



**RECREATIONAL VEHICLE SAFETY  
RECALL NOTICE**

Mercedes-Benz Safety Recall: 21V-042  
Thor Motor Coach Safety Advisory: RC000218  
March 2021

**IMPORTANT SAFETY RECALL *INTERIM NOTICE* – SERVICE ADVISORY**

**This notice applies to your vehicle: «VIN»**

«Owner\_name»  
«Street»  
«City», «State» «Zip»

Dear «Owner\_name»:

Thor Motor Coach has been informed by Mercedes-Benz AG (“MBAG”) 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.

***Reason for  
this recall***

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.

***What they  
will do***

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.

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

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](http://www.mbvans.com/sprinter/owners-resources/recall) and enter your 17 digit VIN in the VIN Look-up tool.

If after contacting a Mercedes-Benz 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**

