



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

Mercedes-Benz Safety Recall: 21V-411

Thor Motor Coach Safety Advisory: RC000236

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.

On certain Mercedes-Benz Sprinter vans, the MBUX multimedia system software might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted, which could increase a risk of a crash or injury. This affects the following Thor Motor Coach products: model year 2020 Citation, Siesta, & Synergy; 2020-2022 Delano & Tiburon; 2021-2022 Sanctuary & Tranquility motorhomes.

An authorized Mercedes-Benz Sprinter dealer will perform a software update on the MBUX infotainment system.

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 Update MBUX Software under Recall Campaign # 2021070023.

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. **This could take approximately 1hour.** This service will be provided free of charge.

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