



**RECREATIONAL VEHICLE SAFETY
RECALL NOTICE**
 Mercedes-Benz Safety Recall: 21V-411
 Thor Motor Coach Safety Advisory: RC000236
 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

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.

What they will do

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

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 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.

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

