



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 24, 2011

MR. MICHAEL D. SCOTT
S&E COMPLIANCE MANAGER
SPRINTER ENGINEERING AND
COMPLIANCE SUPPORT
8501 PALMETTO COMMERCE PKWY
LADSON, SC 29456

NVS-215dgl
11V-323

SUBJECT: REAR SPRINGS

DEAR MR. SCOTT:

This letter serves to acknowledge Sprinter Engineering and Compliance Support's (Sprinter) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
SPRINTER/3500/2011

NHTSA Campaign Number: 11V-323

Mfg's Report Date: June 13, 2011

Components: SUSPENSION: REAR SPRINGS

Potential Number of Units Affected: 47

Summary:

SPRINTER IS RECALLING CERTAIN MODEL YEAR 2011 SPRINTER 3500 VEHICLES SOLD BOTH UNDER THE MERCEDES-BENZ AND FREIGHTLINER BRAND NAMES. THE SUPPLIER OF THE REAR SPRINGS ROLLED THE SPRING EYE DIAMETER OUT OF TOLERANCE ON A LIMITED NUMBER OF PARTS IN ITS PRODUCTION, AND THEN CORRECTED THE DIAMETER WITHOUT HEATING THE PARTS.

Consequence:

THIS COULD POTENTIALLY LEAD TO A CRACK OF THE SPRING EYE OVER TIME, WHICH INCREASES THE RISK OF A CRASH.

Remedy:

OWNERS WILL BE CONTACTED, AND DEALERS WILL REPLACE THE REAR SPRINGS AS NECESSARY, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING SEPTEMBER 2011. OWNERS MAY CONTACT SPRINTER AT 1-877-762-8267.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Sprinter did not provide a chronology of principal events in its defect report and as required by 49 CFR 573.6. Please provide a chronology that meets the minimum requirements.

Please provide the following additional information and be reminded of the following requirements:

Please provide the name of the supplier that is involved with this recall campaign.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in cursive script that reads "Kelly Schuber for".

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement