIS: AR47.25-P-1000-01A
  - Route fuel line (arrow) out from under coolant hose (B).
  - Unclip fuel line (arrow) from mounting clips on engine.
  - Pull opposite end of fuel line out through manifold runners (towards right of vehicle) and remove fuel line (arrow).

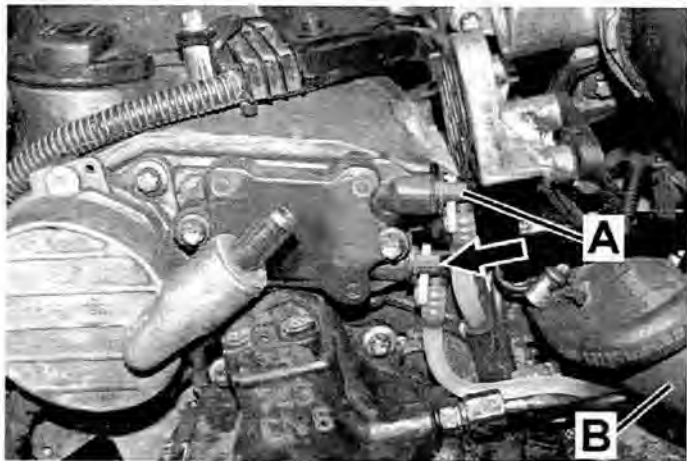


Figure 12

**Note:**

- Refer also to “Notes” in step 20 regarding disconnecting of fuel line connector from fitting.
  - Install **new** O-rings on fuel line connectors (A, arrow, Figure 12) on reassembly.
25. Disconnect crank angle sensor connector (A, Figure 13) from back of engine block.

(A, Crank angle sensor connector, B Intake manifold, C Transmission)

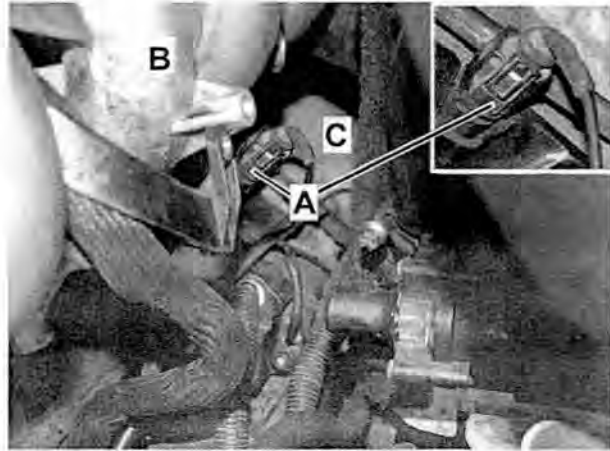


Figure 13

26. Remove nut then remove cable (arrow, Figure 14) from starter solenoid.
27. Disconnect engine sub-harness connector (C, Figure 14) connected to main engine harness connector.

A Intake manifold, B Auxiliary water pump, C connector

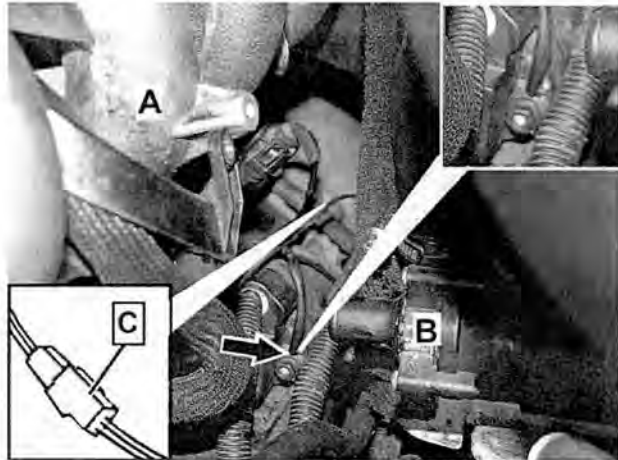


Figure 14

28. Disconnect connector (10, Figure 15) from A/C compressor (1, Figure 15).
29. Disconnect connector (13, Figure 3) at fuel pressure sensor (12 Figure 3).
30. Disconnect glow plug connector (2, Figure 8) from glow plug for cylinder 5.

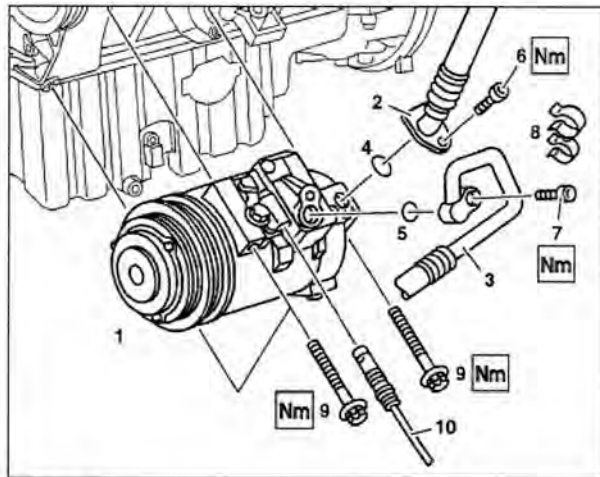


Figure 15

31. Disconnect harness connector (arrow, Figure 16) from oil level sensor in oil pan (A).

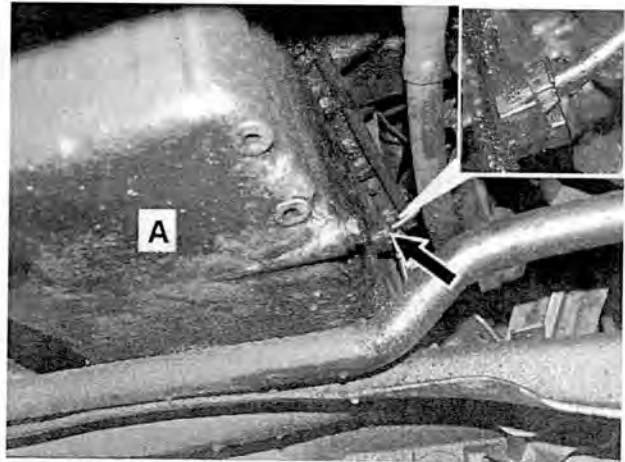


Figure 16

32. Disconnect harness connector (arrow, Figure 17) from high pressure pump (A).

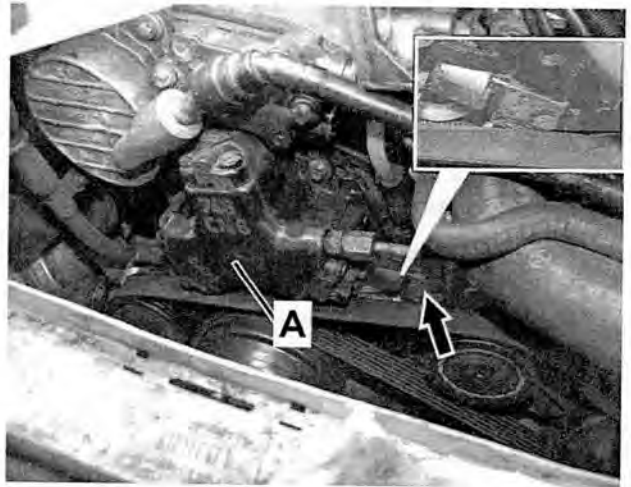
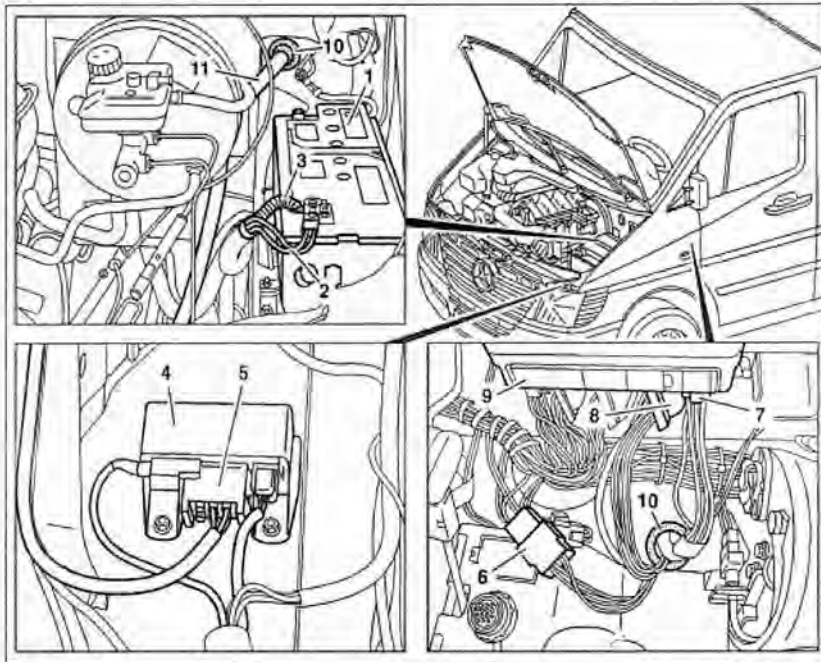


