



IMPORTANT SAFETY RECALL INTERIM NOTICE – SERVICE ADVISORY

Mercedes-Benz Safety Recall: 21V-042
Thor Motor Coach Safety Advisory: RC000218

This notice applies to vehicle: «VIN»

«Dealer_name»
«Street»
«City», «State» «Zip»

Dear Dealer:

Mercedes-Benz AG (“MBAG”) has decided that a defect which relates to motor vehicle safety exists in certain model year 2012 - 2018 Mercedes-Benz Sprinter chassis. As a result, Mercedes-Benz 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.

On certain model year 2012– 2018 5-ton Sprinter vehicles that were upfitted into campers or recreational vehicles (“RVs”), one or more of the rear-wheel speed sensors may experience an electrical failure, which potentially could lead to a disablement of the Electronic Stability Control (“ESP”) control unit functions. If ESP control unit functions are disabled, vehicle driving stability may be impacted under certain driving conditions, increasing the risk of a crash. This affects the following Thor Motor Coach products: model year 2013-2020 Chateau Citation & Four Winds Siesta, 2017-2019 Compass, 2017-2020 Four Winds, Gemini, Quantum, Chateau, & Synergy, and 2018-2020 Freedom Elite motorhomes.

An authorized Mercedes-Benz Sprinter dealer will replace the rear-wheel speed sensors with new sensors having improved robustness to moisture intrusion.

Unfortunately, the parts to remedy this issue are currently not yet available.

Mercedes-Benz is working to obtain the necessary parts to correct this condition as quickly as possible. As the parts become available, you will need to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your motorhome before parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, please contact Mercedes-Benz at 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on the MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool.

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