



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

RE: **Recall Campaign 2011 100006 – Check
Rear Springs, Replace If Necessary, Model
906, Model Years 2011**

DATE: November 4, 2011

This Recall Campaign is being launched today and the 50 affected vehicles will be flagged in VMI.

On Tuesday, June 14, 2011 Dealers were notified that Daimler Vans USA, LLC (DVUSA) will conduct a voluntary Recall Campaign on certain Model Year 2011 Freightliner and Mercedes-Benz Sprinter vehicles (906) with regard to the Rear Springs. This notification is posted on the NHTSA web site and may generate some customer questions.

Background

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has determined that on certain vehicles, the rear springs may not meet the material standards requirements. The supplier rolled the spring eye out of tolerance on a limited number of parts in its production. In order to correct the diameter of the spring eye, the supplier pressed these springs under cold conditions. As a result, this may have caused hydrogen embrittlement within the material which could potentially lead to a crack of the spring eye over time. This could lead to an increased risk of a crash. DVUSA therefore has initiated a recall of all potentially affected vehicles described above. An authorized Freightliner or Mercedes-Benz Sprinter dealer will remedy this condition by checking an identification mark on the rear springs and replacing the rear springs if necessary.

Given this notice, it is a violation of Federal Law to retail or deliver any affected new or pre-owned Sprinter (906) vehicles, covered by this notification, in dealer inventory for sale or lease until the recall repair has been performed.

This Recall Campaign affects approximately 50 Freightliner and Mercedes-Benz Sprinter vehicles in the US.

The labor time is 0.3 hours to check the identification marks on the rear springs and an additional 0.9 hours to replace the two springs, if necessary. The repair rate is estimated at 80%.

Parts

Due to the expected low volume of required replacement springs, Dealers should order parts as required and not for shelf stock.

Owner Notification

Owner notification letters for the approximately 50 affected vehicles will be mailed approximately one week after recall launch.

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

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.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

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