Figure 17



**Figure 18**

33. Disconnect connector (5, Figure 18) from glow plug relay (4).
34. Disconnect engine wiring harness from CDI control module (located in driver's-side footwell):
  - Disconnect connectors (7, 8, Figure 18) from CDI control module (9).
  - Separate connector (6, Figure 18)
  - Pull engine harness grommet (10, Figure 18) out from bulkhead then route engine wiring harness (11, Figure 18) out from passenger compartment.

## 35. Remove engine wiring harness:

- Cut cable ties securing engine wiring harness in engine compartment (replace with **new** cable ties on reassembly and install to **same** location on engine harness).
- Carefully pull/route the entire engine harness (2, Figure 19) with harness duct/cover (3) and fuel hose (4) through the intake manifold runners from the right side of the engine.

**Note:**

- Be careful not to break cable duct/cover (3, Figure 19) when routing engine harness (2, Figure 19) and cable duct/cover (3, Figure 19) through intake manifold runners.
- Pay attention to routing of wiring harness and fuel hose for ease of reassembly.
- Completely remove engine harness (2) from vehicle.

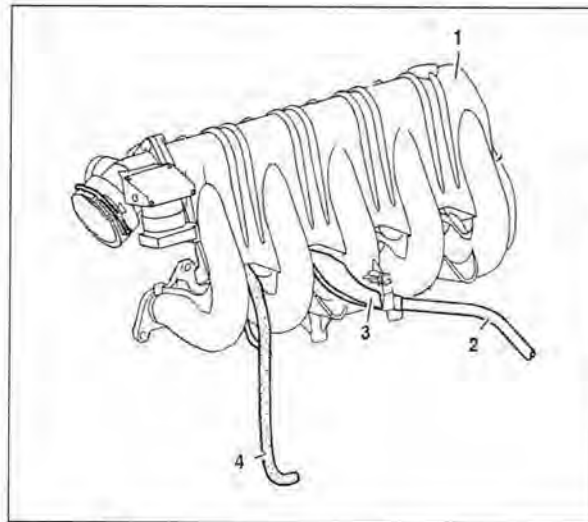


Figure 19

## 36. Remove intake manifold from engine:

- Remove intake manifold bolts (arrows, Figure 20) securing intake manifold.
- Loosen bolt (A).

**Note:**

Do not remove bolt (A) at this time.

