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**VIN:**

**Mercedes-Benz Recall 23V-100  
Modify Interior Blower Motor Fuse Layout**

July 6, 2023

Dear Tiffin Motorhome Customer,

**Please see the letter printed on the reverse** from Mercedes-Benz USA, about an interim safety recall Mercedes-Benz released that is applicable for the VIN listed above. This is the second (2) of two (2) letters you will receive regarding this subject. 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.

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Modify Interior Blower Motor Fuse Layout

NHTSA Recall #23V100

June, 2023

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

- 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") 2019-2020 Mercedes-Benz Sprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**

### What is the issue?



On certain Sprinter vehicles, the fuse layout of the interior heating ventilation and air conditioning (HVAC) blower motor might not meet the requirements for prolonged operation at the highest blower setting. The interior blower motor circuit may be inadequate, which can allow the wiring harness to overheat. Consequently, a risk of fire during operation and a risk of injury cannot be ruled out.

### What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz Sprinter dealer will relocate and replace the fuse and wiring harness, free of charge. **This could take approximately 1 hour.** 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.



**Until the recall is completed, to prevent the possibility of a fire, the front blower must only be operated in manual (not automatic) mode whenever the engine is on. Do not use the maximum blower or lowest/highest temperature settings!**

### 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 modify interior blower motor fuse layout under **Recall Campaign #2023040008**.

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](http://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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