



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT VIA FEDEX

September 24, 2010

National Highway Traffic Safety Administration
Attention: George Person, Chief, Recall Analysis Division
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

**Re: 49 CFR Part 573; Recall of Mercedes-Benz (2010MY), Freightliner (2010MY),
and Dodge Sprinter (2009MY) Oil Filler Neck**

Dear Mr. Person:

This letter is submitted by Sprinter Engineering and Compliance Support , a division of Mercedes-Benz USA, LLC (MBUSA), on behalf of our parent company, Daimler AG, pursuant to 49 C.F.R. Part 573.6 (c)(10). This letter contains 1 document that was communicated to our dealers on the above subject and will be submitted in our regular Sprinter monthly mailing for the month of September, 2010.

Should you have any questions, please feel free to contact me at (843) 695-5057.

Sincerely,

Michael Scott
S&E Compliance Manager
Sprinter Engineering and
Compliance Support

Walther Bloch
Sprinter Engineering Support Mgr
Sprinter Engineering and
Compliance Support

Enclosure



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

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Montreal, QC H3Z 3M4

newschannel UPDATE

TO: Freightliner and Mercedes-Benz Sprinter Dealer Principals, General Managers,
Sales Managers, Service Managers, Parts Managers

FROM: Thomas Brunner; Department Manager; Vehicle Compliance and Analysis;
Engineering Services

DATE: July 9, 2010

**RE: Recall Campaign – Replace Oil Filler Neck, Model 906, Model Years 2009 -
2010**

On Monday, June 28, 2010 the National Highway Traffic Safety Administration (NHTSA) was notified by Daimler Vans USA, LLC (DVUSA) that it will conduct a voluntary Recall Campaign on certain Model Year 2009 - 2010 Freightliner and Mercedes-Benz Sprinter 2500 and 3500 vehicles (906) with regard to the Oil Filler Neck. This notification is posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has determined that the spring plate, which is mounted at the oil filler neck and affixes it to the cylinder head cover, may crack. Such a crack may result in engine oil leaking into the engine compartment from the oil filler neck. In unfavorable circumstances, in addition to damage to the engine caused by inadequate lubrication, the leakage of oil may also lead to the accumulation of dirt in the engine compartment with subsequent soiling of the road surface.

DVUSA therefore has initiated a recall of all potentially affected vehicles described above. The recall will be conducted to replace the oil filler neck.

This Recall Campaign will be launched in late August or early September, 2010, based on parts availability, and affects approximately 2,589 vehicles in the U.S.

Owner notification will be sent approximately one week after the recall is launched.

While we regret any inconvenience this causes, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-877-762-8267





Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT VIA FEDEX

September 23, 2010

National Highway Traffic Safety Administration
Attention: George Person, Chief, Recall Analysis Division
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

**Re: 49 CFR Part 573; Recall of Mercedes-Benz (2010MY), Freightliner (2010MY),
and Dodge Sprinter (2009MY) Oil Filler Neck**

Dear Mr. Person:

This letter is submitted by Sprinter Engineering and Compliance Support, a division of Mercedes-Benz USA, LLC (MBUSA), on behalf of our parent company, Daimler AG, pursuant to 49 C.F.R. Part 573.6 (c)(10). This letter contains 2 documents that were communicated to our dealers on the above subject and will be submitted in our regular Sprinter monthly mailing for the month of September, 2010.

Should you have any questions, please feel free to contact me at (843) 695-5057.

Sincerely,

Michael Scott
S&E Compliance Manager
Sprinter Engineering and
Compliance Support

Walther Bloch
Sprinter Engineering Support Mgr
Sprinter Engineering and
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newschannel UPDATE

TO: Freightliner and Mercedes-Benz Sprinter Dealer Principals, General Managers,
Sales Managers, Service Managers, Parts Managers

FROM: Thomas Brunner; Department Manager; Vehicle Compliance and Analysis;
Engineering Services

DATE: September 24, 2010

**RE: Recall Campaign 2010090002- Replace Oil Filler Neck, Model 906, Model
Years 2009 - 2010**

On July 9, 2010 Sprinter Dealers were notified by Daimler Vans USA, LLC (DVUSA) that it will conduct a voluntary Recall Campaign on certain Model Year 2009 - 2010 Freightliner and Mercedes-Benz Sprinter 2500 and 3500 vehicles (906) with regard to the Oil Filler Neck. This notification is posted on the NHTSA web site and may generate some customer questions.

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has determined that the spring plate, which is mounted at the oil filler neck and affixes it to the cylinder head cover, may crack. Such a crack may result in engine oil leaking into the engine compartment from the oil filler neck. In unfavorable circumstances, in addition to damage to the engine caused by inadequate lubrication, the leakage of oil may also lead to the accumulation of dirt in the engine compartment with subsequent soiling of the road surface which could lead to a vehicle crash. The recall will be conducted to replace the oil filler neck.

DVUSA therefore has initiated a recall of all potentially affected vehicles described above.

The Recall Campaign is being launched today and the **2,544 affected vehicles** will be flagged in VMI.

The repair time is 0.2 hours to install a new oil filler neck. The installation rate is 100%.

An approximately 20% allocation of replacement parts has been sent to each Sprinter dealer. Additional parts may be ordered as required.

A copy of the campaign bulletin is attached, and may also be found on SprinterTekInfo.