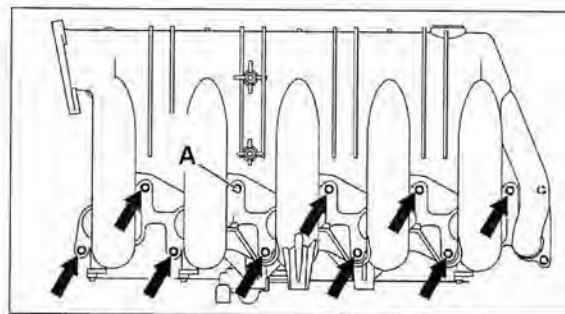


Figure 20

- Loosen hose clamp then detach coolant hose (2, Figure 21) from rear of intake manifold (1) and remove hose with connector (6, Figure 3).
- Remove 2 bolts (arrows, Figure 22) on last intake manifold flange
- Remove bolt (A, Figure 20) and remove intake manifold from engine.
- Remove bolt (20, Figure 3) then remove fuel pressure sensor (12, Figure 3) from manifold.

**Note:**

Install fuel pressure sensor to new intake manifold.

**Note:**

Temporarily cover/block (e.g., clean shop rags) cylinder head intake ports to prevent foreign objects from entering engine (**remove prior to reassembly**).

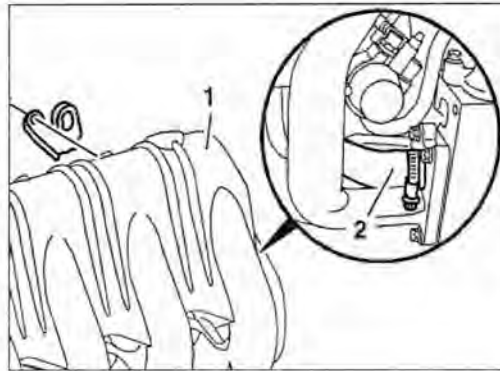


Figure 21

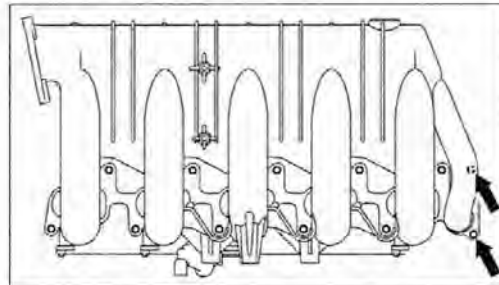


Figure 22

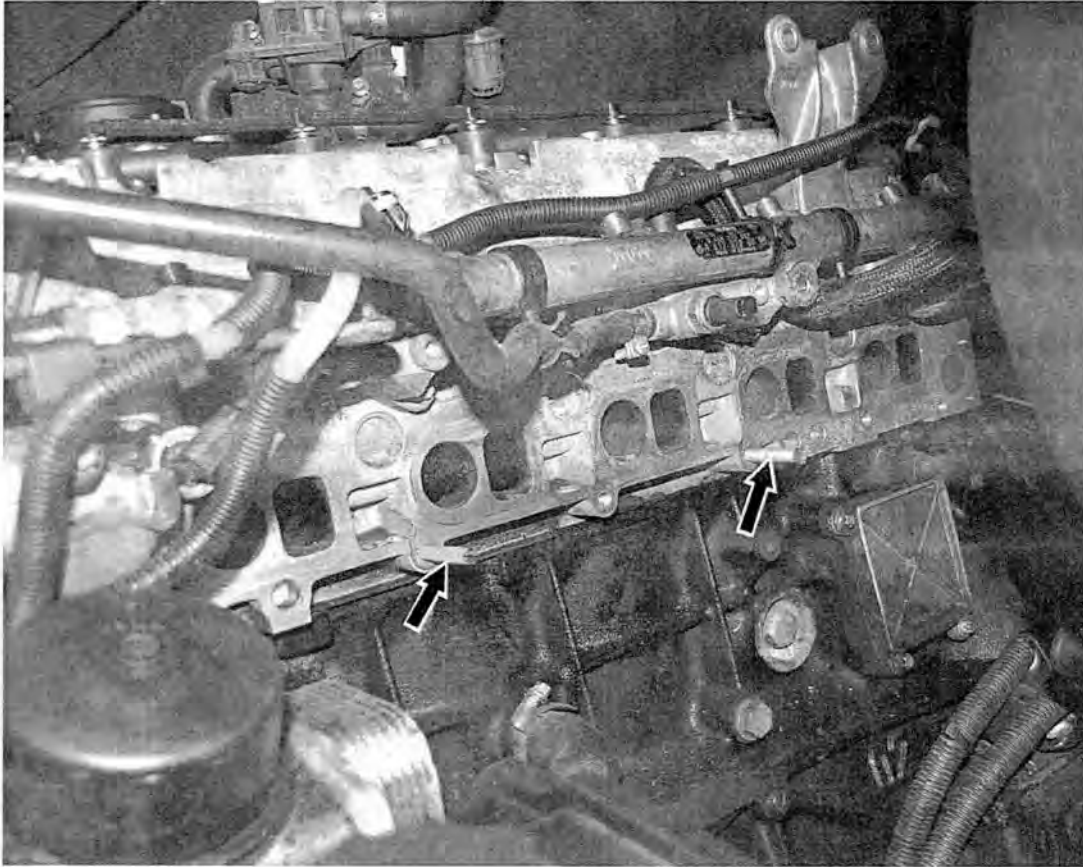


Figure 23

37. Install new intake manifold in reverse order (observe installation **notes** below).

**Installation Notes:**

- Clean mating surface of cylinder head.
- **Temporarily** install 2 (M7 x 43) threaded studs (shop supply) (arrows, Figure 23) into intake manifold bolt holes to hold intake manifold gasket in place during reassembly.
