

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 Initial Notification**
Replace Rear Door Latches
MY19-21 G-Class (463 platform)

Date: May 21, 2021

IMPORTANT NEW RECALL CAMPAIGN

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. :	Replace Rear Door Latches
2021MMNNNN	21V353	21P2197392	
<p>This is to notify you of a new Recall Campaign to replace the rear door latches on 17,800 Model Year 2019-2021 G-Class (463 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on May 21, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2021 G-Class (463 platform) vehicles equipped with rear door latches for the US market, the rear doors might not open, close, or lock according to current production specifications. Depending on the tolerances of the components within the latches, the rear doors might not be fully closed even though they appear to be closed, and could open while driving under certain extreme types of driving maneuvers and road conditions, increasing the risk of a crash or injury. Further, if the child safety lock is activated on the rear doors and excessive force is used to attempt to open the doors from inside the vehicle, the internal latching components may deform and prevent the rear doors from being opened from the inside, increasing the risk of injury in the event of a crash.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace both the rear door latches on the affected vehicles with a door latch that incorporates an enhanced design, including those previously replaced or repaired under warranty.</p>		
Parts	<p>Parts are not yet available. An additional notification will be sent when the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2021		
Vehicle Model	G-Class		
Vehicle Populations			
Total Recall Population	17,800		
Total Vehicles in Dealer Inventory	23		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-21 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 Xentry. 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 a violation of Federal Law for car rental companies to rent new MY19-21 G-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
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.		
<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>			

