

Daimler Coaches North America

March, 26 2024

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s):

SUBJECT: SAFETY RECALL OF 2022~2024 Mercedes Benz TOURRIDER COACHES

Ref.: **NHTSA recall reference #: 24V-141**
Braun recall reference #: 24E-017
DCNA Bulletin # TI 86.10T24282A

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 Braun wheelchair platform lift installed in your vehicle(s) may exhibit premature outer barrier (OB) deployment. The outer barrier (OB) is used to protect the wheelchair and occupant from rolling away unintentionally during transport out of the vehicle. A possible unintended rollaway without the outer barrier (OB) retention deployed, could possibly increase the risk of injury to a wheelchair occupant.

To remedy the issue, Daimler Coaches North America (DCNA) will relocate the ground sensing pressure switch from 'after' the cylinder flow control valve, to 'before' the cylinder flow valve. free of charge.

Details are outlined in the repair procedure number **TI 86.10T24282A** . 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).

Technical information

Daimler Buses

TI No.: 86.10T24282A

Distribution list: D

Distribution date:

11.03.2024

Valid until: 31.12.2044

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

Model: Tourrider USA

MODEL DESIGNATION 410840; 410850

(BM):

TITLE: Tourrider USA - Override flap of lift opens before end position

COMPLAINT

The outer override flap of the lift drops too soon.

CAUSE

The pressure sensor in the lift's hydraulic system is positioned incorrectly.

REMEDY

Convert the pressure sensor in accordance with the instructions attached.

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
12-1989	Convert pressure sensor in lift hydraulic system	1.0	

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.:	Designation
8691074	

CODEWORD

8610T24282

INTRODUCTION FROM VIN



WARRANTY AND GOODWILL SETTLEMENTS

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

DB/MCC

pp.

Markus Fischer

DB/MCC-O

pp.

Philipp Funken

Attachments

- →: [Conversion instructions](#)

This document may contain confidential information. Distribution outside the production plant's distribution list is not permitted.

For information only. Subject to ongoing technical development. Not subject to the amendment service.

Recall Notice Service Bulletin 407587 Rev. A

February 2024



631 West 11th Street • P.O. Box 310 • Winamac, IN 46996

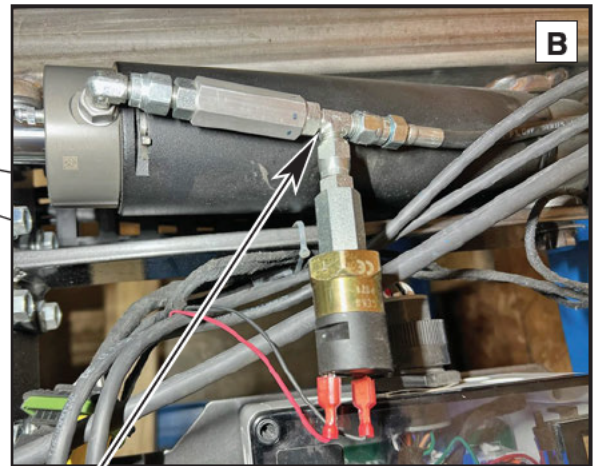
(574) 946-4139 • 1-800-THE-LIFT • www.braunability.com

Applicable for NULC65S32X60I
NHTSA Recall No.: TBA
Read Instructions Before Beginning

Labor Time
Inspection: 1/2 Hour
Inspection and Tee Fitting Relocate: 1 Hour

Warranty Topic
TBA

Pressure Switch Location Inspection



1. If lift is installed in a bus, position lift at stow level, partially deployed, leaving the pressure switch accessible through the center aisle of the bus.

