

Daimler Vans USA, LLC
A Daimler Company

Alan McLaren
Vice President, Customer Services

**Safety Recall # 2011010002
Emergency Exit Window**

February, 2011

Dear Freightliner 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 2010 - 2011 Freightliner Sprinter vehicles with regard to the Emergency Exit Window. Daimler Vans USA, LLC (DVUSA) 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.

DAG has determined that on certain Sprinter vehicles equipped with an emergency exit window the adhesive bond between the glass and the hinge on the top of the window may loosen. As a result the emergency exit window may separate from the body and fall to the roadway, increasing the risk for a crash by other motorists.

DVUSA therefore has initiated a recall of all potentially affected vehicles described above. Your authorized Freightliner Sprinter dealer will remedy this condition by checking the production date of the emergency exit window and replacing the emergency exit window if necessary.

This service will be provided free of charge. The working time required is approximately 30 minutes. As a matter of normal service process, your authorized Freightliner Sprinter 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 Sprinter dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011010002.

Please visit your authorized Freightliner Sprinter dealer to have this recall repair performed.

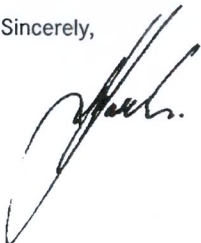
If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class 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 Sprinter 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 Sprinter 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,



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1-877-762-8267

