



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**

Mercedes-Benz Safety Recall: 21V-410
Thor Motor Coach Safety Advisory: RC000235
August 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 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.

***Reason for
this recall***

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.

***What they
will do***

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

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

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.

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.

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,

Thor Motor Coach

