



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**

Mercedes-Benz Safety Recall: 21V-359
Thor Motor Coach Safety Advisory: RC000230
June 2021

IMPORTANT SAFETY RECALL – SERVICE ADVISORY

This notice applies to your vehicle: «VIN»

«Owner_name»
«Street»
«City», «State» «Zip»

Dear «Owner_name»:

Thor Motor Coach has been informed that Mercedes-Benz AG (“MBAG”), the manufacturer of Freightliner Sprinter Vans has decided that a defect which relates to motor vehicle safety exists in certain Model Year (MY) 2020 Freightliner Sprinter vehicles. 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 2020 Sprinter vehicles, the screws for the front door hinges may not have been tightened according to specification. If the door hinge screws are not tightened with the specified amount of torque, it’s possible that the pre-tensioning force of the screw could decrease and eventually cause a change in the opening/closing behavior of the door, as well as changes in door gap dimensions. This could increase the risk of injury in the event of a crash. This affects the following Thor Motor Coach products: model year 2021/2022 Sanctuary and 2022 Tranquility motorhomes.

***What they
will do***

An authorized Freightliner dealer will check the screws on the front door hinges and re-torque to specification if necessary. This could take approximately 45 minutes. This service will be provided free of charge. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

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

For additional information and to schedule an appointment, please contact your preferred authorized Freightliner Sprinter dealer at your earliest convenience. To locate your nearest Freightliner Sprinter dealers, please visit <https://www.freightlinersprinterusa.com/freightliner/shopping-tools/find-a-dealer> or call 1-800-367-6372.

Please mention you are scheduling an appointment to check the torque on front door hinge screws under Recall Campaign # 2021060008.

Please visit www.freightlinersprinterusa.com/freightliner/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner Sprinter dealer. A VIN-based recall lookup tool on our website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a 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,

Hanah Klodzinski
Recall Compliance Coordinator
Thor Motor Coach

