



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 1, 2024

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

NEF-107HG
24V-151

Subject: Roof Hatch Handle May Break/FMVSS 217

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 26, 2024

NHTSA Campaign Number: 24V-151

Components:

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT:LATCHING/RELEASE SYSTEM

Potential Number of Units Affected: 117

Problem Description:

Daimler Coaches North America (Daimler Coaches) is recalling certain 2022-2024 Mercedes Benz Tourrider Business and Tourrider Premium vehicles. The roof hatch handle may break. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

A broken handle could prevent or delay occupants from exiting the vehicle during an emergency, increasing the risk of injury.

Remedy:

Dealers will replace the handle, 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 83.10T24281A.

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.



Please ensure the following requirements are met:

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.

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.

We have received Daimler Coaches' proposed owner notification letter and it is 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. We look forward to working with you.

Sincerely,



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