

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services

RE: **Recall Campaign Launch Notification**  
**Child Safety Lock Labels on Rear Doors**  
**MY19-20 463(G-Class)**

Date: June 23, 2020

## IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	Child Safety Lock Labels on Rear Doors
2020050034	20V247	20P7390003	
This is to notify you of a Recall Campaign launch regarding the child safety lock labels on 6,658 Model Year (MY)2019-2020 463 (G-Class) vehicles. 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. Affected VINs will be flagged in VMI as "OPEN" on June 23, 2020.			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 G-Class vehicles (463 platform) the embossed lock symbol for the child safety lock operating lever on the rear doors might indicate the incorrect locking status of the child safety lock. In this case, the incorrectly embossed symbol could lead to a misinterpretation of the locking status of the child safety lock. As a result, the rear doors could be opened from the inside despite the indication of a locked door. Conversely, the rear doors could not be opened from the inside despite the symbol indicating that the rear door is unlocked. This could increase the risk of injury to the occupants in the second seat row. In the operator's manual, the operating direction of the child safety lock is stated and described correctly.		
What We're Doing	An authorized Mercedes-Benz dealer will install a label on the rear doors with the correct child safety lock status.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	G-Class		
Vehicle Populations			
Total Recall Population	6658		
Total Vehicles in Dealer Inventory	20		
Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY19-20 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is 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. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) Additionally, given this notice, it is <u>a violation of Federal Law for car rental companies</u> to rent new MY19-20 G-Class vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
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.			





Campaign No. 2020050034, June 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class vehicles (463 platform)**  
**Model Year 2019-2020**  
**Labeling Child Safety Lock**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 G-Class vehicles (463 platform), the embossed lock symbol for the child safety lock operating lever on the rear doors might indicate the incorrect locking status of the child safety lock. In this case, the incorrectly embossed symbol could lead to a misinterpretation of the locking status of the child safety lock. As a result, the rear doors could be opened from the inside despite the indication of a locked door. Conversely, the rear doors could not be opened from the inside despite the symbol indicating that the rear door is unlocked. This could increase the risk of injury to the occupants in the second seat row. In the Operator's Manual, the operating direction of the child safety lock is stated and described correctly. An authorized Mercedes-Benz dealer will install a label on the rear doors with the correct child safety lock status.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- 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 6658 vehicles are involved.

Order No. P-RC-2020050034

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.

### Work procedure

1. Open both rear doors
2. Clean the area and affix, in each case, one label from the label set completely over the pictogram embossed in the sheet metal (**figure 1**) at both rear doors.



Figure 1

### Primary Parts Information

Qty.	Part Name	Part Number
1	Label set (information label)	A 000 817 59 05

### Warranty Information

**Operation:** Affix 2 information labels at rear doors as an aftermarket measure (02-1585)

Damage Code	Operation Number	Labor Time (hrs.)
73 900 03 7	02-1585	0.1



#### Note

Operation Number labor times are subject to change.