

Part 573 Safety Recall Report

20V-312

Manufacturer Name : Thor Motor Coach**Submission Date :** MAY 28, 2020**NHTSA Recall No. :** 20V-312**Manufacturer Recall No. :** RC000191**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 566

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Vehicle Information :

Vehicle 1 : 2020-2020 Daybreak 24G0

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-23 Daybreak units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2020 Delano 24FB, 24RW, 24TT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-134 Delano units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2020 Four Winds 24BL, 24DS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-29 Four Winds units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2020-2020 Gemini 24SX, 24TF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.
-22 Gemini units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2020-2020 Quantum CR24, KM24

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.
-92 Quantum units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2020-2020 Tiburon 24FB, 24RW, 24TT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-52 Tiburon units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2020-2020 Chateau Citation 24MB, 24SK, 24SS, 24ST

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-18 Citation units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2020-2020 Compass 24SX, 24TF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-33 Compass units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2020-2020 Chateau 24BL, 24DS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

-35 Chateau units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2020-2020 Freedom Elite 24FE
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.
-91 Freedom Elite units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 11 : 2020-2020 Synergy 24MB, 24SK, 24SS, 24ST
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.
-23 Synergy units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 12 : 2020-2020 Siesta 24MB, 24SK, 24SS, 24ST
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.
-14 Siesta units are affected by the recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) the rear part of the fender liner on the front axle could touch and chafe the brake hose.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could make contact with the brake hose, with could lead to chafing of the brake hose and the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid runs dry, this make extend the braking distance and increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive
Sandy Springs GEORGIA 30328

Country : United States

Chronology :

- In early 2020, MBAG initially became aware of a report from a customer in the United Kingdom where the red brake fluid warning indicator displayed, indicating a brake fluid leak. MBAG launched an investigation to understand whether this individual report was indicative of a broader issue.
- In February-March 2020, MBAG's investigation included a detailed review of the parts and components in the front axle wheel housing, including tolerances in the mounting process, a materials analysis, geometry analysis and tire sequencing. The investigation found certain fender liners were deformed. Sprinter plants were advised to inspect all vehicles still located at the plant and to check and correct them if necessary.
- On March 18, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.
- Thor Motor Coach received notification on May 26, 2020 of MBAG's recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the condition and clearance of the brake hose and, if necessary, to renew them. Additionally, the corresponding fender liner will be cut accordingly, on the right and left side of it.
Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the vehicle's New Vehicle Limited Warranty.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of

space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

Identify How/When Recall Condition was Corrected in Production : The condition was corrected in production in February 2020, including vehicles that remained within the plant.

Recall Schedule :

Description of Recall Schedule : Mercedes-Benz has released their dealer and owner notification letters and Thor Motor Coach will be forwarding their notifications to assist in providing remedy instructions. This recall is being issued to allow owners & dealer to find recall information based upon the final stage manufacturer's name in the event of a search. Mercedes-Benz has issued a recall (2020040023) and their recall will satisfy the regulatory notification requirements for both owners and dealers. Mercedes-Benz will be reporting response rates for their recall and Thor Motor Coach will not be duplicating this reporting.

Planned Dealer Notification Date : JUL 27, 2020 - JUL 27, 2020

Planned Owner Notification Date : JUL 27, 2020 - JUL 27, 2020

* NR - Not Reported