

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification Replacement of the Passenger Rear Door Lock MY19-23 463 (G-Class)	DATE: September 16, 2024

IMPORTANT RECALL CAMPAIGN INFORMATION

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			September 16, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Replacement of the Passenger Side Rear Door Lock
2024090009	24V659	24P7391005	
<p>This is to notify you of the Recall Campaign Launch to replace the passenger side rear door lock on 134 Model Year (“MY”) 2019-2023 G-Class (463 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on September 16, 2024.</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain G-Class (463 platform) vehicles, equipped with rear door locks for the US market, the passenger side rear door might not open, close, or lock according to current production specifications. Depending on the tolerances of the components within the lock, the passenger side rear door might not be fully closed even though it appears 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 passenger side rear door and excessive force is used to attempt to open the door from inside the vehicle, the internal locking components may deform and prevent the door from being opened from the inside, which could increase the risk of injury in the event of a crash.</p>		
What We’re Doing	<p>An authorized Mercedes-Benz dealer will replace the passenger side rear door lock with an enhanced design, including those previously replaced or repaired under warranty.</p>		
Parts	<p>The remedy is available and can be performed..</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2023		
Vehicle Model	G-Class		
Vehicle Populations			
Total Recall Population	134		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed September 30, 2024.		
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.		
Customer Reimbursement	Customer reimbursement is being offered for this campaign.		
<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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024090009, September 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class (463 platform)**
Model Year 2019 – 2023

Function of the Rear Door Lock

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain G-Class (463 platform) vehicles, equipped with rear door locks for the US market, the passenger side rear door might not open, close, or lock according to current production specifications. Depending on the tolerances of the components within the lock, the passenger side rear door might not be fully closed even though it appears 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 passenger side rear door and excessive force is used to attempt to open the door from inside the vehicle, the internal locking components may deform and prevent the door from being opened from the inside, which could increase the risk of injury in the event of a crash. An authorized Mercedes-Benz dealer will replace the passenger side rear door lock with an enhanced design, including those previously replaced or repaired under warranty.

Prior to performing this Campaign:

- VMI must 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 134 vehicles are affected.

Order No. P-RC-2024090009

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Function of the Rear Door Lock

Model 463

Work Procedure

1. Remove rear door lining on the passenger side.

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

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

i The door foam membrane does not need to be fully removed and will be reused!

3. Remove rear door lock on passenger side.

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



Figure 1

4. Assemble complete unit consisting of door lock, central locking actuator motor with release cable, and door handle (Figure 2) and insert into door for assembly.

5. Assemble in reverse order.

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



Figure 2

Primary Parts Information

Qty.	Part Name	Part Number
1	Door lock	A 463 730 42 02

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

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

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
73 910 05	12-2258	Replace rear door lock on passenger side. Includes: Remove/install door trim, replace Central locking actuator and mounting screws	0.8

i **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*