

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

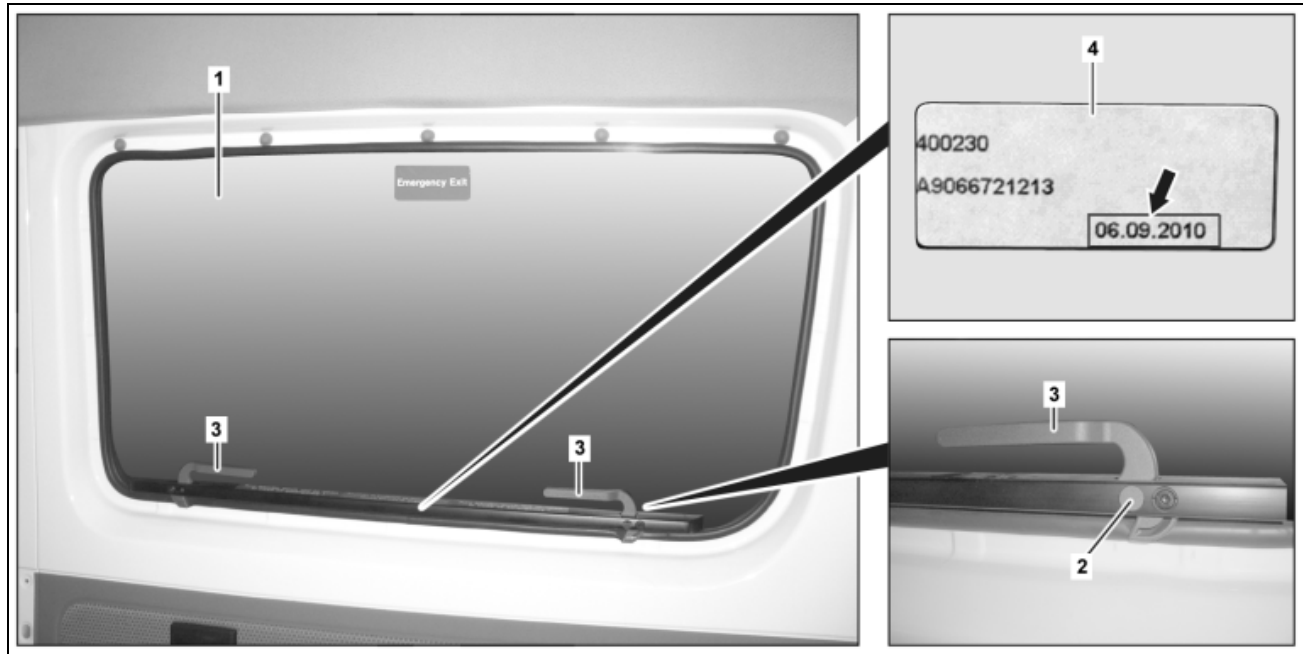


Figure 1

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.

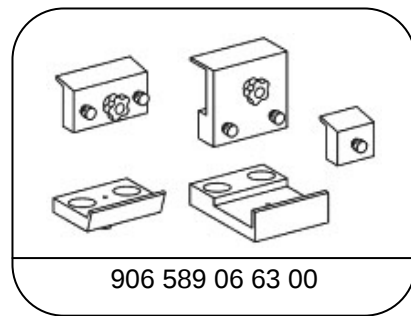
Note: (Regarding above WIS instructions):

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 ¹⁾

¹⁾ 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 ¹⁾
	02-7513	0.4	

¹⁾ 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.