



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

Mercedes-Benz Safety Recall: 21V-410

Thor Motor Coach Safety Advisory: RC000235

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 Mercedes-Benz Sprinter vehicles has decided that a defect which relates to motor vehicle safety exists in certain Model Year (MY) 2019-2021 Mercedes-Benz 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.

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles that are equipped with electrically adjustable front swivel-seats, the seat wiring harness may be improperly routed or mounted within the swivel-seat frame and could become pinched and damaged during the electric adjustment of the seat position. If the wiring harness were to become pinched and damaged during adjustment of the swivel seat, in a worst case scenario, the operation of the seat-mounted side airbag might not operate properly and the side airbag could either deploy inadvertently or not deploy as designed in the event of a crash. This condition 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 2021/2022 Tranquility motorhomes.

An authorized Mercedes-Benz dealer will inspect the routing of the front swivel seats (left/right) wiring harnesses and will repair as necessary.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate nearest Mercedes-Benz dealers visit <https://www.mbvans.com> or call 1-800 FOR-MERCEDES (1-800-367-6372). **Please mention you are scheduling an appointment to inspect swivel seat wiring harness routing under Recall Campaign #2021070031.**

This could take approximately 30minutes. 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.

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.**

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. See www.mbvans.com/en/recall-information.

Sincerely,

Thor Motor Coach