

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

Date: July 7, 2021

## **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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Rear Door Latches</b>
2021060007 2021060014	21V353	21P7391004 21P7391003	
<p>This is to notify you of a <b>Recall Campaign</b> launch to replace the rear door latches on <b>17,800</b> Model Year 2019-2021 G-Class (463 platform) 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 <b>July 2, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<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>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace both the rear door latches on the affected vehicles, including those previously replaced or repaired under warranty, with a door latch that incorporates an enhanced design.</p>		
<b>Parts</b>	<p><b>Parts are available and can be ordered as necessary. Initial orders will process and ship directly from Germany. VOR only, Vin required.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019-2021		
<b>Vehicle Model</b>	G-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	17,800		
<b>Total Vehicles in Dealer Inventory</b>	19		
<p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	<p>Customer letters will be mailed approximately one week after the remedy becomes available.</p>		
<b>AOMS/SOMS</b>	<p>AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		



**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.





Mercedes-Benz

Campaign No. 2021060007, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class vehicles (463 platform)**  
**Model year 2020-2021**  
**Replace Rear Door Lock – Code X20 (MY21)**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 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. 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.

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 4,101 vehicles are involved.

Order No. P-RC-2021060007

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.

## Replace door lock on left and right rear doors

Model 463 with code X20

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**i** Code X20 corresponds to (model year 2021)

### Work procedure

1. Remove door trim on left and right rear doors.

**i** For basic data, see **AR72.12-P-1010XG**.

2. **Carefully** pull off door foam sheeting (**A, Figure 1**) from rear doors as shown.