- Install intake manifold gasket to studs (arrows, Figure 23).

**Installation Notes (continued):**

- Route fuel line (9, Figure 24), fuel hose (10, Figure 24), engine harness (5, Figure 24), and harness duct/cover (4, Figure 24) through manifold runners as shown.
- Replace O-rings on fuel line connectors with **new** O-rings (total of 4, one each on all fuel line connectors that were disconnected during disassembly).
- Replace fuel hose clamps (B, Figure 3) on fuel hoses disconnected from fuel filter with **new** clamps (total of 3).

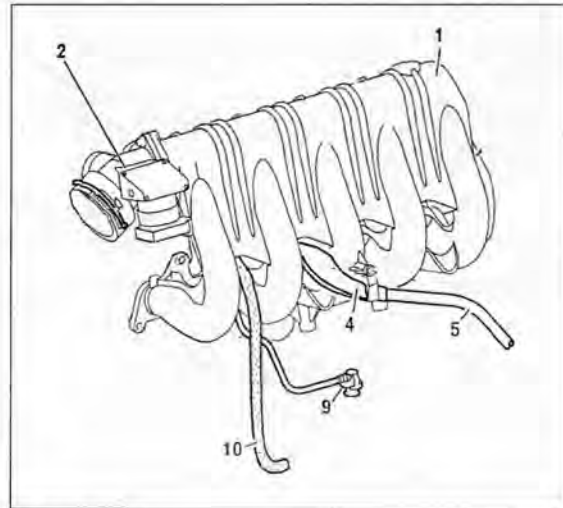


Figure 24

- Harness duct/cover assembly (A, Figure 25 and 4, Figure 24) should be routed **below** plastic fuel line (B).
- **Be careful not to break harness duct/cover** (4, Figure 24) when routing through intake manifold runners.
- **Remove** mounting studs (arrows, Figure 23) after installing ("starting") intake manifold bolts (arrows, Figure 26).
- Install intake manifold bolts into bolt holes where mounting studs were installed.

