

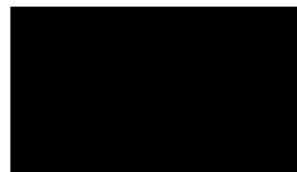
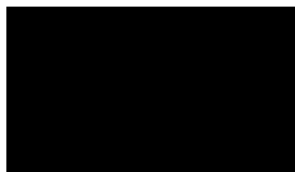
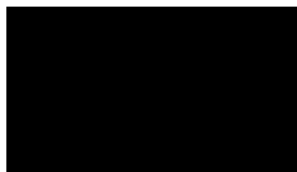
Daimler Coaches North America

February 13, 2024



IMPORTANT SAFETY RECALL

This notice applies to your vehicle:



SUBJECT: SAFETY RECALL OF 2022~2024 MB TOURRIDER COACHES

Ref.: **NHTSA recall reference # 23V-893**
DCNA Bulletin # TI 54.10T23277A

Dear Tourrider Owner,

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

Daimler Buses GmbH (the manufacturer of your Tourrider coach) has decided that a defect which relates to motor vehicle safety exists in certain 2022~2024 MB Tourrider Premium and Business class vehicles. Daimler Buses therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

The passengers 120 volt outlet could detach from the coach interior side wall and could possibly result in an electric shock increasing the risk of injury.

To remedy the issue, Daimler Coaches North America (DCNA) will secure the 120 volt socket with an additional cavity socket and quadruple screw connection free of charge.

Details are outlined in the repair procedure number **TI 54.10T23277A** . Please allow for up to two (2) hours to schedule and complete the repair.

Please contact DCNA Customer Service Line at 1-800-206-9728 or your local Daimler Coaches Technical Support.

https://www.mercedes-benz-bus.com/en_US/sales-advice/consulting-contact/support-and-services.html



DCNA strongly urges you to perform the recall inspection work on your vehicle(s) as soon as possible.

After contacting DCNA Customer Service, if you are still unable to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint to:

For US customers:

You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

If you are no longer the vehicle owner, or have had a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement via the DCNA warranty system. Please see the reverse side of this notice for details.

We apologize for any inconvenience this situation may cause you.

Sincerely

Daimler Coaches North America

Warranty Department

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

SCRAPPED

STOLEN

OTHER _____

SOLD _____ **I HAVE SOLD THE VEHICLE TO:**

MY NEW ADDRESS IS:

NAME _____

STREET _____

APT. _____

CITY _____

STATE _____

ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****

DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

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 Setra dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).

Daimler Buses

Technical information

TI No.: 54.10T23277A

Distribution list: D

Distribution date: 26.01.2024

Valid until: 31.12.2044

The point of contact is the Daimler Buses after-sales service in each country

Model: Tourrider

MODEL DESIGNATION (BM): 410840; 410850

TITLE: 120 V socket in the sidewall loose

COMPLAINT

120 V socket in the sidewall loose.

CAUSE

The cause is unknown.

REMEDY

Retrofit a cavity wall backbox for the 120 V socket.

MEASURE TYPE

The scope of the work is carried out as part of a safety recall (RC).

OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
12-1904	Retrofit cavity wall backbox for 120 V socket	ZM (time prescribed by team manager)	Per 120 V socket

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.:	Designation
5491362	

CODEWORD

5410T23277

INTRODUCTION OF MODIFICATIONS INTO SERIES PRODUCTION
16.02.2024

WARRANTY AND GOODWILL SETTLEMENTS

Field measure type RC: 100 % of costs will be accepted.

DB/MCC	DB/MCC-O
pp.	pp.
Markus Fischer	Philipp Funken

Attachments

- →: Retrofitting a cavity wall backbox for the 120 V socket

This document may contain confidential information. For information only. Subject to ongoing Distribution outside the production plant's distribution technical development. Not subject to the list is not permitted. amendment service.