**i** Door foam sheeting does not have to be completely removed and is reused.

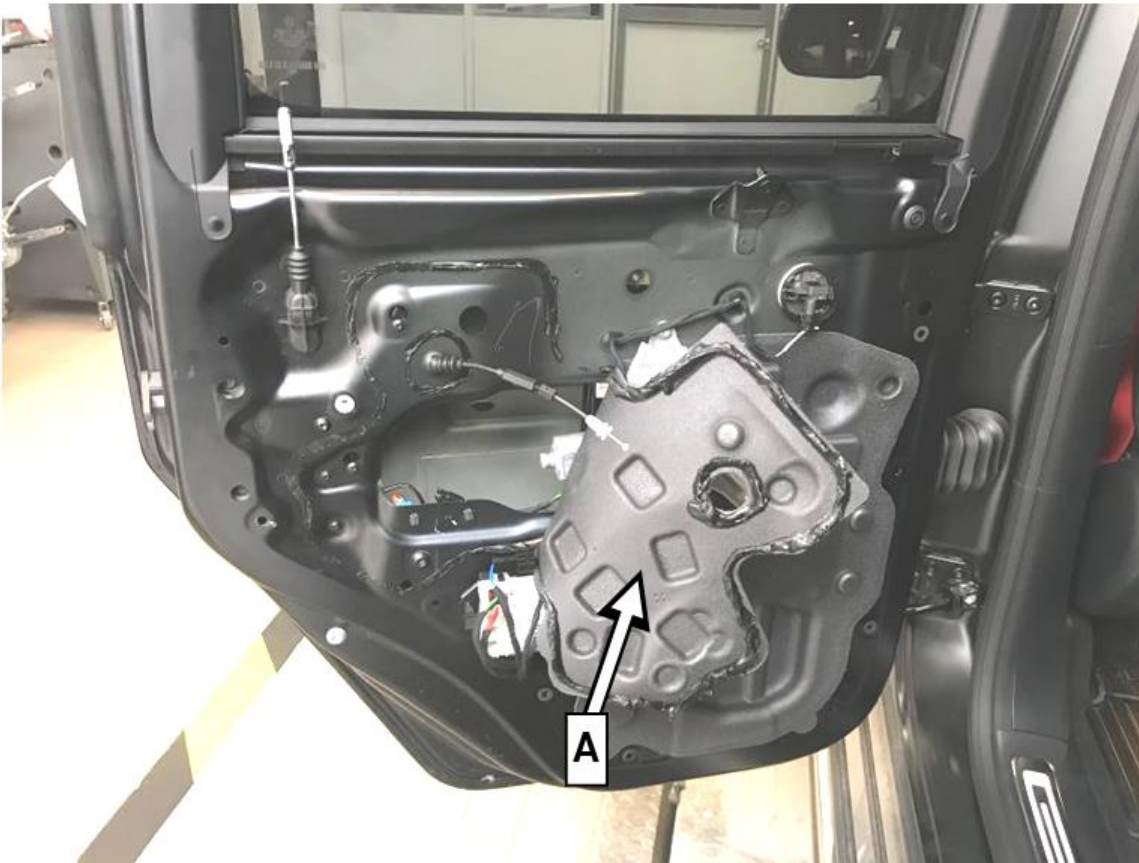


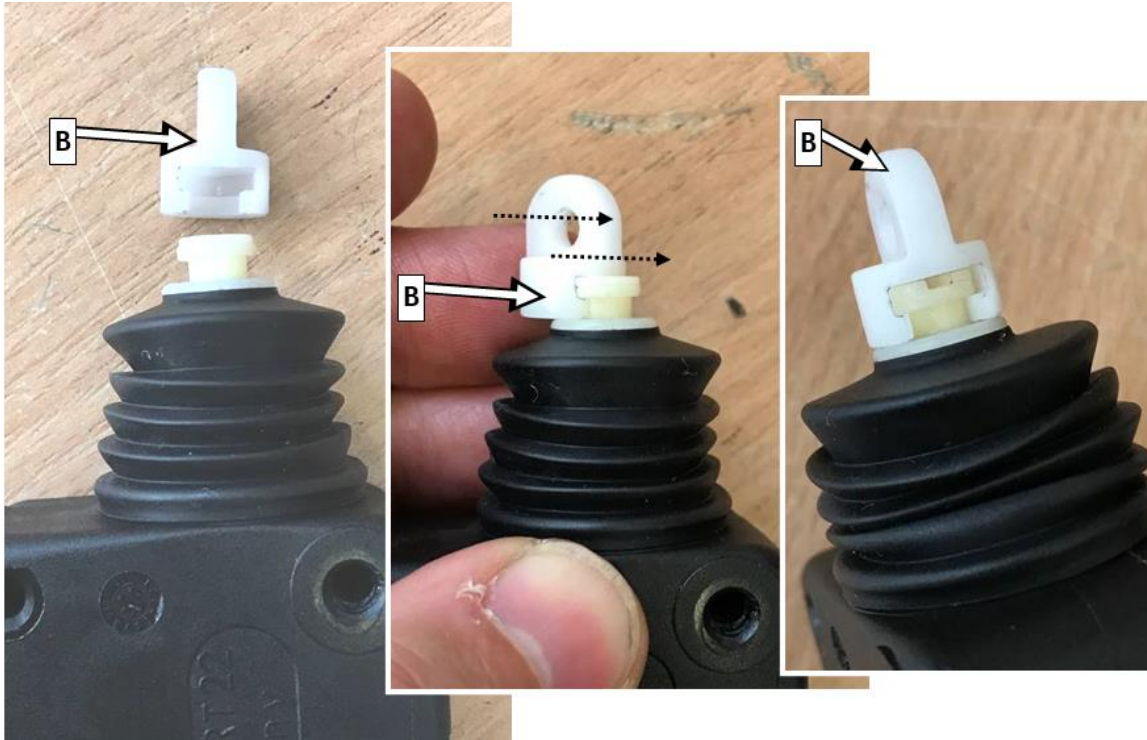
Figure 1

3. Remove door locks of rear doors.

**i** For basic data, see **AR72.12-P-2511XG**.

4. Replace mounting clips (**B, Figure 2**) on removed actuator motors for central locking system.

**i** Mounting clips are included in the parts kit and **must be replaced**.



**Figure 2**

5. Complete unit consisting of door lock, actuator motor of central locking system with release cable, and door locking knob prior to installation and insert into door to assemble.
6. **Mounting screws (Figure 3)** for actuator motor for central locking system **must be replaced** and are included with the parts kit.



Figure 2

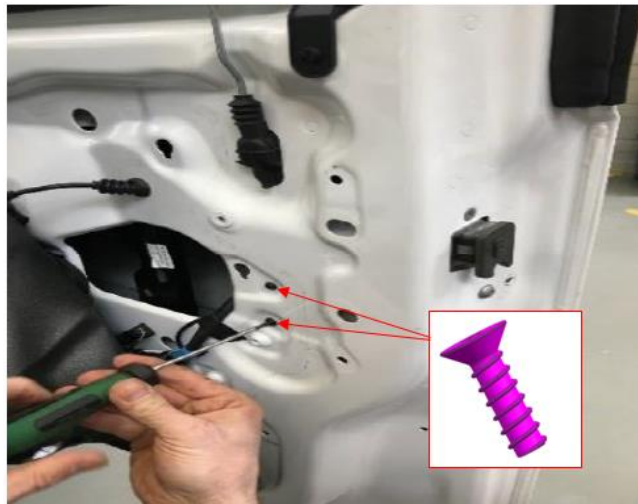


Figure 3

7. Complete doors.

**i** For basic data, see **AR72.12-P-2511XG**.

**Primary Parts Information**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>
1	Door lock parts kit	A 463 730 45 02

**Note:**

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

**Operation: (02-0552)** Replace door lock on left and right rear doors

**Includes:** Remove/install door trims, replace mounting clips on actuator motors for central locking system with mounting screws

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
73 910 04	02-0552	1.6

**Note**

Operation Number labor times are subject to change.