

**Warranty/Daimler Coaches North America**

2477 Deerfield Dr.  
Fort Mill, SC 29715

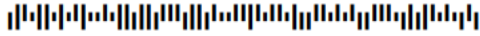
ADDRESS SERVICE REQUESTED

1\*\*1\*\*2\*\*\*\*\*SINGLE-PIECE 98661  
24V15110V33

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



**Safety Recall Notice**

# Daimler Coaches North America

April 2, 2024

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██████████  
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## IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s):

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**SUBJECT: SAFETY RECALL OF 2022~2024 MB TOURRIDER COACHES**

Ref.: **NHTSA recall reference #: 24V-151**  
**DCNA Bulletin # TI 83.10T24281A**

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 certain 2022~2024 MB Tourrider Premium and Business class vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release." Daimler Buses therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

The roof hatch in the rear area of the vehicle is mandatory in the US, as per FMVSS 217, as an emergency exit as there is no door in the rear of the vehicle. It has been determined that the lever of the roof hatch or the internal latch of the release mechanism can break when actuated. In addition, the latch may not re-engage when the lever is actuated. If forced back into place, the bolt and/or lever could break. In all of the described scenarios, the roof hatch can no longer be opened from the inside.

The functionality of the roof hatch must be checked by the driver before every journey. However, the problem may not always be recognizable. Therefore, an increased risk of injury to passengers in the event of an accident due to the delayed evacuation, cannot be completely ruled out.

To remedy the issue, Daimler Coaches North America (DCNA) will replace the roof hatch operating lever with an optimized mechanism, free of charge.

Details are outlined in the repair procedure number **TI 83.10T24281A**. 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](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.: 83.10T24281A**

**Distribution list: D**

**Distribution date:**

**04.03.2024**

**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 - Replacing the operating levers of the emergency exit hatches**

## COMPLAINT

The operating levers of the emergency exit hatches could break.

## CAUSE

Inadequate material strength of the operating levers.

## REMEDY

Fit an optimised version of the operating levers.

## MEASURE TYPE

The scope of the work is carried out as part of a safety recall (RC).



The quantity of operating levers to be replaced with new ones (quantity of emergency exit hatches) depends on the design of the vehicle roof.

Vehicles with glass roof (option code DG01) have 1 emergency exit hatch. All other vehicles have 2 emergency exit hatches.

The necessary quantity of operating levers is bus-specific and can be found in the attached Excel-Tool.

## DEFECT PART HANDLING

**PDI-Center Jacksonville:** Take removed parts to quarantine storage.

**All other workshops:** Scrap removed parts.

## REPLACEMENT PARTS REQUIRED

Quantity	Designation	Number	Comment
	Air flap closure (operating lever)	A 000 830 13 27	Necessary quantity is bus-specific - refer to attached Excel-Tool

## OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
12-1973	Replace operating lever of emergency exit hatch with a new one	0.3	
12-1974	Replace an additional operating lever of emergency exit hatch with a new one (one operating lever replaced)	0.2	Associated work for 12-1973

The times apply for work at an hourly rate.

## DEFECT NUMBER

Defect no.:	Designation
8390077	

## CODEWORD

8310T24281

## INTRODUCTION OF MODIFICATIONS INTO SERIES PRODUCTION

28.02.2024

## WARRANTY AND GOODWILL SETTLEMENTS

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

DB/MCC	DB/MCC-O
pp.	pp.
Markus Fischer	Philipp Funken

## Attachments

- : Bus-specific parts list (quantity of operating levers)

## Procedure



### Warning

**Risk of entrapment and crushing.** Danger to hands, arms and legs during all work on doors, flaps, covers and roof hatches.