DAIMLER TRUCK

Daimler Buses

TI54.10T23277A Steckdose 120V in der Seitenwand lose

Installing Outlet Boxes to Side Walls



OMNIplus

BUSSTORE

Before Beginning Work



Warning

Risk of fatal injury. Danger from touching live components with AC voltage higher than 30 V. Current-carrying parts fitted in the vehicle have voltages of 120v. Touching current-carrying parts with an AC voltage higher than 30 V can result in burns, ventricular fibrillation or cardiac arrest caused by electric shock. The consequences of an electric shock may not become apparent until a few minutes afterwards. For this reason, it is always necessary to seek medical attention.



Persons with electronic implants (e.g. pacemakers) are not permitted to work on current-carrying components having an AC voltage higher than 30 V.



Exposed lines and components of the current-carrying system having an alternating voltage greater than 30 V must not be touched under any circumstances.



Before work is carried out on current-carrying components of the 120 V system, e.g. disconnection and reconnection, exchange, connection of test equipment, the workshop switch must be switched off and the system proven dead.

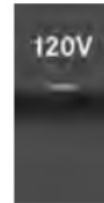


Only specially trained and qualified technicians are permitted to carry out maintenance and repair work.

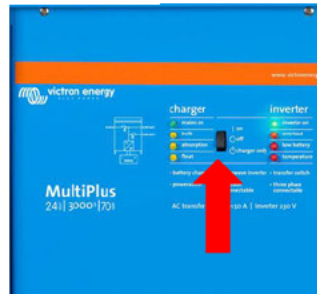
Before Beginning Work

1. Check that 120 V switch at driver area is in the off, downward, position
2. Set the power switch on the Victron inverter to the off, center, position
3. Verify using a meter set to AC, that the 120v outlets have no power coming to them before dismantling the outlet.

1.



2.



3.



Materials needed.



Flanged shallow mount single gang box. Home Depot part number 005885657



#6-32x1in Machine Screw. 2 per outlet



Sharp point lath screws. 4 per outlet. Home Depot part #21500



Masking tape

Required Tools



Oscillating Tool



Phillips and flat head screw drivers



Side cutting pliers

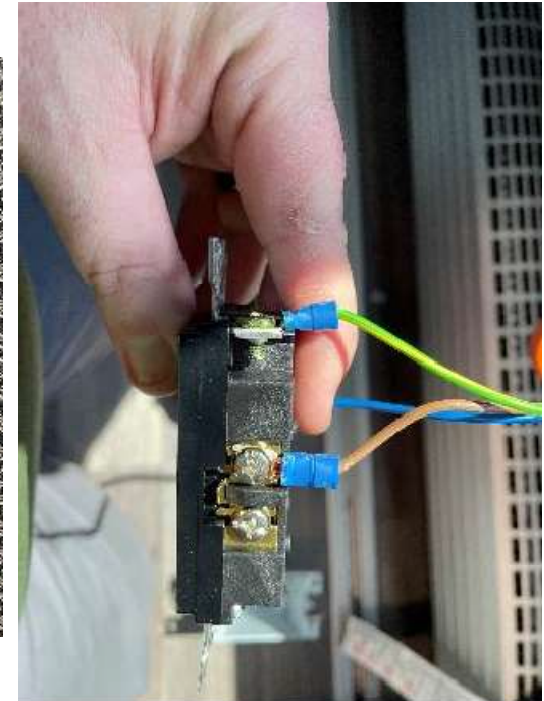
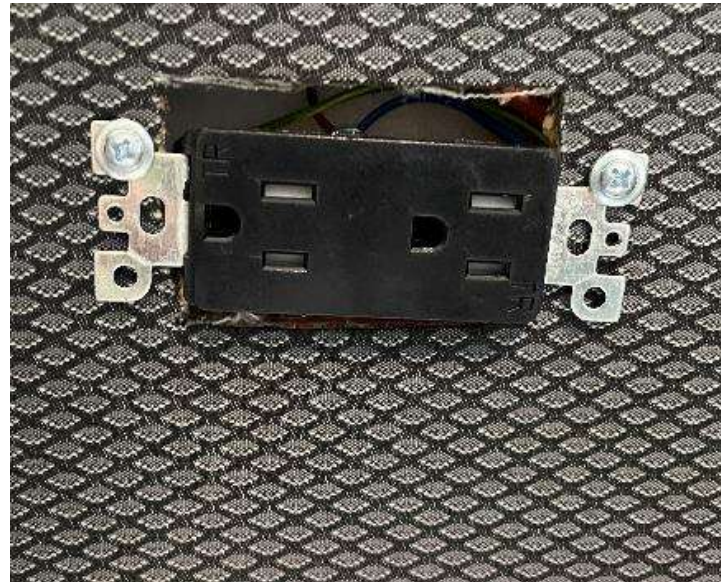


