



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**

Mercedes-Benz Safety Recall: 20V-663
Thor Motor Coach Safety Advisory: RC000210
January 2021

IMPORTANT SAFETY RECALL – SERVICE ADVISORY

This notice applies to your vehicle:

Thor Motor Coach has been informed by Mercedes-Benz USA, LLC 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.

***Reason for
this recall***

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.

***What they
will do***

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.

***What we need
you to do***

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.**

If after contacting a Mercedes-Benz Sprinter dealer you are still not satisfied they have done their 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