Owner notification will be mailed October 1, 2010.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

While we regret any inconvenience this causes, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-877-762-8267



Recall Campaign Bulletin

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
PARTS: GROUP I OF INFORMATION _ PARTS & ACCESSORIES BINDER

Campaign No. 2010090002, September 2010

TO: ALL MERCEDES-BENZ CENTERS
SUBJECT: **Model 906, Model Years 2009 - 2010**
Replace Oil Filler Neck

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has determined that the spring plate, which is mounted at the oil filler neck and affixes it to the cylinder head cover, may crack. Such a crack may result in engine oil leaking into the engine compartment from the oil filler neck. In unfavorable circumstances, in addition to damage to the engine caused by inadequate lubrication, the leakage of oil may also lead to the accumulation of dirt in the engine compartment with subsequent soiling of the road surface which could lead to a vehicle crash.

Daimler Vans USA, LLC (DVUSA) therefore has initiated a recall of all potentially affected vehicles described above. The recall will be conducted to replace the oil filler neck.

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 2544 vehicles are affected.

Order No. V-RC-2010090002

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.

Recall Campaign Bulletin

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Procedure

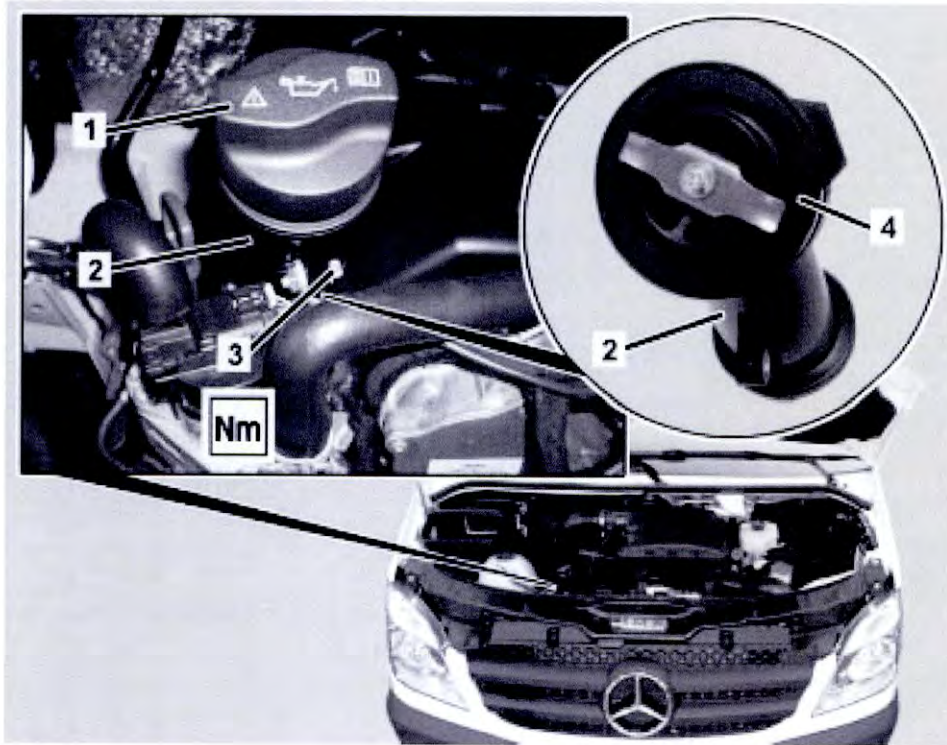


Figure 1

1. Remove oil filler cap (1, Figure 1) from filler neck (2).
2. Remove bolt (3, Figure 1).
3. Turn oil filler neck (2, Figure 1) counter-clockwise and remove from valve cover.
4. Clean mating surface (arrows, Figure 2) of valve cover with a shop rag.

Note:

Be careful not push any debris into engine that may be present on mating surface of valve cover.

5. Coat seal (4, Figure 1) on new oil filler neck (2) with motor oil then install new oil filler neck (2) onto valve cover in reverse order.

Note:

- Ensure oil filler neck (2) is fully engaged.
- Torque bolt (3, Figure 1) to 9 Nm.

6. Install previously removed oil filler cap.



Figure 2

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Oil filler neck	A642 016 01 29 05	100%

Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are 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: Replace oil filler neck (02-7341)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
01 940 54 7	02-7341	0.2	Not Available ¹⁾

¹⁾ Use vehicle VIN when submitting warranty claim.

Daimler Vans USA, LLC

A Daimler Company

Alan McLaren

Vice President, Customer Services

**Safety Recall # 2010090002
Oil Filler Neck**

October, 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 2009 - 2010 Freightliner and Mercedes-Benz Sprinter 2500 and 3500 vehicles with regard to the Oil Filler Neck. 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 the spring plate, which is mounted at the oil filler neck and affixes it to the cylinder head cover, may crack. Such a crack may result in engine oil leaking into the engine compartment from the oil filler neck. In unfavorable circumstances, in addition to damage to the engine caused by inadequate lubrication, the leakage of oil may also lead to the accumulation of dirt in the engine compartment with subsequent soiling of the road surface which could lead to a vehicle crash.

DVUSA therefore has initiated a recall of all potentially affected vehicles described above. The recall will be conducted to replace the oil filler neck.

Your authorized Freightliner or Mercedes-Benz Sprinter dealer will remedy this condition by replacing the oil filler neck. This service will be provided free of charge. The working time required is approximately 15 minutes. As a matter of normal service process, your authorized Freightliner or 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 Freightliner or Mercedes-Benz Sprinter dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2010090002.

Please visit your authorized Freightliner or 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 Freightliner or 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 Freightliner or Mercedes-Benz 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

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 or 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 Daimler Vans USA, LLC within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.