



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 27, 2024

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

NEF-107HG  
24V-141

**Subject:** Outer Barrier May Deploy Unexpectedly/FMVSS 403

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:** February 23, 2024

**NHTSA Campaign Number:** 24V-141

**Components:**

EQUIPMENT ADAPTIVE/MOBILITY

**Potential Number of Units Affected:** 77

**Problem Description:**

Daimler Coaches North America (Daimler Coaches) is recalling certain 2022-2024 Mercedes Benz Tourrider Business and Mercedes Benz Tourrider Premium vehicles equipped with BraunAbility wheelchair lifts. The outer barrier may deploy unexpectedly. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 403, "Platform Lift Systems."

**Consequence:**

Unexpected outer barrier deployment may result in the platform not securely retaining the wheelchair, increasing the risk of injury to lift occupants.

**Remedy:**

Dealers will relocate the ground sensing pressure switch, free of charge. Owner notification letters are expected to be mailed April 19, 2024. Owners may contact Daimler Coaches customer service at 1-416-624-3558. Daimler Coaches number for this recall is TI 86.10T24282A.

**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).



We have received Daimler Coaches' proposed owner notification letter, and they are currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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 Hensly Guerra who may be reached by email at [hensly.guerra1@dot.gov](mailto:hensly.guerra1@dot.gov). We look forward to working with you.

Sincerely,



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