


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received JUN 27 2012 JUN 2 2012		Repository <input type="checkbox"/> Reference No. 18461911	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		Evening Telephone Number	
Name		Address		City SEATTLE		State WA Zip Code	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WD2YD742435		Make by (MERCEDES-BENZ) FREIGHTLINER		Model SPRINTER 2500		Model Year 2010 2003	
Date Purchased		Dealer's Name and Telephone Number (Contacted for recall) Mercedes-Benz of Lynnwood 425-673-0505		Engine: No. Cylinders 5		Fuel Type: Diesel	
Original Owner <input type="checkbox"/> USFO		Dealer's City LYNNWOOD		State WA Zip Code 98037			
Transmission Type AUTOMATIC		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain 2.7L		Multiple Failure: Incident Date(s) 14-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) WRONG! SPRINTER Engine Intake Manifold Recall # 2010040002				Failure Mileage 330000		Failure Speed 0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0		Number of Deaths 0	
				Reported to Police N			
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).							
TL* THE CONTACT OWNS A 2003 MERCEDES BENZ SPRINTER 2500. THE CONTACT STATED THAT AFTER RECEIVING NHTSA CAMPAIGN I.D. NUMBER: 18V294000 (FUEL SYSTEM, DIESEL ENGINE STORAGE TANK ASSEMBLY, FILTER PIPE AND CAP), THE VEHICLE WAS TAKEN TO A LOCAL DEALER. THE DEALER STATED THE CONTACT HAD TO PAY TO HAVE THE RECALL REPAIR PERFORMED ON THE VEHICLE. THE CONTACT STATED THE RECALL SAID THE REMEDY WAS FREE OF CHARGE. THE CONTACT DID NOT CALL THE MANUFACTURER TO VERIFY. THE FAILURE MILEAGE WAS 330,000. Corrections: 2003 Sprinter, Recall # 2010040002. Engine Intake Manifold I later called the manufacturer at 1-877-762-8267 (my phone confirmation code is 18461911). The dealer wants to charge 300.00. Mercedes refuses to force the dealer to comply with the free recall. With NO enforcement, your recall is worthless!							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

Sprinter #2

Daimler Vans USA, LLC
A Daimler Company

Alan McLaren
Vice President, Customer Service

June, 2010

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

2010040002
WD2YD742435

Seattle, WA



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,

*CALL #
1046 1911*

Daimler Vans USA, LLC
One Mercedes Drive
P.O. Box 789
Mercedes, TN 37684-0789
1-877-762-8267

Dear Sirs,

I am including the Vehicle Owners Form that was emailed to me. There are quite a few changes. Though I specifically recited the fact that I own a 2003 Freightliner Sprinter van (manufactured by Mercedes-Benz), but it was listed as a 2010 Sprinter. I recited the **safety recall # 20100040002 for Sprinter Intake Manifold Replacement** and it ended up being # 10V29400 for a gasoline filler pipe and cap? I have a diesel and I am stumped that a different recall # was assigned to my case.

Here is the problem. I responded to the manufacturer hotline # 1-877-762-8267 only after a regional dealer told me that the free recall would actually cost \$300. My confirmation number for that call is #10461911.

Yes, the Intake Manifold Replacement was covered by the recall, but the dealer in Lynnwood, WA (**Mercedes-Benz of Lynnwood, WA, ph 425-673-0505**) said that they would also need to replace the gas lines, which was going to cost \$300. This was said without even looking at the vehicle, as if it were a given and matter of fact. When I made the phone appointment the day before, there was no mention of any additional cost when I said the words "Free Recall". I paid an employee to be my ride back to our office while they would be servicing the van and drove 56 miles round trip, obviously that this was not free after all, despite the recall letter (attached).

I was incensed, because the letter clearly specifies that **"the service is provided free of charge". Either it is or it isn't.** If fuel lines are a casualty of performing the service, they should be covered by the recall. Certainly, I have had no problem with fuel lines, so it is not a pre-existing situation. If it becomes a problem because of their work wretling out the intake manifold, they should pay for it.

Similarly, my phone conversation with the manufacturer Daimler's case representative was unrewarding (again, phone call confirmation #10461911). The rep said that the fuel lines could be brittle and are not covered. Of course, they know that the vehicle is a 2003 year model and that they issued the recall in 2010 and that we received it just last year. What do they expect? It is not a new vehicle, but evidently they expect the consumer to pay for part of the work. The rep said they could not force the dealer to perform the recall service for free, though they clearly state in the letter that it is without charge. If the dealer is not expected to cover gas line costs, Mercedes needs to cover them. I am not the cause or the source of the recall issue, the manufacturer is the source. I expect that hundreds or thousands are being told that they must pay a part of this **'free recall'**.

Simply put, either the safety recall is free or it isn't. I don't like it when the consumer is promised one thing, and then is given the runaround and told that free is not really free at all to save a buck and hose the vehicle owner. If I burn up in a fire caused by this defective vehicle, I hope that my family will be justly rewarded by Mercedes. Let's not have it come to that. I know that you are under-staffed, but I am hoping that you DOT folks will do your job and have a chat with Daimler Vans USA, LLC.

Seattle, WA

8523 15TH AVE NE • SEATTLE, WA 98115

CAMERA ONE

DATE: 6-26-2012

TO: NHTSA

FROM: [REDACTED]

FAX #: 202-366-1767

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CAMERA ONE

[REDACTED]
Seattle, WA

TEL: [REDACTED]

FAX: [REDACTED]

MESSAGE:

Free Sprinter Van Safety Recall #2010040002
is NOT Free!