



***IMPORTANT SAFETY RECALL – SERVICE ADVISORY***

***Mercedes-Benz AG Company Safety Recall: 21V-152 (2021050005)***

***Thor Motor Coach Safety Advisory: RC000220***

This notice applies to vehicle: «VIN»

«Dealer\_name»

«Street»

«City», «State» «Zip»

Dear Dealer:

Thor Motor Coach has been informed that Mercedes-Benz AG (“MBAG”) has decided that a defect which relates to motor vehicle safety exists in your vehicle, which was built on a chassis supplied by MBAG, with the VIN shown above. As a result, MBAG 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.

MBAG has determined that on certain model year 2019-2020 Sprinter vehicles, the retaining washer on the bolt that connects the brake pedal to its bearing block could come loose. If the retaining washer were to come loose, over time it could detach from the bolt, and in the worst case and with ongoing use of the brake pedal, the bolt might separate from the bearing block on one side. If this were to occur, the brake lamp switch could become continuously activated even when the brake pedal is not pressed. If the brake lamps are continuously illuminated, it would not be possible for following traffic to determine the braking intention of the vehicle, which could increase the risk of a crash. This affects the following Thor Motor Coach products: model year 2020-2021 Citation, Compass, Daybreak, Delano, Four Winds, Freedom Elite, Gemini, Quantum, Siesta, Synergy, and Tiburon motorhomes.

An authorized MBAG dealer will install an additional retaining ring on the bearing bracket of the brake pedal. The time needed for this repair is approximately 45 minutes. This service will be provided free of charge.

For additional information and to schedule an appointment, please contact your preferred authorized MBAG Sprinter dealer at your earliest convenience. To locate nearest MBAG dealers, visit <https://www.mbvans.com> or call 1-800-367-6372. Please mention that you are scheduling an appointment to inspect power steering hose clams under Recall Campaign #2021050005. You may be asked for your 17-digit VIN located at the top of this letter.

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**