



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 3, 2022

Mr. Roman Moser  
TOURIG  
1300 Brickyard Rd  
Unit 101  
Golden, CO 80403

NEF-107KL  
21V-970

**Subject:** Electronic Control Center Circuit Board May Short

Dear Mr. Moser:

This letter serves to acknowledge TOURIG's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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:**

TOURIG/MERCEDES-BENZ SPRINTER/2017

**Mfr's Report Date:** December 14, 2021

**NHTSA Campaign Number:** 21V-970

**Components:**

ELECTRICAL SYSTEM  
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

**Potential Number of Units Affected:** 1

**Problem Description:**

TOURIG is recalling one 2017 Mercedes-Benz Sprinter vehicle, equipped with a Multiplex G9 unit used for controlling equipment and accessories in the motorhome. Excessive voltage may cause the components on the board to become damaged.

**Consequence:**

Damaged components may overheat, increasing the risk of a fire.

**Remedy:**

Dealers will install an additional circuit module to the existing component board, free of charge. The owner notification letter is expected to be mailed January 2022. Owners may contact TOURIG at 1-303-710-2914.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

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 eight 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.

TOURIG's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement