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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>New Recall Campaign 2017030019</b> <b>Replace Bowden Cable</b> <b>MY16 Model 463 (G-Class)</b>	DATE: April 21, 2017

## IMPORTANT RECALL LAUNCH INFORMATION

Please see the attached document for the subject recall campaign launch information.





# RECALL CAMPAIGN LAUNCH NOTIFICATION

April 21, 2017

<b>Campaign No. :</b>	<b>Campaign Desc.:</b>	<b>Replace Bowden Cable</b>
2017030019	463 BOWDEN CABLE	
<p>This is to notify you of the Recall Campaign <b>LAUNCH</b> to replace the Bowden cables on <b>27</b> G-Class (463) vehicles. Please review the recall information below. Dealers were previously notified of this recall via NCU on March 31, 2017. The recall campaign is visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "OPEN" in VMI on Friday April 21, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz passenger vehicles, has determined that on certain G-Class vehicles (463 platform) the Bowden cable between the inner door handle and the door lock might have experienced manufacturing variations during the stamping process that could cause the end hook to yield under very high loads. In the event of a crash, the occupant might need to exert extra force to unlock the door. As a result, occupants may not be able to open the door from inside the vehicle, increasing the risk of injury. An authorized Mercedes-Benz dealer will replace the Bowden cables between the inner door handle and the door lock on all four doors.	
<b>What We're Doing</b>	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the Bowden cables on the affected vehicles.	
<b>Parts</b>	Parts are available and can be ordered as needed.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016	
<b>Vehicle Model</b>	G-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	27	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the repair is complete, the vehicle may be sold or leased.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer notification letters are scheduled to be mailed April 28, 2017	
<b>AOMS/SOMS</b>	AOMs – Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



Mercedes-Benz

Campaign No. 2017030019, April 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 463, Model Year 2016**  
**Replace Inner Door Handle Cable**

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz passenger vehicles, has determined that on certain G-Class vehicles (463 platform) the Bowden cable between the inner door handle and the door lock might have experienced manufacturing variations during the stamping process that could cause the end hook to yield under very high loads. In the event of a crash, the necessary force to unlock the door lock may be increased. As a result, occupants may not be able to open the door from inside the vehicle, increasing the risk of injury. An authorized Mercedes-Benz dealer will replace the Bowden cables between the inner door handle and the door lock on all four doors.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 26 vehicles are involved.

Order No. P-SC-2017030019

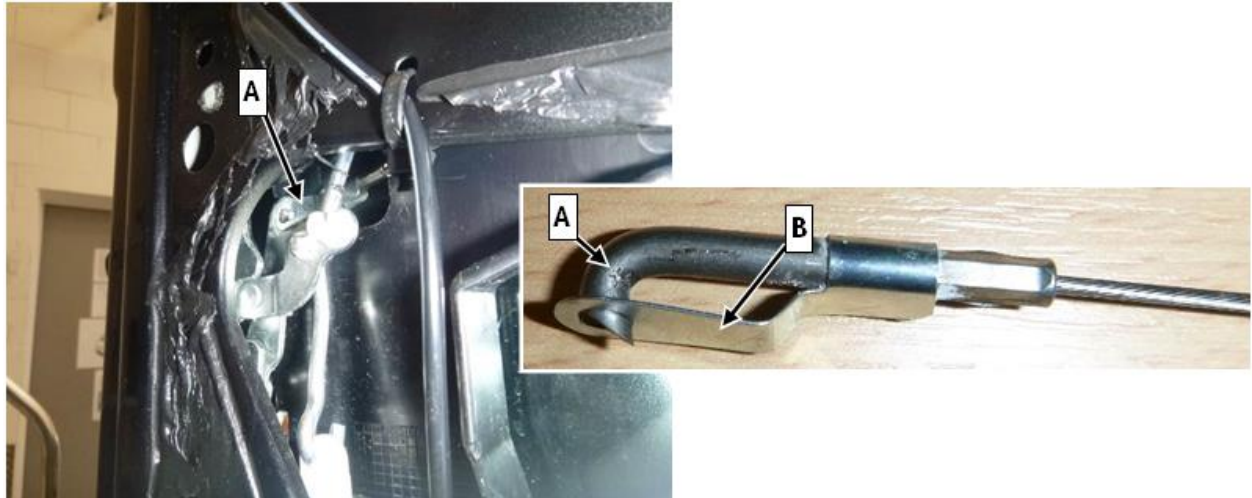
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

## Procedure

1. Replace cable (A, Figure 1) at **right and left** for the door opening handle of **front** doors:
  - Remove front door panel, refer to WIS AR72.10-P-1000GN.
  - Install cable (A) with locking clip (B) as shown (Figure 1).

### **i** Note:

Push cable (A) onto door release lever (1, Figure 2) until it snaps into bore (arrow) in door release lever (1).



**Figure 1** (cable in installed position)



**Figure 2**

### **i** Note:

Cable (A, Figure 1) will engage lever and locking clip (B) automatically moves to its designated position (Figure 1).

2. Replace cable (A, Figure 1) at **right and left** for the door opening handle of **rear** doors:

- Remove rear door panel, refer to WIS: AR72.12-P-1010GW.
- Install cable (A) with locking clip (B) as shown (Figure 1).

**i** **Note:**

- Push cable (A) onto door release lever (1, Figure 2) until it snaps into bore (arrow) in door release lever (1).
- Cable (A, Figure 1) will engage lever and locking clip (B) automatically moves to its designated position (Figure 1).

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
4	Inside door handle cable	A 463 760 00 04 64	100%
4	Locking clip	A 309 723 00 55	

**i** **Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

**Operation:** Replace cable between inner door handle and door lock at front doors and rear doors (02-9889)

Damage Code	Operation Number	Labor Time (hrs.)
72 960 32 7	02-9889	2.2

**i** **Note**

Operation Number labor times are subject to change.