

105 Second Street NW
Red Bay, Alabama 35582
tiffinmotorhomes.com



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VIN:

**Mercedes-Benz Recall 23V-101
Check Swivel Seat Wire Harness Routing**

March 22, 2023

Dear Tiffin Motorhome Customer,

Please see the enclosed letter from Mercedes-Benz USA, about a safety recall Mercedes-Benz USA released that is applicable for the VIN listed above. This letter informs you that the remedy for this safety recall is now available to correct the issue noted above. For any questions regarding this safety recall, please contact Mercedes-Benz USA's Customer Assistance Center at 1-800-367-6372 or visit their website at <https://www.mbvans.com/en/recall-information>.

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN:

Check Swivel Seat Wire Harness Routing

NHTSA Recall ID: 23V101

March, 2023

Tiffin Motorhomes-Cv
105 2nd St NW
Red Bay, AL 35582-3859

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Sprinter Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2022 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



Certain Sprinter vehicles equipped with electrically adjustable front swivel-seats, the electrical wiring harness might become damaged when a front swivel seat is adjusted. In the event of a damaged wiring harness, the function of the side airbag installed in the seat back might be impaired. This could increase the risk of injury.

What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz dealership will inspect the installation of the wiring harness and will attach it properly. **This could take approximately 30 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.

Steps to take.



For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate the nearest Mercedes-Benz dealer, visit <https://www.mbvans.com/en/dealers> or call 1-800-FOR-MERCEDES (1-800-367-6372). Please mention you are scheduling an appointment to check swivel seat wire harness routing under **Recall Campaign #2023030003.**

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Please see the following page for more information.

A VIN-based recall lookup tool on our website 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. Please visit www.mbvans.com/en/recall-information. Should you have any questions, please contact your authorized Mercedes-Benz dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Mercedes-Benz USA

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