

Daimler Coaches North America

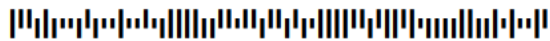
April 2, 2026

1**1**1*****SINGLE-PIECE 98661
V26V063.X06685.V007

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s):



SUBJECT: SAFETY RECALL OF 2026 MB TOURRIDER COACHES

Ref.: NHTSA recall reference # 26V-063
DCNA Bulletin # **TI 72.40U26365A**

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 a defect which relates to motor vehicle safety exists in certain 2026 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 external emergency valve on exit doors may malfunction. The issue is caused by an excessively large bore diameter in a component of the door control valve. Because the diameter lies outside the specified tolerance (0.74 mm instead of the required 0.65 mm), compressed air flows back faster than the system can vent. Consequently, the pneumatic self-holding mechanism does not release, and the door can only be opened if the internal emergency valve is actuated first. If the external emergency valve is actuated first, the defect may prevent the door from opening. In case of an emergency, this could compromise the evacuation of passengers by rescue services and increase the risk of injury.

To remedy the issue, Daimler Coaches North America (DCNA) will replace the door control valve on all affected vehicles, free of charge.

Details are outlined in the repair procedure number **TI 72.40U26365A**.
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 completed 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

Technical information

Daimler Buses

TI No.: 72.40U26365A

Distribution list: D

Distribution date:

19.03.2026

Valid until: 31/12/2046

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

Model: TC 500, CC 500, MC 500, eIntouro, Turismo, Travego, Intouro, Tourrider USA

MODEL DESIGNATION (BM): 410010; 410121; 410131; 410141; 410201; 410211; 410231; 410241; 410251; 410261; 410391; 410392; 410394; 410425; 410430; 410540; 410545; 410550; 410555; 410560; 410565; 410570; 410575; 410580; 410585; 410700; 410710; 410730; 410750; 410840; 410850

TITLE: **External emergency valve not working**

COMPLAINT

External emergency valve not working.

CAUSE

The bore diameter of a component within the door control valve is outside the tolerance.

This would lead to the exterior emergency valve malfunctioning.

REMEDY

The door control valves must be replaced on all doors.

MEASURE TYPE

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

DEFECT PART HANDLING

Clara data is binding.

Daimler Truck AG

Werk Wörth

Abladestelle 315

Daimlerstraße 1

76742 Wörth, Germany

REPLACEMENT PARTS REQUIRED

Quantity	Designation	Number	Comment
	Door control valve	A 000 760 90 78 05	1x per door
	Sealing ring	A 990 990 62 14 05	3x per door

OPERATION TEXTS

Operation no.	Operation text	Working time/h	Comment
12-2801	Replace control valve on one door	0.9	
12-2802	Replace control valve on each remaining door (control valve on one door replaced)	0.6	Connection to 12-2801

The times apply for work at an hourly rate.

DEFECT NUMBER

Defect no.:	Designation
7296001	

CODEWORD

INTRODUCTION OF MODIFICATIONS INTO SERIES PRODUCTION

05/11/2025

WARRANTY AND GOODWILL SETTLEMENTS

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

DB/MCC	DB/MCC-O
pp.	pp.
Hilko Koopman	Sabine Stephan

Attachments

Procedure

Overview of installation locations



M72.40-0046-75

1 Door valve of front door



Note

The door valve of the front door (1) is fitted behind the cover on the left-hand side of the entrance.

2 Door valve of centre door



Note

The door valve of the centre door (2) is fitted under the second step.

Installation location, double-leaf door



M72.40-A024-75

3 Above the door, in ceiling area



Warning

Risk of injury and fire. There is a risk of injury if work is carried out on the electrical system or fuses incorrectly.

[Details...](#)



Warning

Risk of injury. During work on doors, there is a risk of pinch point injuries or entrapment of individual limbs, e.g. hands, arms or legs. The following points must be observed during work on the doors, flaps, covers and roof hatches.

[Details...](#)

Preparatory tasks

1. Turn the ignition starter switch to 0 position.
2. Switch off the on-board power supply using the battery isolating switch.
3. Release compressed air from the auxiliary consumers circuit at the test port.
4. Turn the interior door emergency valve as far as the stop in the direction of the arrow.

