

**Safety Recall # 2011100006
Rear Springs**

November, 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 Freightliner Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2011 Freightliner Sprinter vehicles with regard to the rear springs. Daimler Vans USA, LLC (DVUSA), a subsidiary of Mercedes-Benz USA, LLC, 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, 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 Sprinter dealer will remedy this condition by checking an identification mark on the rear springs and replacing the rear springs if necessary. This service will be provided free of charge. The working time required is approximately one and one half hours. 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 #2011100006.

Please visit an 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 within 10 days to comply with federal regulations. 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 an 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 DVUSA, 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,



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

**Safety Recall # 2011100006
Rear Springs**

November, 2011

Dear Mercedes-Benz 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 Mercedes-Benz Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2011 Mercedes-Benz Sprinter vehicles with regard to the rear springs. Mercedes-Benz USA, LLC (MBUSA), 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, 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.

MBUSA therefore has initiated a recall of all potentially affected vehicles described above. An authorized Mercedes-Benz Sprinter dealer will remedy this condition by checking an identification mark on the rear springs and replacing the rear springs if necessary. This service will be provided free of charge. The working time required is approximately one and one half hours. 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 #2011100006.

Please visit an 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 within 10 days to comply with federal regulations. 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 an 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 MBUSA, 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,

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 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 Mercedes-Benz USA, LLC within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.