



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 20V-308
 Safety Advisory: RC000190
 June 2020

IMPORTANT SAFETY RECALL
This notice applies to your vehicle: «VIN»

«Owner_name»
 «Street»
 «City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Thor Motor Coach (TMC) has decided that a safety defect exists in certain TMC motorhomes based upon notification by Mercedes-Benz USA, LLC that a defect which relates to motor vehicle safety exists in certain MB chassis that were used to manufacture your TMC motorhome. MB was issued recall 20V-180 by the National Highway and Safety Administration (NHTSA) to remedy this defect. MB’s recall number is 2020040019. To assist MB and NHTSA in identifying the final vehicles manufactured, TMC is also conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Reason for this recall

It has been decided that on certain TMC motorhomes subject to this recall campaign, the automatic transmission does not correctly specify certain conditions under which the automatic parking function (Auto-P) operates. The Operator’s Manual describes certain functions which would automatically engage the parking position “P” if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at a very low speed. However, the functionality is not available in the affected Sprinter vehicles. Should a customer rely on the Auto-P function as described in the Operator’s Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.

What we will do

TMC has included in this mailing the recall notification letter from MB. MB will be handling the repair of your vehicle at an authorized dealer. The dealer will add a supplementary booklet with a correct description of the Auto-P to the Operator’s Manual, which is already in the vehicle. This service will be provided free of charge. While the minimum repair time can be up to approximately 10 minutes, your dealer can provide a better estimate for this service visit.

What we need you to do

Please review the included MB recall notification letter for further instructions. If you have questions about this Recall, please contact MB directly at 1-800(FOR)-MERCEDES. For other concerns, you may contact the TMC Warranty/Service Department at (877) 855-2867 or Recalls@TMCRV.com.

If after contacting MB or TMC Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Thor Motor Coach

Hanah Klodzinski
 Recall Compliance Coordinator
 cc: National Highway Traffic Safety Administration (NHTSA)