Procedure

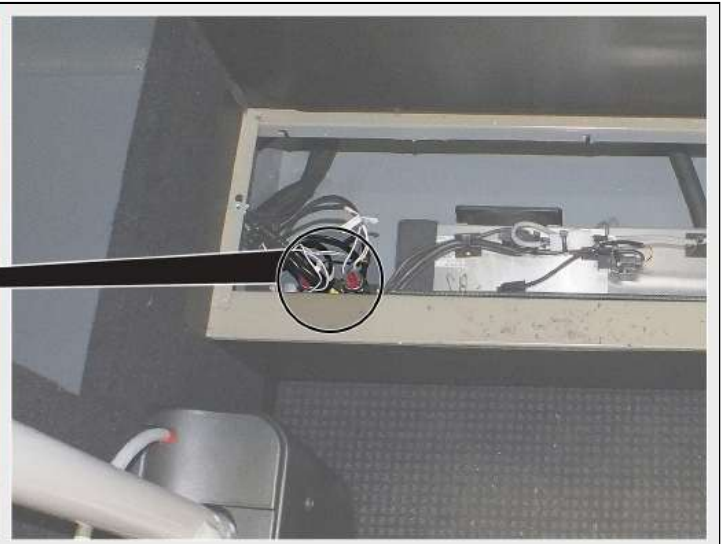
Door control valve of passenger door 1



M72.10-0219-78

1. Remove or fold open the cover in front of door control valve **(1)**.

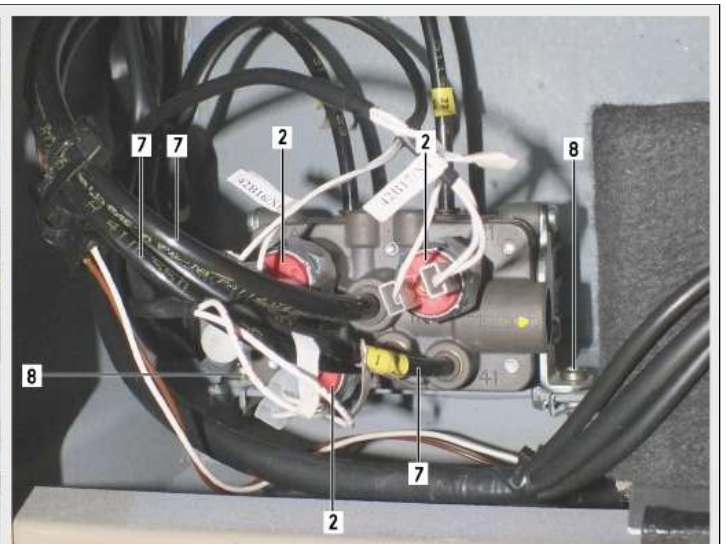
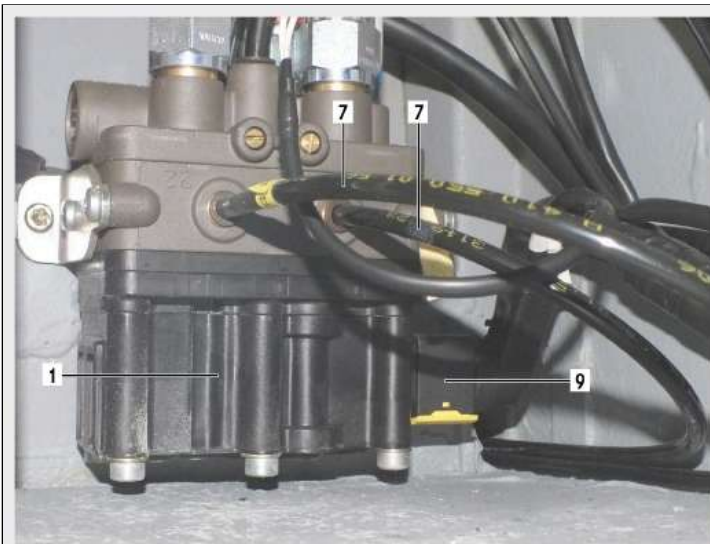
Door control valve of passenger door 2



