

Daimler Coaches North America

May 12, 2025

1**1**1*****SINGLE-PIECE 98661
V25V144028V047

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



[Redacted]



IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s):

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

SUBJECT: SAFETY RECALL OF 2022~2025 MB TOURRIDER COACHES

Ref.: NHTSA recall reference # **25V-TBD**
DCNA Bulletin # **TI 91.10T25237A**

Dear Tourrider Owner,

This notice is sent to you in accordance with the U.S. National Traffic and Motor Vehicle Safety Act.

Daimler Buses GmbH (the manufacturer of your Tourrider coach) has decided that certain 2022~2025 MB Tourrider Premium and Business class vehicles fail to conform to Federal Motor Vehicle Safety Standards (FMVSS) 207, "Seating Systems," and 210, "Seat Belt Assembly Anchorages." Daimler Buses therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

FMVSS (Federal Motor Vehicle Safety Standards) 207 and 210 regulate the requirements for seating systems and their installation. It has been determined that the fixate stop bracket on the backrest of the driver's seat may not be installed. The relevant tensile force on the backrest in the direction of travel is defined as 13,345 in accordance with FMVSS 210 paragraph S5.2. The fixate stop bracket provides an additional hard end stop to the driver's seat back frame to meet these requirements.

Without the installation of the fixate stop bracket, in the event of a vehicle collision, the gearing of the backrest adjustment could break and the backrest could fold forwards, which could result in the risk of a crash and therefore possible injury to the driver and other passengers and vehicles.

To remedy the issue, Daimler Coaches North America (DCNA) will retrofit the fixate stop bracket on the driver's seat, free of charge.

Details are outlined in the repair procedure number **TI 91.10T25237A**. 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/service/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: 1-888-275-9171), 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, affix a stamp, and drop in any mailbox. If possible, please provide the name and address of the present owner so we may contact them.

- Scrapped
- Stolen
- Other _____
- I have sold the vehicle to:
OR
- My new address is:

Name _____

Street _____ Apt. _____

City _____ ST _____ 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.: 91.10T25327A

Distribution list: D

Distribution date:

24.04.2025

Valid until: 31.12.2045

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 – stop (fixate stop) not mounted on backrest of ISRI driver’s seat

COMPLAINT

The prescribed stop is not mounted on the backrest of the ISRI driver’s seat.

CAUSE

Assembly error in a limited production period at production site in Turkey.

REMEDY

Check whether the stop (fixate stop) is installed and retrofit if necessary.

MEASURE TYPE

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

REPLACEMENT PARTS REQUIRED

Quantity	Designation	Number	Comment
1	ZB locking device (fixate stop)	A 045 910 00 61	

OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
12-2541	Check stop on driver’s seat	0.1	
12-2542	Install stop on driver's seat (after check)	0.2	Link to 12-2541

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.: **Designation**

9190174

CODEWORD

9110T25327

INTRODUCTION OF MODIFICATIONS INTO SERIES PRODUCTION

25.01.2025

WARRANTY AND GOODWILL SETTLEMENTS

RC field measure type: 100% of costs will be assumed.

BUS/MAC-C

pp.

Markus Fischer

BUS/MCC-O

pp.

Sabine Stephan

Attachments

- →: [Installation 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.

DAIMLER TRUCK

Daimler Buses

91.10T25327A - Coach, ~~Fixate-Stop~~ stop not installed on backrest of ISRI driver's seat delivery package
Recall



OMNIPLUS

BUSSTORE

Retrofit solution for recall

Fixate-Stop stop not installed on backrest of ISRI driver's seat delivery package

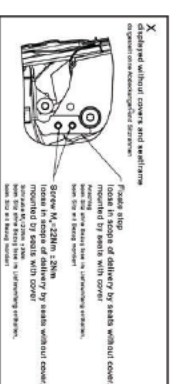
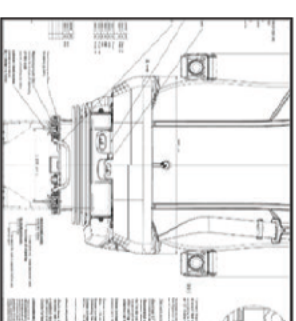
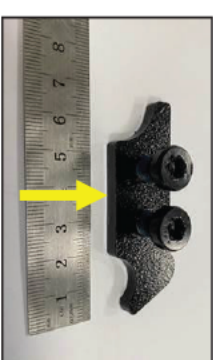
RETROFITTING



Torque: 22 NM ± 2Nm



Pay attention to the correct orientation of the component!



Warranty/Daimler Coaches North America

2477 Deerfield Dr.

Fort Mill, SC 29715

ADDRESS SERVICE REQUESTED

Safety Recall Notice

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U.S. Department of
Transportation

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www.nhtsa.gov



PLACE
STAMP
HERE

DAIMLER COACHES NORTH AMERICA
2477 DEERFIELD DR
FORT MILL SC 29715-6942



Decoded IMb : 0070390109637200000029715694277

Mailpiece Size : (#9) 3-7/8x8-7/8 Letter

Do not modify the size or change the placement of either the FIM or IMb. Print Option Litho Flexo