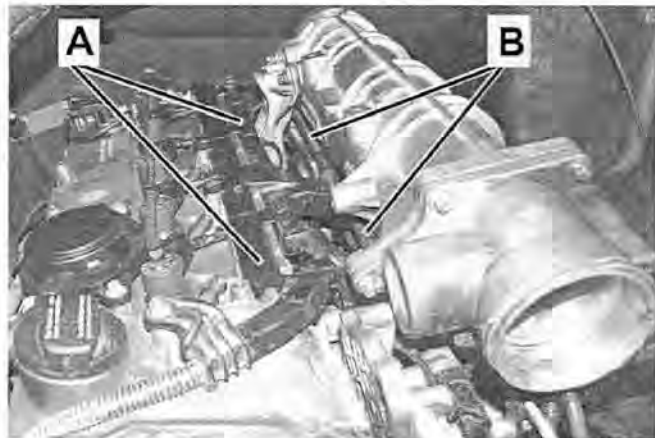


Figure 25

- Torque all intake manifold mounting bolts (arrows, Figure 26) to 16 Nm.
- Due to the location of the manifold bolts (arrows, Figure 26) use a 1/4" drive torque wrench to torque bolts. Bolts at rear of manifold will require the use of 1/4" drive universal joint extension with 1/4" drive (straight) extensions to properly torque.
- Install previously removed mixing chamber (A) to new intake manifold refer to WIS: AR09.20-D-1320B.

