

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

Campaign No. 2011010002, February 2011

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906, Model Year 2010 - 2011**  
**Replace Emergency Exit Window**

Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that on certain 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. Dealers will check a production date on the window and replace the emergency exit window if necessary.

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

Prior to performing this Recall Campaign:

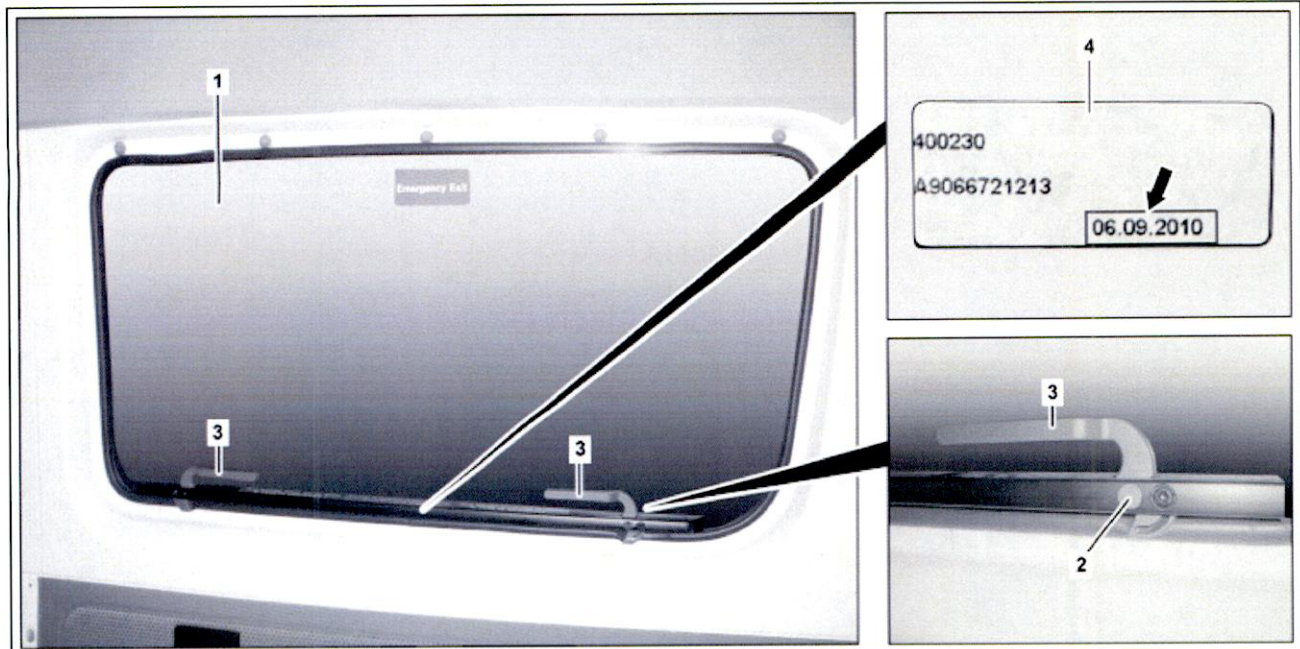
- Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.
- Please review the entire Recall Campaign bulletin.

Approximately 276 vehicles are involved.

Order No. V-RC-2011010002

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



**Figure 1**

1. Open emergency exit window (1, Figure 1):

**⚠ Warning!**

Window (1) may be loose at the top hinge and fall down when opened.

- Secure window (1) from falling down then pull handles (3) to upright (unlock) position.

**Note:**

Lead seals (2) will be destroyed when handles are pulled up.

- Remove any lead seal (2) pieces from holes in sealing frame.
  - Open window (1, Figure 1) slightly.
2. Check if window (1, Figure 1) is loose at top hinge:
    - If window (1) **is** loose at top hinge when opened, proceed to step 5 (replace emergency window).
    - If window (1) is **not** loose at top hinge when opened, proceed to step 3 (check manufacturer's date).
  3. Check manufacturer date (arrow, Figure 1) on sticker (4) affixed to bottom edge of emergency exit window (1):
    - If manufacturer date is **not**: 15.07.2010 or 21.07.2010; proceed to step 4 (close and lock window).
    - If manufacturer date **is**: 15.07.2010 or 21.07.2010, proceed to step 5 (**replace** window).

4. Close and lock window (1, Figure 1) in reverse order:

- Press new lead seals (2, Figure 1) into sealing frame.

**Note:**

Lead seals are properly installed when they are audibly locked into sealing frame.

- Inspect sealing frame and replace if damaged; refer to WIS: AR67.30-D-2305B, step 6
5. Replace window; refer to WIS: AR67.30-D-2305B.

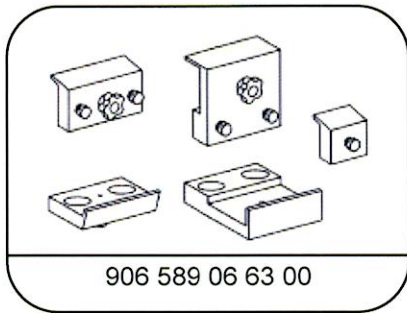
**Note:** (Regarding above WIS instructions):

Use locally sourced suction cups for moving window.

**Note:**

Return window to the QEC.

### Special Tools



Spacers

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Parts kit for emergency exit window	Q1010105	10%
2	Lead seal	A 906 988 00 70	90%

**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****Repair 1**

**Operation:** Check emergency exit window (02-7512).

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
67 920 63 7	02-7512	0.1	Not Available <sup>1)</sup>

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

**Repair 2**

**Operation:** Check emergency exit window (02-7512).

Replace side window for emergency exit (02-7513).

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
67 920 63 7	02-7512	0.1	Not Available <sup>1)</sup>
	02-7513	0.4	

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

**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 emergency exit window would have cost if completed by an authorized Mercedes-Benz dealer under this campaign.

Submit a warranty claim, utilizing Damage Code 67 920 63 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.

Daimler Vans USA, LLC

A Division of Mercedes-Benz

Alan McLaren

Senior Product Line, Customer Service

**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.**

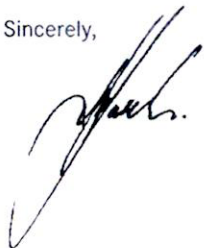
If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class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



Daimler Vans USA, LLC

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 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.



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren

Vice President  
Customer Services

**Safety Recall # 2011010002  
Emergency Exit Window**

February, 2011

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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 or 800-367-6377

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

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