



MERCEDES-BENZ USA, LLC  
303 Perimeter Center North, Suite 202  
Atlanta, GA, 30346  
Phone: (770) 705-0600  
Fax: (770) 705-0117  
MBUSA.com

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</b> <b>MY 16 Model 463 (G-Class) Bowden Cable</b>	DATE: March 31, 2017

## IMPORTANT NEW RECALL INFORMATION

Please see the attached document for the subject new recall campaign.





# NEW RECALL CAMPAIGN NOTIFICATION

March 31, 2017

<b>Campaign No. :</b>	<h2>Replace Bowden Cable</h2>
<b>TBD</b>	
<p>This is to notify you of a new Recall Campaign to replace the Bowden cables on 27 G-Class (463) vehicles. Please review the recall information below. The recall campaign will be 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 "PENDING" in VMI on Monday April 3, 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 currently unavailable. An update will be communicated when parts status is confirmed.
<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. Affected vehicles will be flagged in VMI as "PENDING". Once parts are available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</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>	