Tee Fitting

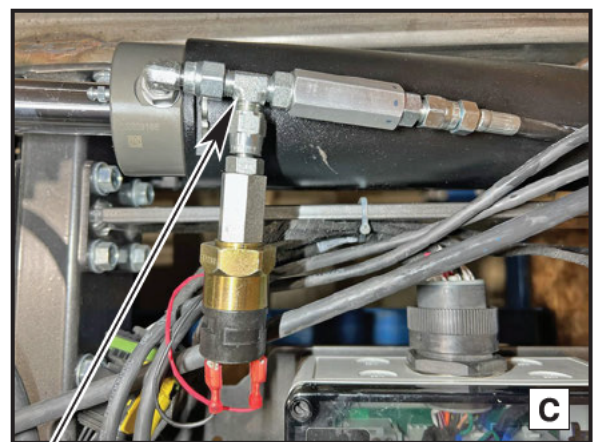
Current Configuration

2. Inspect location of pressure switch tee fitting. See Photos A through C.

3. If tee fitting is at location shown in Photo C, no further action is required.
If tee fitting is at location shown in Photo B, the pressure switch relocation procedure must be performed.

If performing procedure with lift in a bus, proceed to page 2.

If performing procedure with lift on a shipping crate, proceed to page 4.

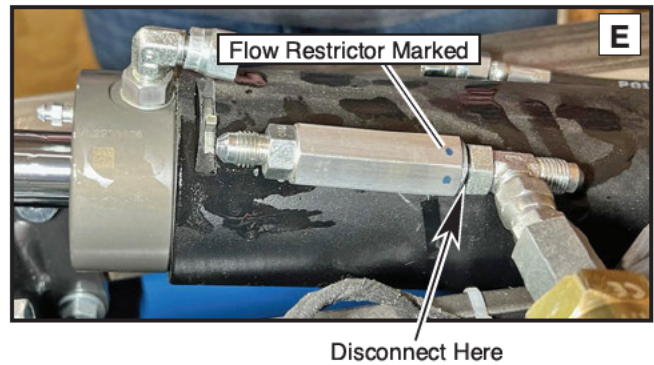
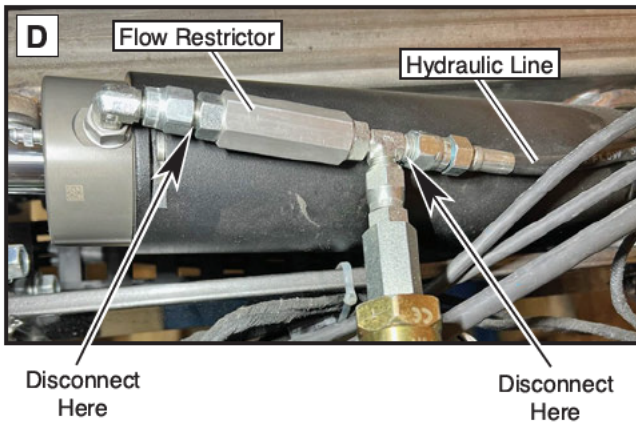


Tee Fitting

New Configuration

Pressure Switch Relocation Instructions 407587 Rev. A

Pressure Switch Relocation With Lift in Bus



4. Open manual relief valve.

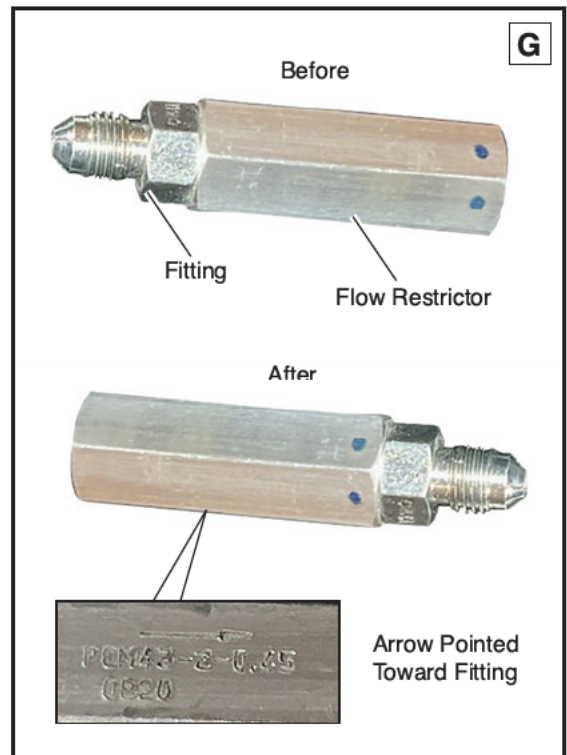
5. Remove power from lift by disconnecting the 2-pin high power connector in the carriage.

