

Part 573 Safety Recall Report

23V-893

Manufacturer Name : Daimler Coaches North America**Submission Date :** DEC 28, 2023**NHTSA Recall No. :** 23V-893**Manufacturer Recall No. :** 54.10T23277A**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 : 66

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Tourrider Premium

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population is based on manufacturing records. The VIN range reflects all possible vehicles that could potentially experience the issue.

Production Dates : MAR 01, 2022 - FEB 28, 2023

VIN Range 1 : Begin : WEBS504H6N3289175 End : WEBS504H0P3293015 Not sequential

Vehicle 2 : 2022-2024 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 : MAY 03, 2021 - MAR 31, 2023

VIN Range 1 : Begin : WEBS404H0N3286453 End : WEBS404H0R3294414 Not sequential**Description of Defect :**

Description of the Defect : The passengers 120 volt outlet could become detached from the coach interior side wall if a passenger were to disconnect a device from the outlet at an unfavorable angle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the outlet became detached from the interior side wall, the 'live' loose socket could possibly result in an electric shock therefore increasing the risk

of injury to a passenger.
Description of the Cause : Insufficiently secured outlet. (Manufacturing process related - not related to a component manufacturer).
Identification of Any Warning that can Occur : Loose socket hanging out of the side wall.

Involved Components :

Component Name 1 : Victron Inverter MultiPlus
Component Description : 120Volt outlet receptacle
Component Part Number : PMP24302110

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

July 07, 2023 - potential defect identified by operator and reported verbally to DCNA area representative. DCNA area representative issued a Field Report to elevate the concern to DCNA.
July through December 2023 - internal analysis at Daimler Buses GmbH to recreate, determine the root cause, develop countermeasures (for both mass production and vehicles already in the market) and validate. To-date, there have been no warranty claims (as there has been no DCNA field fix or technical bulletin yet released) and no reports of death or injury.
December 15, 2023 - Daimler Buses GmbH determined a safety defect existed in certain 2022~2024 Tourrider motorcoaches.

Description of Remedy :

Description of Remedy Program : The 120 volt socket will be secured with an additional cavity socket and quadruple screw connection. If any Tourrider operator/owner has already paid to remedy this issue, reimbursement will be available through the DCNA warranty system as outlined in the customer notification letter.

How Remedy Component Differs from Recalled Component : Outwardly, there will be no visual difference in the 120 volt outlet due to the cover plate, but internally the additional cavity socket and quadruple retaining screws will be used.

Identify How/When Recall Condition was Corrected in Production : The 120 volt socket will be secured with an additional cavity socket and quadruple screw connection.

Recall Schedule :

Description of Recall Schedule : As Daimler Coaches North America does not operate via a traditional 'dealer' network, dates noted are to satisfy the portal. Noted dates are when our customers and fleet operators will be notified.

Planned Dealer Notification Date : FEB 16, 2024 - FEB 16, 2024

Planned Owner Notification Date : FEB 16, 2024 - FEB 16, 2024

* NR - Not Reported