Optional- Screw gun

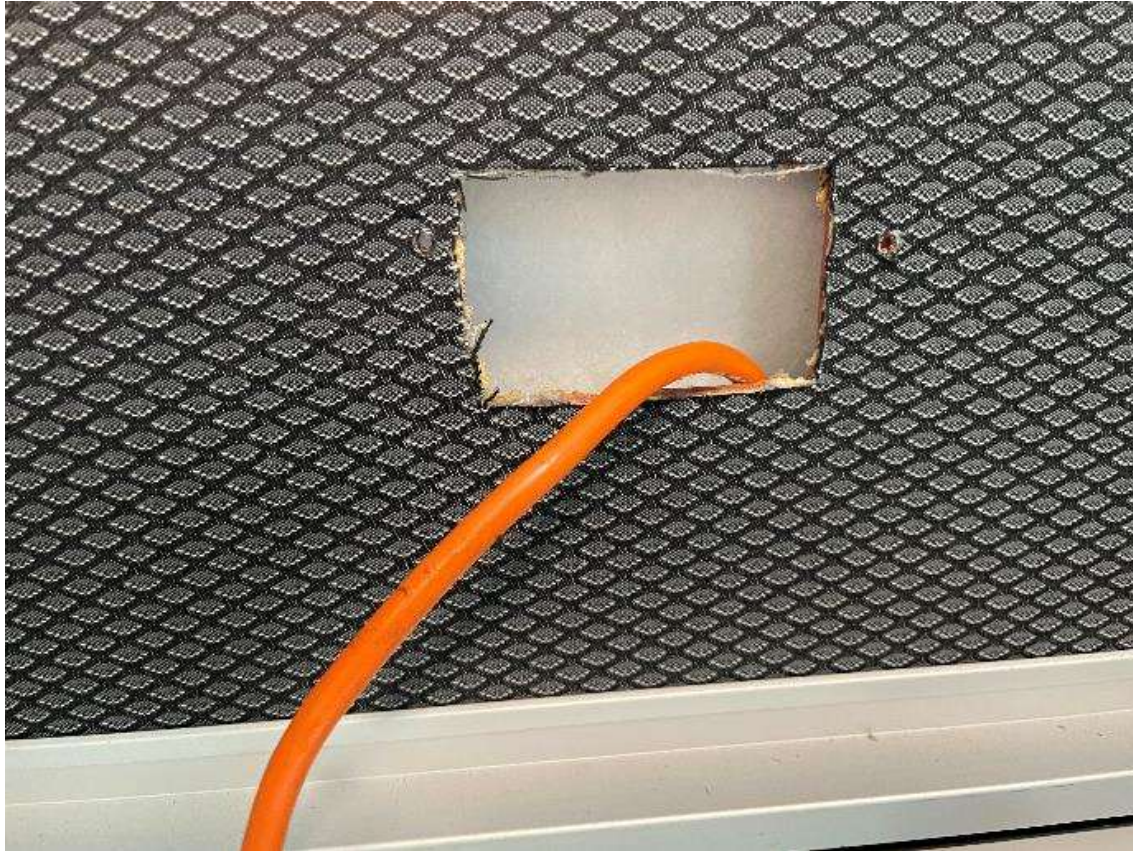


Utility Knife

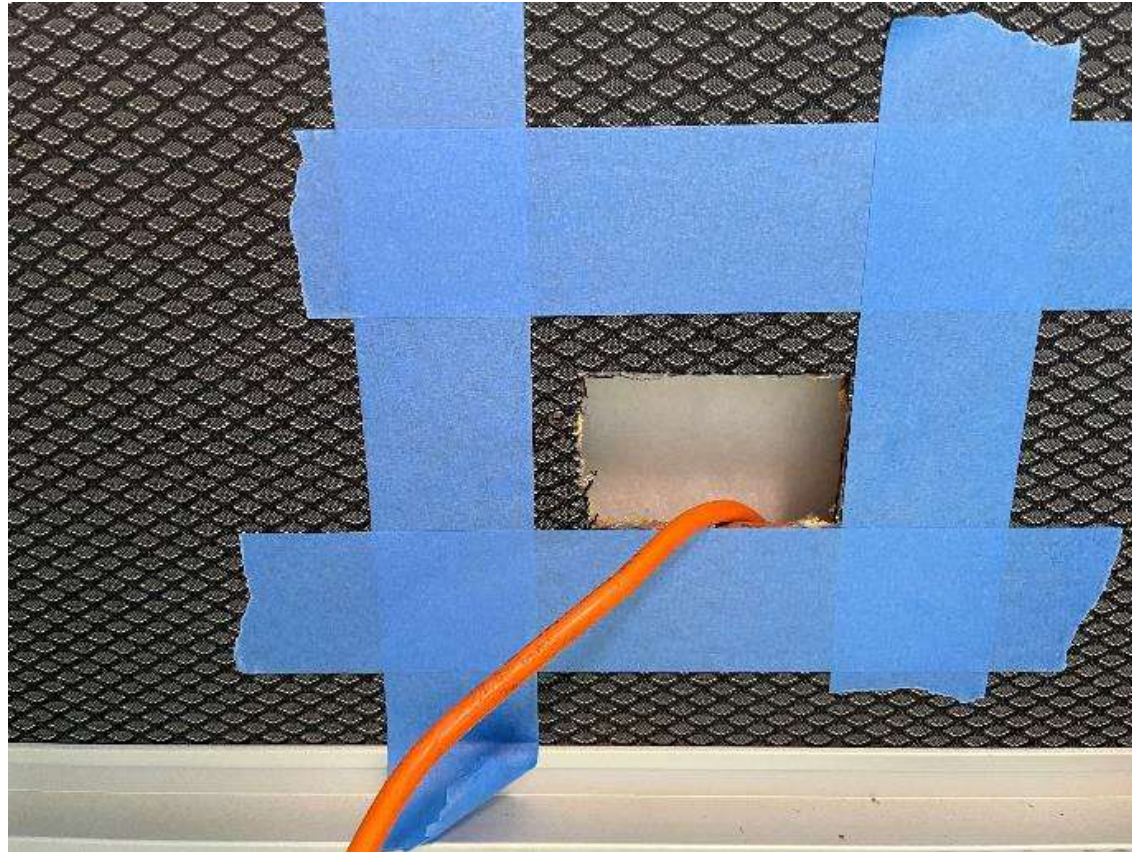
Remove the wall plate then remove the outlet from the wall. Note the position of the wires on the outlet and remove the wires.



Before measuring for the cut locations, verify there are no obstructions behind the wall. For example wires or frame sections