M72.40-0042-78

1. Unscrew screws **(6)** and remove the step cover.

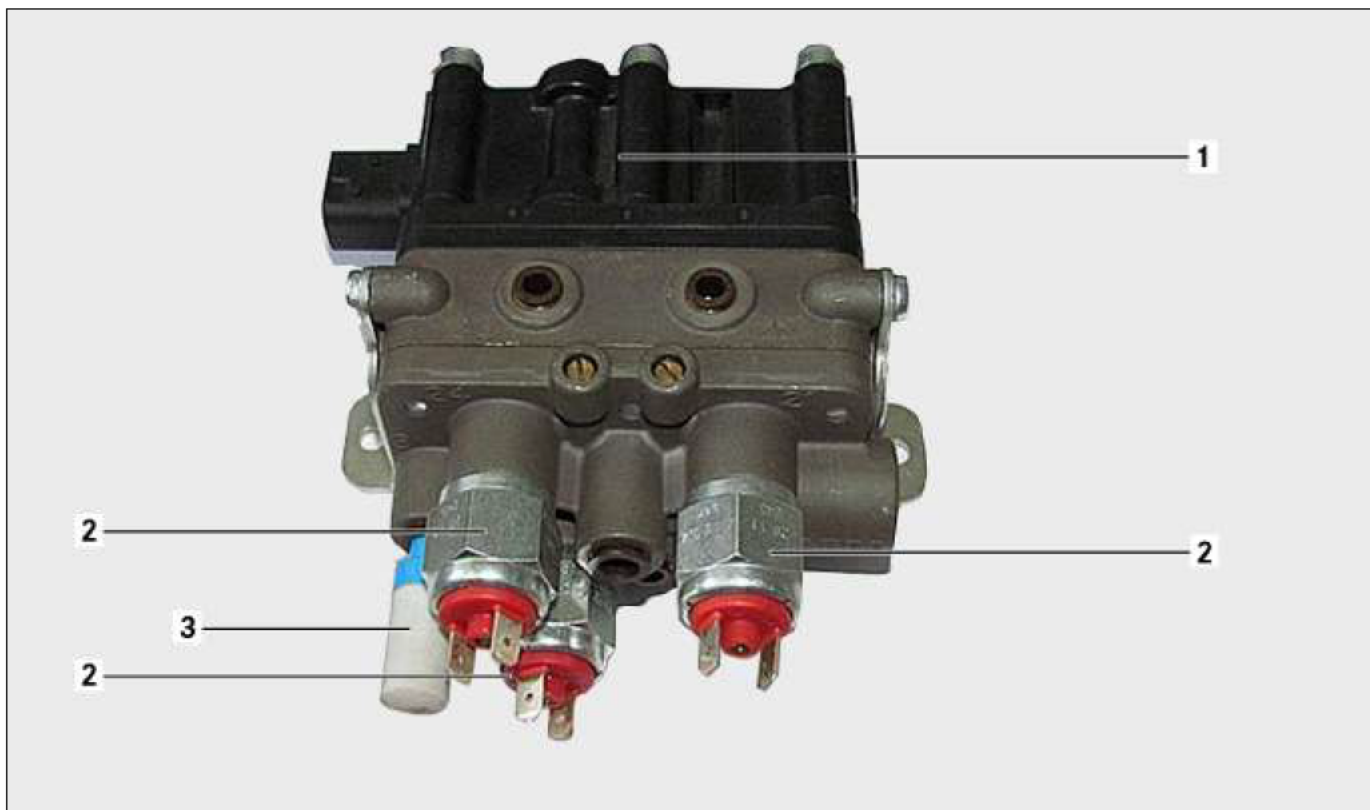
Removing the door control valve



M72.40-0043-78

1. Label and disconnect electrical **(2)** and pneumatic **(7)** lines.
2. Unscrew screws **(8)**.
3. Release and disconnect electrical connection **(9)**.

