

Part 573 Safety Recall Report

24V-659

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : SEP 09, 2024

NHTSA Recall No. : 24V-659

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Mercedes-Benz USA, LLC

Address : 13470 International Parkway
Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 134

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2023 Mercedes-Benz G 550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2019-2022 G 550 65 vehicles. The recall population was determined through production records. Vehicles outside the scope of the recall contain a door latch mechanism with a different internal design. Not all vehicles included in the population are expected to experience the described conditions.

Production Dates : AUG 02, 2018 - DEC 06, 2022

VIN Range 1 : Begin :

NR

End :

NR

☐ Not sequential

Vehicle 2 : 2019-2022 Mercedes-AMG G 63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-AMG Model Year 2019-2022 69 vehicles. The recall population was determined through production records. Vehicles outside the scope of the recall contain a door latch mechanism with a different internal design. Not all vehicles included in the population are expected to experience the described conditions.

Production Dates : AUG 02, 2018 - DEC 12, 2022

VIN Range 1 : Begin :

NR

End :

NR

☐ Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 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.

FMVSS 1 : 206 - Door locks and door retention components

FMVSS 2 : NR

Description of the Safety Risk : 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 types of driving maneuvers and road conditions. This could increase 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, which could increase the risk of injury in the event of a crash.

Description of the Cause : Due to the design of the locking system of the rear doors, certain requirements and functions might not be met.

Identification of Any Warning that can Occur : When the issue occurs the customer might be warned regarding an open door in the instrument cluster.

Involved Components :

Component Name 1 : Door Lock

Component Description : Door Lock

Component Part Number : A4637309801

Supplier Identification :

Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

Chronology :

In the end of January 2021, MBAG launched initial investigations based on a single report from a dealer in the United States where the dealer had requested information on how to obtain replacement parts for the rear door latches of a G-Class vehicle. This report led MBAG to investigate why replacement parts were not available for this dealer and while doing so, it found a number of warranty claims involving the performance of the rear door latches and replacement of the door latch components, including some reports of a rear door opening while driving. A dedicated task force was immediately put into place. In February 2021, parts from affected field vehicles were retrieved and an analysis was initiated. The analysis showed that in the field return parts,

there were tolerance variances in the positioning of the latch and lock trap, and the supplier was included into the investigation to provide specialized support. In March 2021, vehicles at the production facility were blocked as a precaution while the investigation continued. Not all the door latches with the affected design indicated an issue and the conditions were not reproducible in all cases. The investigation found that due to variances in the installation of the internal components based on the door latch design, not all door latches were susceptible to the condition, but on May 7, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall – 21V353.

In the spring of 2024, MBAG became aware of an issue where a non-functional door lock had been installed on a G-Class (463 platform) as a replacement part during a standard workshop repair. Subsequently, an extensive analysis on the root cause was initiated to determine how this deviation might have occurred. From this analysis, MBAG determined that the affected right-hand side latch part number was not scrapped. See chronology supplement.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will replace the right-hand side rear door lock on the affected vehicles with a door lock that incorporate an enhanced design, including those previously replaced or repaired under warranty.
	Pursuant to 49 C.F.R. § 577.11(e), MBUSA plans to provide notice about pre-notice reimbursement to owners since some of the involved vehicles would have been previously subject to the condition described.
How Remedy Component Differs from Recalled Component :	Newly designed rear door latch Part No.: Screw - A0019848929 Door Lock - Right - A4637304202 Actuator - A4639068502 Tape - A0009897000
Identify How/When Recall Condition was Corrected in Production :	The introduction of an optimized rear door lock in production ensures that this issue can no longer occur from April 9, 2021 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign September 27, 2024. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on October 4, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	SEP 27, 2024 - NR
Planned Owner Notification Date :	OCT 04, 2024 - NR

* NR - Not Reported