6. Unlock the chain release.

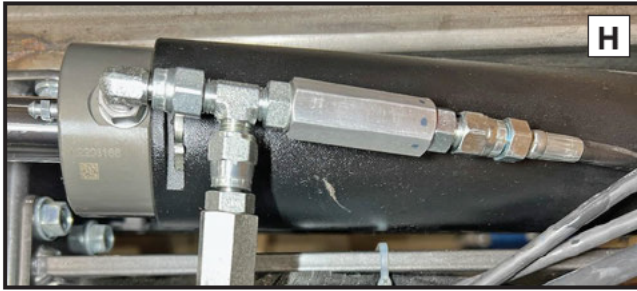
7. Disconnect hydraulic line and flow restrictor as shown. Mark the flow restrictor with a marker. See Photos D and E.

8. Disconnect flow restrictor at location indicated in Photo E and connect pressure switch to cylinder as shown in Photo F. Tighten to snug.

9. Remove fitting from flow restrictor and connect to opposite end of flow restrictor. Tighten to snug. Ensure flow restrictor is oriented in the correct direction. Arrow must be pointing toward the fitting and the marks put on flow restrictor in Step 7. See Photo G.



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10. Connect flow restrictor to tee connector and connect hydraulic hose to flow restrictor. Tighten to snug. See Photo H.

11. Close manual relief valve.

12. Reconnect 2-pin high power connector.

13. Lock chain release.

14. Lower lift to ground level.

15. Operate lift through several cycles. If barrier deploys too early/late, adjust ground sense pressure switch, detailed at right.

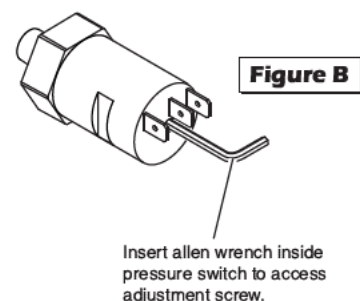
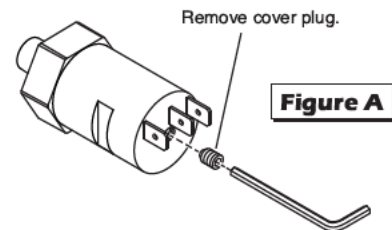
16. Adjust Pressure Switch. A 1/16" Allen wrench will be needed.

- Remove the adjustment screw cover and turn the adjustment screw in all the way clockwise.
- Turn adjustment screw 5 complete revolutions counterclockwise.
- Cycle lift from floor to ground to ensure the out board barrier does not open until the platform is on the ground.

Ground Sense Pressure Switch: The Stow pressure switch is factory set and should not need adjustment. However, adjustment may be necessary if the actuator does not automatically lower the outer barrier once the platform is at ground level.

To reset the pressure switch:

1. Verify outer barrier actuator functionality before adjusting the platform fold pressure.
2. Using hand pendant, platform to ground level.
3. Remove the cover plug on pressure switch with 2 mm Allen wrench as shown in Figure A
4. Insert 2 mm Allen into pressure switch to access the pressure adjustment screw inside. See Figure B.
5. Press and hold Down hand pendant switch and turn adjustment screw counterclockwise until actuator fully lowers the outer barrier.
6. Using hand pendant, raise platform and then lower back to ground level. Verify outer barrier deployment occurs after platform contacts the ground.
7. Replace cover plug on pressure switch.



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Procedure With Lift on Shipping Skid

1. Open manual relief valve.
2. Perform Steps 7 through 11 in *Pressure Switch Relocation With Lift in Bus* section.
3. Lower lift to the ground upon installation in a bus.