Converting attachment parts, in the event of door control valve replacement



M72,40-0037-75

1. Remove pressure switches **(2)** and fit them to new door control valve **(1)**.

Tightening torque

Pressure switch to door control valve

30 Nm

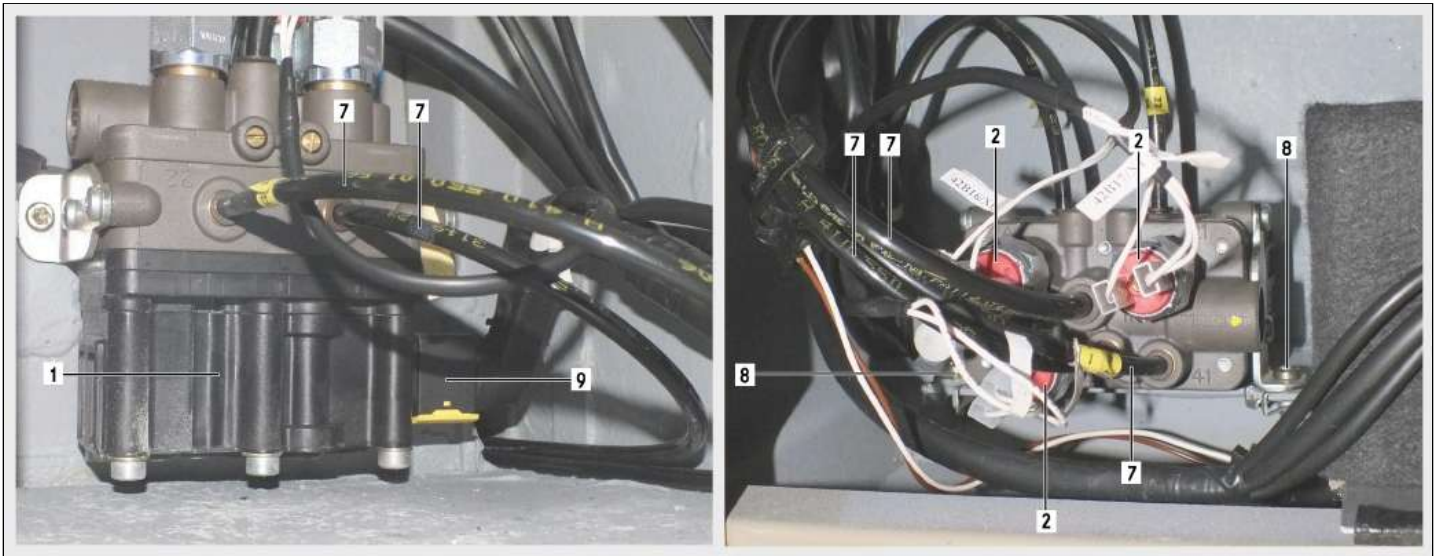


Note

Replace sealing rings with new ones.

2. Remove silencer **(3)** and fit it to new door control valve **(1)**.

Fitting the door control valve



M72.40-0043-78

1. Note: [Routing of lines](#)
2. Establish and engage electrical connection **(9)**.
3. Fasten door control valve **(1)** in place using screws **(8)**.
4. Connect pneumatic lines **(7)** to door control valve **(1)**.

i Note

Observe the markings, do not misconnect pneumatic lines **(7)** under any circumstances.

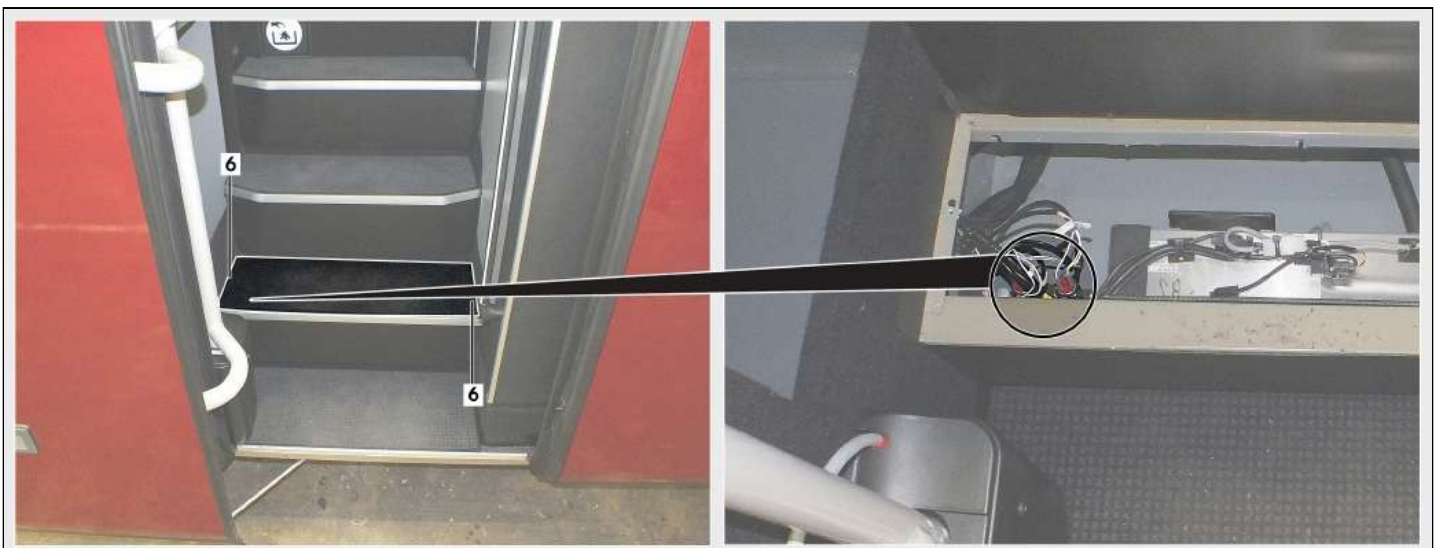
5. Connect the electrical lines to the connections of pressure switches **(2)**.

i Note

Observe the markings, do not misconnect the electrical lines under any circumstances.

6. Switch on the on-board power supply using the battery isolating switch.
7. Charge the auxiliary consumers circuit with compressed air at the test port or run the engine.
8. Adjust end position damping.

Door control valve of passenger door 2



M72.40-0042-78

1. Secure the step cover using screws **(6)**.

Door control valve of passenger door 1



M72.10-0219-78

1. Fit or fold closed the cover in front of door control valve **(1)**.

Finishing tasks

- ▶ Test the door operating system and safety features.

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.

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).



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



Warranty/Daimler Coaches North America

2477 Deerfield Dr.

Fort Mill, SC 29715

ADDRESS SERVICE REQUESTED

Safety Recall Notice

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



www.nhtsa.gov