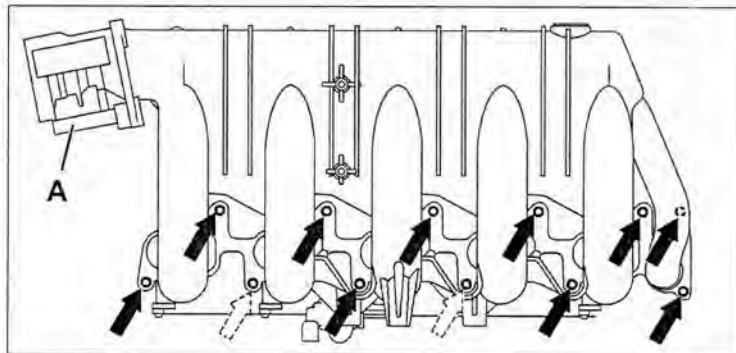


Figure 26

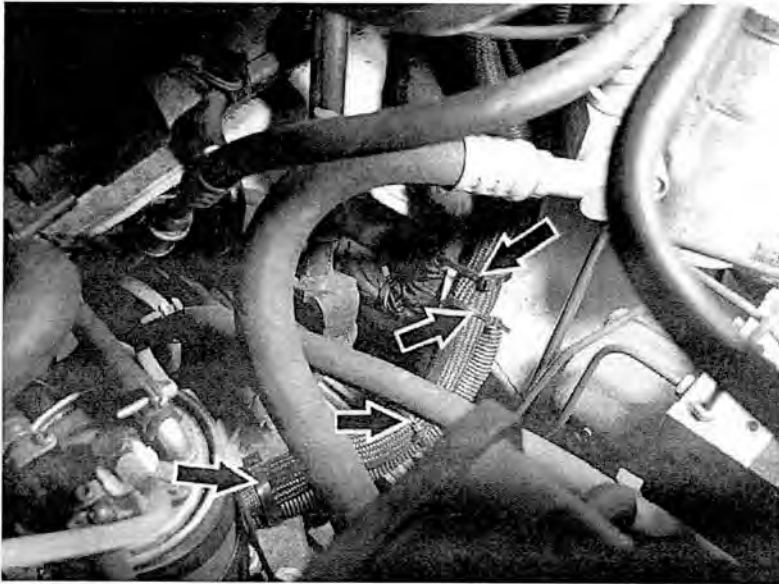


Figure 27

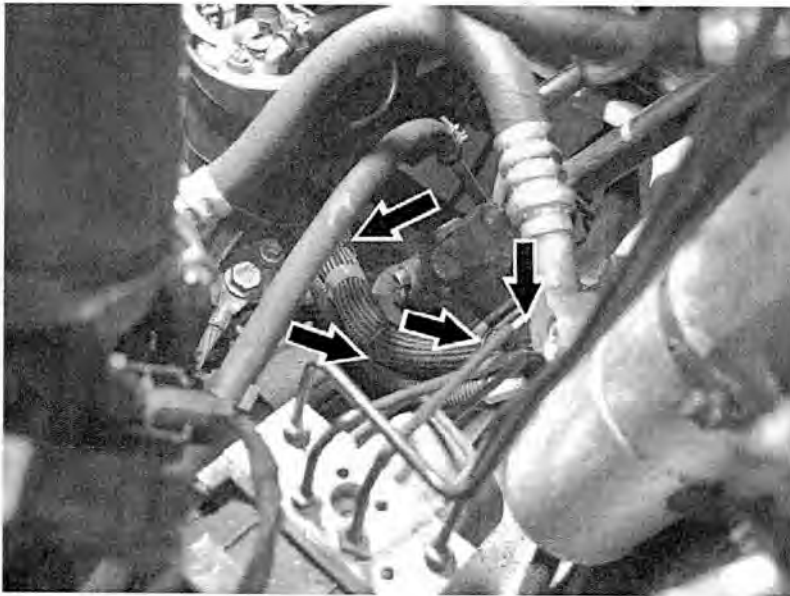


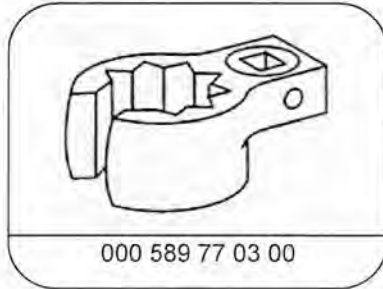
Figure 28

- Install **new** cable ties to **same location** on engine harness. New cable ties should be the **same size** as cable ties removed during disassembly. Please refer to Figures 27 and 28 for location of cable ties (arrows) located near steering linkage.

**⚠ CAUTION!**

**Failure to properly secure harness could lead to damage of cable.**

38. Continue reassembly in reverse order.
39. Inspect fuel and cooling systems for leaks: Run engine, switch-off and check for leaks.
40. Code radio, reset clock and reinitialize windows.

**Special Tools**

Crowfoot Wrench; 14mm

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Intake manifold kit <sup>1) 2)</sup>	Q 1 00 0105	100%
4	Fuel line O-ring	A 601 997 03 45	
3	Hose clamp	N 916 002 01 21 00	
2	Cable strap	A 901 997 01 90	
8	Cable tie	A 002 997 24 90	
2	Cable tie	A 002 997 58 90	
4	Cable tie	A 004 997 98 90	

<sup>1)</sup> Intake manifold kit includes: intake manifold, intake manifold gasket, mixing chamber gasket.

<sup>2)</sup> Gasket part number A611 142 0580, that is packaged in the manifold parts kit, is not required in the US market.

**Additional Shop supply hardware**

Qty.	Part Name	Part Number
2 (per dealer)	M7 x 43 mm mounting stud *	A 271 990 00 05

\* Additional shop supply hardware cannot be claimed under this campaign.

Daimler Vans USA, LLC  
A Daimler Company

Alan McLaren  
Vice President, Customer Services

**Safety Recall 2010-040002  
Sprinter Engine Intake Manifold**

June, 2010

Dear Sprinter Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2002-2003 Sprinter vehicles with regard to the Engine Intake Manifold. Daimler Vans USA, LLC therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

Daimler AG (DAG) has determined that the engine intake manifold on your vehicle may develop corrosion in the Exhaust Gas Recirculation (EGR) portion of the engine intake manifold due to the high-sulfur content of certain diesel fuel. This situation could lead to exhaust gas leakage onto the fuel return line and/or dash panel silencer pad. If hot exhaust gases come into contact with either of these components, there is a potential for a fire in the engine compartment.

Your authorized Freightliner dealer will remedy this condition by replacing the engine intake manifold. This service will be provided free of charge. The working time required is approximately 5 hours. As a matter of normal service process, your authorized Freightliner dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Freightliner dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2010-040002. Please visit your authorized Freightliner dealer to have this recall repair performed.

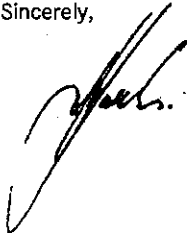
If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Freightliner dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-877-762-8267.

If an authorized Freightliner dealer or Daimler Vans USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,



Daimler Vans USA, LLC  
One Mercedes Drive  
P.O. Box 350  
Montvale, NJ 07645-0350  
1-877-762-8267

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

Operation: Intake manifold, replace (02-7132)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
14 900 59 7	02-7132	4.9	Not Available <sup>1)</sup>

<sup>1)</sup> Use vehicle VIN when submitting warranty claim.

