



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren

Vice President
Customer Services

**Safety Recall # 2011010002
Emergency Exit Window**

February, 2011

Dear Mercedes-Benz 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 Mercedes-Benz Sprinter vehicles with regard to the Emergency Exit Window. Mercedes-Benz USA, LLC (MBUSA) 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.

MBUSA therefore has initiated a recall of all potentially affected vehicles described above. Your authorized Mercedes-Benz 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 Mercedes-Benz 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 Mercedes-Benz Sprinter dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011010002.

Please visit your authorized Mercedes-Benz 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 Mercedes-Benz 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 Mercedes-Benz Sprinter dealer or Mercedes-Benz 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,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com



Mercedes-Benz - are registered trademarks of Daimler AG, Stuttgart, Germany

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 Mercedes-Benz Sprinter 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 Mercedes-Benz USA, LLC within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.