[Details...](#)



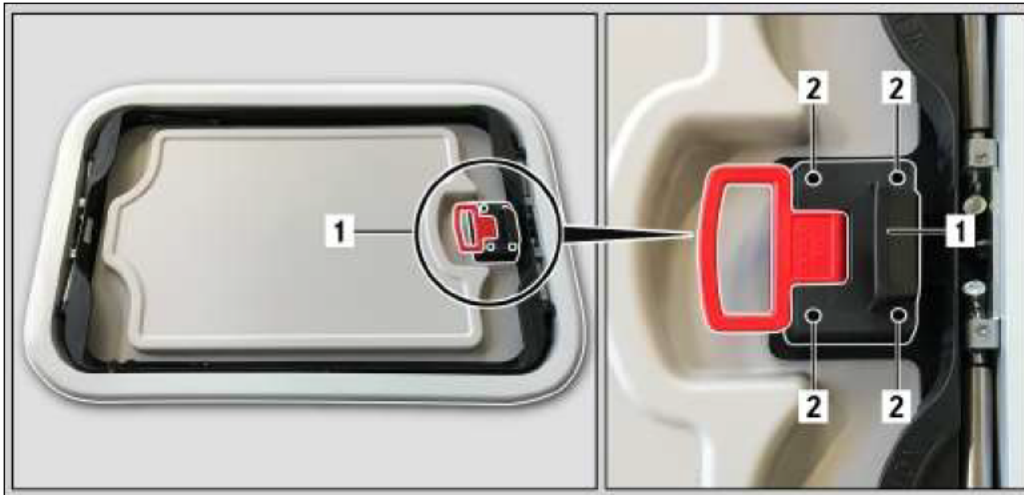
### Warning

**Risk of entrapment and crushing.** Reaching in between mechanically operated parts may result in serious injuries due to the severing or crushing of body parts.

[Details...](#)

### Procedure

#### Replacing the operating lever



M83.10-A019-80

1. Remove screws **(2)**.
2. Remove operating lever **(1)**.
3. Fit the new operating lever and fasten in place.

#### Reference values

2 Nm

#### Carry out a function test

4. Open and close the emergency exit hatch 2-3 times to ensure trouble-free operation.

#### Finishing tasks

- [Updating vehicle documentation in the "VeDoc" system and updating bus-specific electrical data](#)

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.

## Updating vehicle documentation in the "VeDoc" system and updating bus-specific electrical data

- [Updating vehicle documentation in the "VeDoc" system](#)
- [Updating bus-specific electrical data](#)

## Updating vehicle documentation in the "VeDoc" system

1. The vehicle documentation in the "VeDoc" system must be updated in the event of conversions, retrofits or assembly replacements. This is an essential means of ensuring that the correct replacement parts and the current build status of the bus can be determined as part of subsequent maintenance and repair work.
2. Conversions: Existing components in the vehicle are replaced by new components with a new part number.
3. Retrofits: Additional components are fitted in or to the vehicle.
4. Assembly replacement: Where complete assemblies (engine, axles, etc.) are replaced. The system must be updated with the new engine number, axle number, etc.
5. "VeDoc" documents the build status of each individual bus and assembly, initially relating to the condition of the bus as delivered from the factory. After delivery of a bus, the data from "VeDoc" are available to the entire service organisation. Since the build status changes as a result of conversions, repairs (e.g. assembly replacement) and retrofits during the life cycle of the bus, all changes to the build status must be documented as they are completed.
6. All changes are recorded by the system to make it possible to view the change itself as well as the contents of historical data. In addition, all changes to the build status are automatically transferred to the "BusParts Catalog" system so that replacement parts can continue to be assigned correctly.
7. For any modifications to assemblies, components or optional equipment (SA codes), it will be necessary to obtain authorisation to make changes in the "VeDoc" system.

### **Note**

Requests for authorisation to make changes in the "VeDoc" system will be considered only if you have successfully completed a special training module. You will find the relevant Vedoc training modules online at: <http://www.omniplus.de/trainings>

