



IMPORTANT SAFETY RECALL – SERVICE ADVISORY

Mercedes-Benz US, LLC Safety Recall: 20V-663

Thor Motor Coach Safety Advisory: RC000210

This notice applies to vehicle: «VIN»

«Dealer_name»

«Street»

«City», «State» «Zip»

Dear Dealer:

Mercedes-Benz USA, LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2015-2020 Sprinter vehicles. As a result, Mercedes-Benz USA, LLC is 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.

It has been determined that on certain Mercedes-Benz Sprinter vehicles, the hydraulic power steering return line hoses might detach at their connection points under certain operating conditions, which could cause hydraulic fluid to leak, resulting in the loss of power steering assist. If the hydraulic power steering hose detaches, the driver will still have manual steering functionality, but increased steering effort will be needed, particularly at low speeds. Sudden loss of power steering assist as well as the loss of hydraulic steering fluid to the road surface may increase the risk of a crash. This affects the following Thor Motor Coach products: 2017-2020 Chateau, Chateau Citation, Four Winds, Gemini, Quantum, Siesta, & Synergy; 2018-2019 Compass; 2018-2020 Freedom Elite; 2021 Sanctuary & Tranquility.

An authorized Mercedes-Benz dealer will check the return line connections of the power steering system and if needed, install the respective replacement clamp. This service will be provided free of charge. The minimum repair time can be up to approximately 1 hour 30 minutes. For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers, visit www.mbvans.com/sprinter/shopping-tools/find-a-dealer. **Please mention you are scheduling an appointment to inspect power steering hose clamps under Recall Campaign #2020120007.**

Dealers that have stock units impacted by this recall can access the full list of affected VINs sold to their dealership by accessing the “Service Campaign” portion of the TMC Advantage Web Portal. If any unit on this list has been retail sold you are asked to notify the retail owner as soon as possible of this recall because their vehicle was not registered at the time the retail notice was mailed. Please immediately register any retail sold units on this list. **As a reminder, you are required by law to complete this recall on any stock units in inventory prior to retail sale. Any vehicle lessor receiving this notice must forward a copy to the lessee within 10 days.**

If you have questions concerning this recall, please contact the **TMC Warranty/Service Department** by mail at TMC, P.O. Box 1486, Elkhart, IN 46515-1486, **or** by phone at (877) 500-1020.

We apologize for this inconvenience; however, we have taken this action in the interest of customer safety and continued satisfaction with our products.

Sincerely,

Thor Motor Coach