



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

Mercedes-Benz Safety Recall: 21V-359

Thor Motor Coach Safety Advisory: RC000230

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”), 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.

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.

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.

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.**

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.**

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. 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