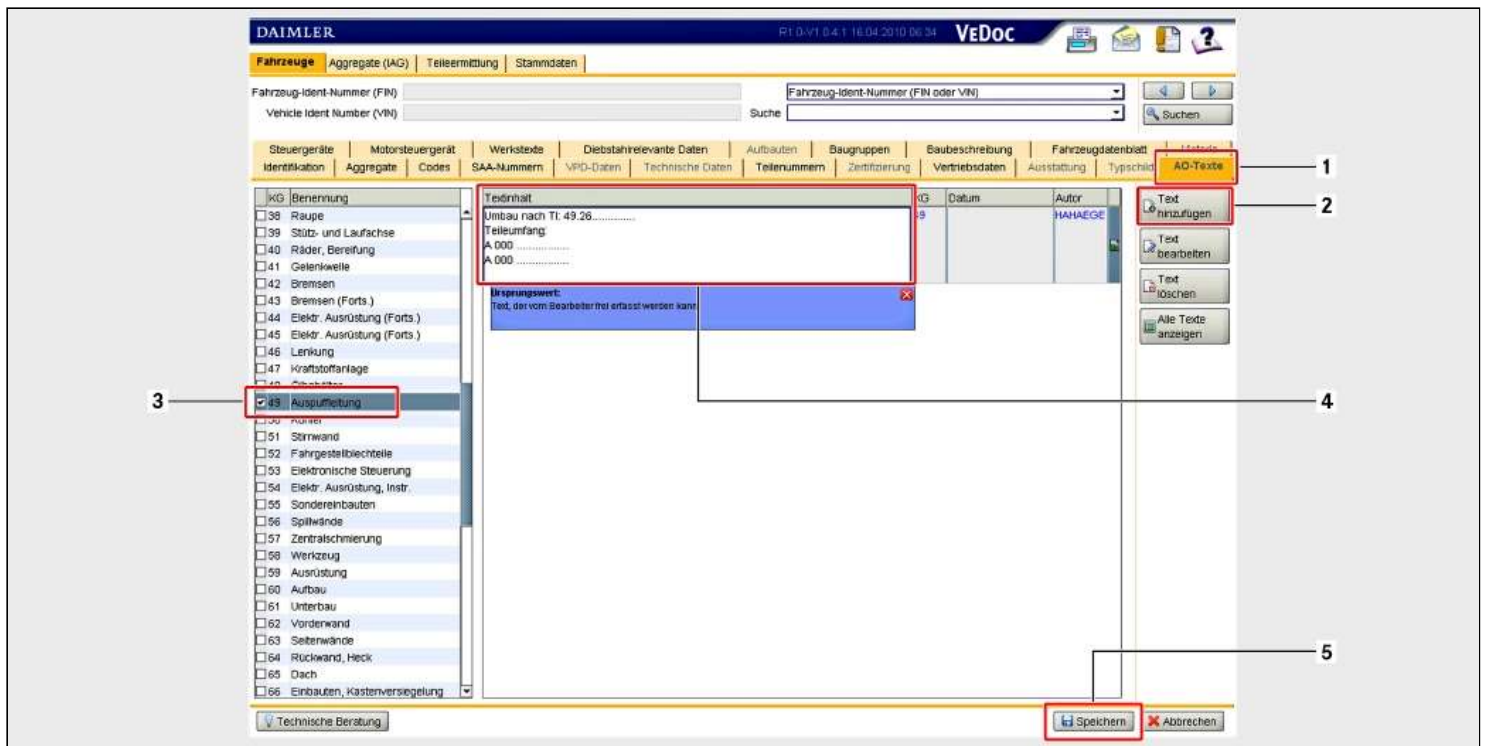
8. With any change to the build status (e.g. replacement or retrofitting of a component with a new "A" item number), the changes must be stored in the "VeDoc" system on the "AO-Texte" (FO texts) tab.

### **Note**

Any "VeDoc User" can record changes on the "AO-Texte" (FO texts) tab. No special authorisation or training is required to do this.

9. Example of changes made in the "VeDoc" system following completion of a TI measure:





M00.00-0598-79

10. 1. In the "VeDoc" system, select "AO-Texte" (FO texts) tab **(1)**.
11. 2. Select "Text hinzufügen" (Add text) button **(2)**.
12. 3. Select the design group **(3)** for which the change notification should be displayed.
 

**i Note**

More than one design group can be selected at once, if necessary.
13. 4. Enter the following information in free text field **(4)**:
14. => Conversion/retrofit as per TI: 49.26..... (complete TI number)
15. => Parts: A 000..... (all part numbers fitted as part of the conversion/retrofit).
16. 5. Select "Speichern" (Save) button **(5)**.
17. This information will now be displayed to the user in a dialogue window when querying parts in the "BusParts Catalog" system.

## Updating bus-specific electrical data

1. The bus-specific electrical data must be updated in the event of conversions or retrofits involving the electrical system. This is an essential means of ensuring that the correct wiring diagram and the current software status of the bus can be determined as part of subsequent maintenance and repair work.