

Part 573 Safety Recall Report

24V-151

Manufacturer Name : Daimler Coaches North America**Submission Date :** MAR 05, 2024**NHTSA Recall No. :** 24V-151**Manufacturer Recall No. :** 83.10T24281A**Manufacturer Information :**

Manufacturer Name : Daimler Coaches North America

Address : 2477 Deerfield Drive

Fort Mill SC 29715

Company phone : 800-206-9728

Population :

Number of potentially involved : 117

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Mercedes Benz Tourrider Business

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

Production Dates : MAY 03, 2021 - MAR 31, 2023

VIN Range 1 : Begin : WEBS404H0N3286453 End : WEBS404H0R3294414 Not sequential

Vehicle 2 : 2022-2024 Mercedes Benz Tourrider Premium

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the problem.

Production Dates : JUN 01, 2021 - DEC 31, 2023

VIN Range 1 : Begin : WEBS504HXN3288174 End : WEBS50AH0R3401155 Not sequential**Description of Defect :**

Description of the Defect : The lever of the roof hatch itself or the internal latch of the release mechanism can break when activated. Also the lever may not reengage, which will cause it not to return to its original position. If forced into place and the lever breaks the roof hatch can no longer be opened from the inside.

FMVSS 1 : NR

FMVSS 2 : 217 - Bus emergency exits and window retention and release

Description of the Safety Risk : If the roof hatch can not be opened from the inside in the event of an accident,

Description of the Safety Risk : passengers will be delayed from evacuating the vehicle, causing an increased risk of injury.

Description of the Cause : Faulty release mechanism.

Identification of Any Warning that can Occur : A close pre-trip inspection of the functionality of the roof hatch lever must be performed by the driver before every journey otherwise there is no advanced warning.

Involved Components :

Component Name 1 : Scope of delivery of emergency hatch

Component Description : Roof Latch

Component Part Number : A410 830 13 42

Supplier Identification :

Component Manufacturer

Name : Teknik Makina

Address : Pelitli Ma. Sok. No 15
Kocaely Foreign States 41480

Country : Turkey

Chronology :

September 2023: Defect detection by Daimler Coaches North America internal personnel;

October 2023-February 2024: Internal analysis at Daimler Buses to determine the cause and the remedy;

February 21, 2024: Daimler Buses GmbH determined a safety defect existed in certain Mercedes-Benz Tourrider Business and Premium coaches.

Description of Remedy :

Description of Remedy Program : The roof hatch operating lever will be replaced with an optimized mechanism. If any Tourrider operator/owner has already paid to remedy this issue, reimbursement will be available through the DCNA warranty system as outlined in the customer notification letter.

How Remedy Component Differs from Recalled Component : Reinforcements on the operating lever.

Identify How/When Recall Condition was Corrected in Production : Production countermeasure date still to be determined at next production run.

Recall Schedule :

Description of Recall Schedule : Daimler Coaches North America (DCNA does not operate via a traditional "dealer" network. Dates noted are to satisfy the recall portal. Noted dates (or before) are when DCNA customers/fleet operators will be notified of affected vehicles in their fleet(s).

Planned Dealer Notification Date : APR 19, 2024 - APR 19, 2024

Planned Owner Notification Date : APR 19, 2024 - APR 19, 2024

* NR - Not Reported