



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 28, 2023

Mr. Bill Nicolle  
Safety and Compliance Officer  
Daimler Coaches North America  
2477 Deerfield Drive  
FORT MILL, SC 29715

NEF-107ES  
23V-893

**Subject:** 120-Volt Passenger Outlets May Detach

Dear Mr. Nicolle:

This letter serves to acknowledge Daimler Coaches North America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/TOURRIDER BUSINESS/2022-2024  
MERCEDES-BENZ/TOURRIDER PREMIUM/2022-2024

**Mfr's Report Date:** December 22, 2023

**NHTSA Campaign Number:** 23V-893

**Components:**

ELECTRICAL SYSTEM  
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER:120/240 VAC ELECTRICAL SYSTEM:RECEPTACLE

**Potential Number of Units Affected:** 66

**Problem Description:**

Daimler Coaches North America (Daimler Coaches) is recalling certain 2022-2024 Tourrider Business and Premium coaches. The 120-Volt passenger outlets may not be secured properly, allowing them to detach.

**Consequence:**

A detached 120-Volt outlet can shock passengers, increasing the risk of injury.

**Remedy:**

Dealers will install a cavity socket and quadruple screw connection, free of charge. Owner notification letters are expected to be mailed February 16, 2024. Owners may contact Daimler Coaches customer service at 1-416-624-3558. Daimler Coaches number for this recall is 54.10T23277A.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

Please add each vehicle model as a separate entry in the Vehicle Information section of the report (49 CFR 573.6 (c)(2)).

**AMENDED 573 REQUIRED.**

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

**AMENDED 573 REQUIRED.**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Daimler Coaches North America's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement