

Part 573 Safety Recall Report

24V-151

Manufacturer Name : Daimler Coaches North America

Submission Date : APR 10, 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 : 111

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 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 : AUG 01, 2022 - DEC 31, 2023

VIN Range 1 : Begin : WEBS404h3P3291102 **End :** WEBS40AH9R3400766 ☒ Not sequential

Vehicle 2 : 2023-2024 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 : AUG 01, 2022 - DEC 31, 2023

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, there is an increased risk in the event of an accident that passengers will be delayed from evacuating

the vehicle.
Description of the Cause : Faulty release mechanism.
Identification of Any Warning that can Occur : Not applicable.

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 customer complaints;
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 throuth 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