

Part 573 Safety Recall Report

20V-308

Manufacturer Name : Thor Motor Coach**Submission Date :** MAY 27, 2020**NHTSA Recall No. :** 20V-308**Manufacturer Recall No. :** RC000190**Manufacturer Information :****Population :**

Manufacturer Name : Thor Motor Coach

Number of potentially involved : 566

Address : PO Box 1486

Estimated percentage with defect : 100 %

701 County Road 15 Elkhart IN 46515

Company phone : 877-500-1020

Vehicle Information :

Vehicle 1 : 2020-2020 Daybreak 24GO

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.

-23 Daybreak units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin : W1X8E33Y0KN075469 End : WDAPF4CDXKN061092 ☒ Not sequential

Vehicle 2 : 2020-2020 Four Winds 24BL, 24DS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.

-29 Four Winds units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 3 : 2020-2020 Delano 24FB, 24RW, 24TT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

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-134 Delano units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 4 : 2020-2020 Gemini 24SX, 24TF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

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-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-22 Gemini units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 5 : 2020-2020 Quantum CR24, KM24

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

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-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-92 Quantum units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 6 : 2020-2020 Tiburon 24FB, 24RW, 24TT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

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-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-52 Tiburon units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 7 : 2020-2020 Chateau Citation 24MB, 24SK, 24SS, 24ST

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-18 Chateau Citation units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 8 : 2020-2020 Compass 24SX, 24TF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

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-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-33 Compass units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 9 : 2020-2020 Chateau 24BL, 24DS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-35 Chateau units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 10 : 2020-2020 Siesta 24MB, 24SK, 24SS, 24ST

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-14 Siesta units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 11 : 2020-2020 Freedom Elite 24FE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-91 Freedom Elite units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Vehicle 12 : 2020-2020 Synergy 24MB, 24SK, 24SS, 24ST

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : -Mercedes-Benz has notified Thor Motor Coach that 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020 did not receive the correct version of the Operator's Manual.
-An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.
-23 Synergy units are affected by this recall.

Production Dates : MAY 09, 2019 - MAR 23, 2020

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the Operator's Manual for certain Sprinter vehicles [platform 907 (VS30)] with automatic transmission does not correctly specify certain conditions under which the automatic parking function ("Auto-P") operates.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The Operator's Manual describes certain functions which would automatically engage the park position "P" if (1) the driver opens the seat belt buckle of (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, the functionality is not available in the affected Sprinter vehicles. If a customer were to rely on the Auto-P function as described in the Operator's Manual, the possibility of a vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive
Sandy Springs GEORGIA 30328

Country : United States

Chronology :

- In late November 2019, MBUSA reviewed a complaint from a delivery fleet customer in the US market. The complaint indicated that the automatic parking function (Auto-P) was not functioning consistently as described in the Operator's Manual. In December 2019, MBAG launched an investigation to analyze the report from the US market. The investigation included an assessment of the fleet customer's report about the manner in which Auto-P was operating in some of its vehicles compared to the described functionality of the feature in the operating manual. MBAG closely reviewed the specific operating parameters for Auto-P when the driver's seat belt buckle was unlatched or the occupant left the driver's seat. Vehicles which remained at the plant were provided with an updated Owner's Manual supplement and MBAG's assessment continued. MBAG also considered whether by relying on the description of Auto-P conditions in the Owner's Manual, the operator may assume that Auto-P would engage if the vehicle is stopped or moving at a low speed and the driver unbuckles the seatbelt and exits the vehicle, but not through the driver's side door. MBAG reviewed the application of the Auto-P function and understood that it was used primarily in delivery van type vehicles where there was some potential for the driver to rely upon Auto-P in the circumstances described in the Owner's Manual.
- On March 18, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.
- Thor Motor Coach received notification on May 22, 2020 of MBAG's recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will supplement the Operator's Manual with a correct description of the Auto-P function, which is already in the vehicle.
Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the vehicle's New Vehicle Limited Warranty.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.

Identify How/When Recall Condition was Corrected in Production : Revisions to the Owner's Manual were made in December 2019 as part of the introduction of the new model year vehicle.

Recall Schedule :

Description of Recall Schedule : Mercedes-Benz has released their dealer and owner notification letters and Thor Motor Coach will be forwarding their notifications to assist in providing remedy instructions. This recall is being issued to allow owners & dealer to find recall information based upon the final stage manufacturer's name in the event of a search. Mercedes-Benz has issued a recall (2020040019) and their recall will satisfy the regulatory notification requirements for both owners and dealers. Mercedes-Benz will be reporting response rates for their recall and Thor Motor Coach will not be duplicating this reporting.

Planned Dealer Notification Date : JUL 26, 2020 - JUL 26, 2020

Planned Owner Notification Date : JUL 26, 2020 - JUL 26, 2020

* NR - Not Reported