**Refer affected Dodge vehicles to a Dodge Sprinter Dealer for this recall repair.**

**NOTE REGARDING CUSTOMER REIMBURSEMENT**

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall campaign condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

Reimbursement is limited to the amount the repair of the intake manifold would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 14 900 59 8 as a sublet, utilizing the sublet code of "SUB." Sublet repairs require dealer text as stated in the Warranty Policies and Procedures Manual. Repair date should be the date that the customer paid for the repair.

**Note:**

Please note the claim submitted for customer reimbursement will **not** close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the campaign in the usual manner as described in this bulletin.

**IMPORTANT**

**IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.**

- SCRAPPED**
- STOLEN**
- OTHER** \_\_\_\_\_
- SOLD**                                   **I HAVE SOLD THE VEHICLE TO:**
- MY NEW ADDRESS IS:**

**NAME** \_\_\_\_\_

**STREET** \_\_\_\_\_ **APT.** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**THANK YOU FOR YOUR COOPERATION**

**\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE**

**Reimbursement to Customers for Repairs Performed Prior to Recall**

**If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.**

**Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Freightliner dealer. The following documentation must be presented to your dealer for reimbursement.**

**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- **The name and address of the person who paid for the repair.**
- **The Vehicle Identification Number (VIN) of the vehicle that was repaired.**
- **What problem occurred, what repair was done, when it was done and who repaired it.**
- **The total cost of the repair expense that is being claimed.**
- **Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).**
- **Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from Daimler Vans USA, LLC within 60 days of receipt with the reason(s) for the denial.**

**Please speak with your dealer concerning this matter.**



Mercedes-Benz

July 9, 2012

Mercedes-Benz of Lynnwood

Attorney General of Washington  
Consumer Protection Division  
800 Fifth Avenue, Suite 2000  
Seattle, WA 98104

File Number 410665

Hello Ms. Hatcher,

We are sorry to hear about the complaint filed by [REDACTED]. After further investigation I have learned that when [REDACTED] called Mercedes-Benz of Lynnwood to schedule an appointment he spoke with Garrett Graham, a Service Consultant at Mercedes-Benz of Lynnwood. Garrett remembers informing [REDACTED] that generally additional fuel lines need to be replaced. Garrett states there was no mention of costs regarding the recall or fuel line repair nor did [REDACTED] ever question the cost of repairs.

We have performed over 50 of these recall campaigns. When we first began performing the recall repairs we did not replace the fuel lines as we now strongly recommend. We encountered problems with several vehicles where the fuel lines would crack and begin leaking during the repairs or soon after the recall repairs were performed. In several cases the leak was severe enough requiring the vehicles be towed to Mercedes-Benz of Lynnwood for repairs. We strongly recommend replacing the fuel lines to prevent future mechanical breakdown and not as a scam, as stated by [REDACTED]

[REDACTED] assumed based on the recall letter he received from MBUSA all repairs would be performed free of charge. Because [REDACTED] never questioned Garrett Graham regarding the costs of repairs, Mercedes-Benz of Lynnwood did not mislead [REDACTED] in any way and therefore should not be held responsible for the compensation for lost wages or mileage to [REDACTED] as requested.

Please see the attached Recall bulletin 2010-040002 and Appointment Pre-Write.

Sincerely,

Gary Lang  
Service Manager

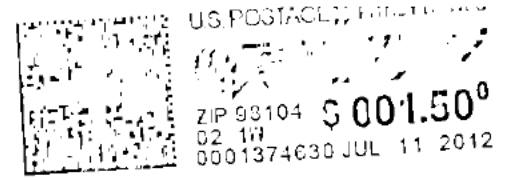
Mercedes-Benz of Lynnwood

17800 Highway 99 Lynnwood, WA 98037 Phone: (425) 673-0505  
P.O. Box 5888, Lynnwood WA 98046

[www.MercedesBenzofLynnwood.com](http://www.MercedesBenzofLynnwood.com)



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31

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