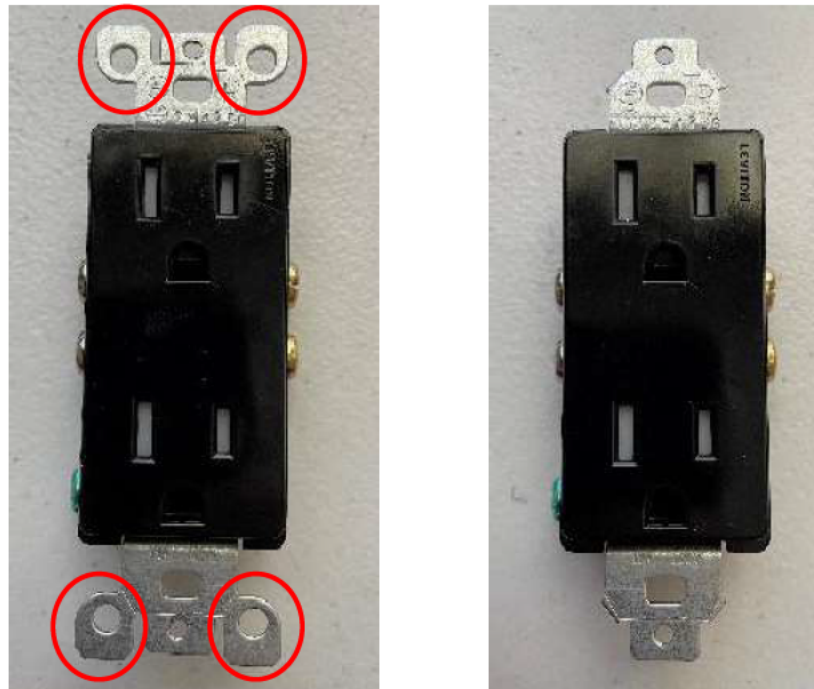
Measure to enlarge existing hole to 2 3/8 X 3 9/16 inch. Mark the cut lines with tape to minimize fabric damage. Using an oscillating tool, carefully enlarge the cut out to the new size.



Remove knock out plug on outlet box



Using a pair of side cutters, remove the four tabs from each corner of the outlet.



Insert the 110v wires into the box through the knock out hole. Test the fit of the box in the wall. Make adjustments as needed. Mount the box to the wall using 4 #8x1/2 inch sharp point screws. Install the outlet to the box using #6-32 machine screws.



Install the wall plate using the original screws then test the function of the outlet.

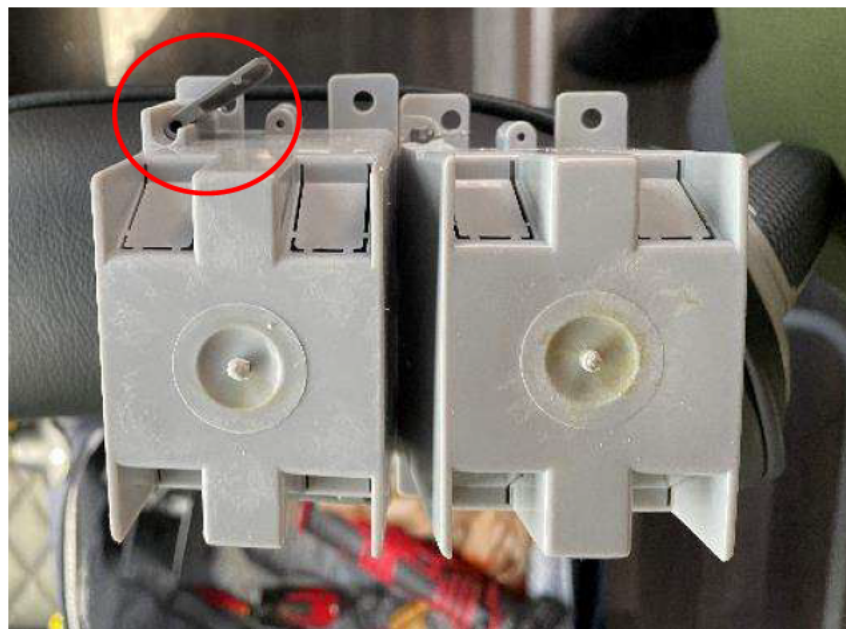


If GFCI outlet is found mounted into the wall, you will need to install a deeper box. The box will need to be modified to fit the cut out.



Single gang old work box Home Depot
part number 1005894236

Use oscillating tool to remove drywall tab on each end of box. Make sure to cut flush to the box.



Notch the side wall to accept the outlet mounting tabs. This can be done with a utility knife. Continue to assemble the box and outlet as in the previous steps.

