

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: <b>Recall Campaign Launch Notification</b> <b>Routing of Door Wiring Harness</b> <b>MY19 463 (G-Class)</b>	DATE: March 13, 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



Recall Campaign Launch Notification			March 13, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Routing of Door Wiring Harness
2020020021	19V820	19P5491016	
<p>This is to notify you of a <b>Recall Campaign Launch</b> regarding the routing of the door wiring harness in <b>2,427</b> Model Year (“MY”) 19 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 March 13, 2020.</p>			
<b>Background</b>			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 G-Class vehicles (463 platform), the front door wiring harnesses might not be routed according to current production specifications. If the front door wiring harness is not routed according to current production specifications, the opening and closing of the front doors might cause individual wires to become damaged. Damage to certain wires could affect the performance of certain safety features such as the side impact restraint system, the automatic unlocking of the door in the event of a crash, or the vehicle location in the event of an emergency call. Impact to these features could increase 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 check the front door wiring harness and modify the routing, or replace the wiring harness if necessary.</p>		
Parts	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2019		
Vehicle Model	G-Class		
<b>Vehicle Populations</b>			
Total Recall Population	2,427		
Total Vehicles in Dealer Inventory	9		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 G-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
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>			





Mercedes-Benz

Campaign No. 2020020021, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class vehicles (463 platform)**  
**Model Year 2019**  
**Routing of Door Wiring Harness**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 G-Class vehicles (463 platform), the front door wiring harnesses might not be routed according to current production specifications. If the front door wiring harness is not routed according to current production specifications, the opening and closing of the front doors might cause individual wires to become damaged. Damage to certain wires could impact the performance of certain safety features such as the side impact restraint system, the automatic unlocking of the door in the event of a crash, or the vehicle location in the event of an emergency call. Impact to these features could increase the risk of injury in the event of a crash. An authorized Mercedes-Benz dealer will modify the routing of the front door wiring harness or replace the wiring harness in the event of damages.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- **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 2427 vehicles are involved.

Order No. P-RC-2020020021

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.

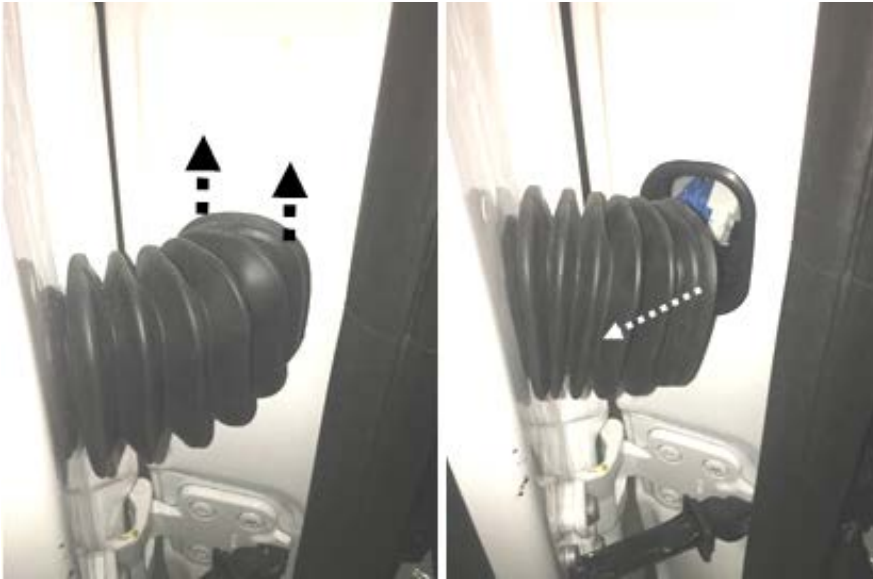
### Check/test procedure

**i** Perform the check/test procedure on both front doors.

1. Disconnect the ground line from the battery.

**i** Do not reconnect on until after work procedure is complete.

2. Open front door, pull the grommet of the door wiring harness on the A-pillar upwards slightly and remove from retaining frame. **(Figure 1)**

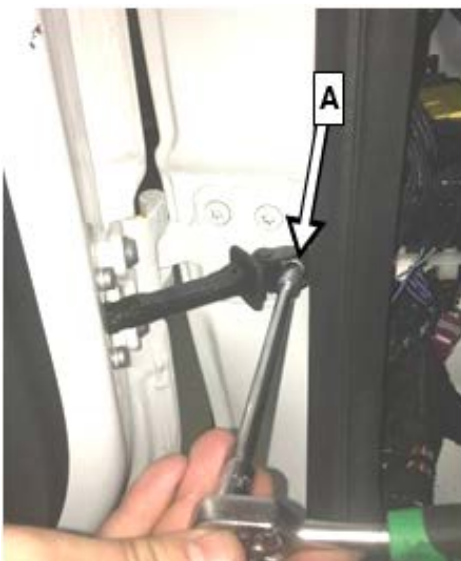


**Figure 1**

3. Unscrew door check strap screw **(A, figure 2)** at the A-pillar.

**i** This allows the door to open further, and the connections in the A-pillar are easier to reach.

**i** Be careful not to let the door or mirror contact the body.



**Figure 2**

4. Unclip the retaining frame for the grommet of the door wiring harness from the A-pillar, pull the door wiring harness as far as possible out of the A-pillar and disconnect the connectors.

**i** Be careful not to damage the retaining frame when unclipping this is not available as a replacement part.



Figure 3

5. Check the wiring harness between the retaining frame and the door for damage.

**i** Figure 4 shows a state that is not OK.



Figure 4 NOT OK

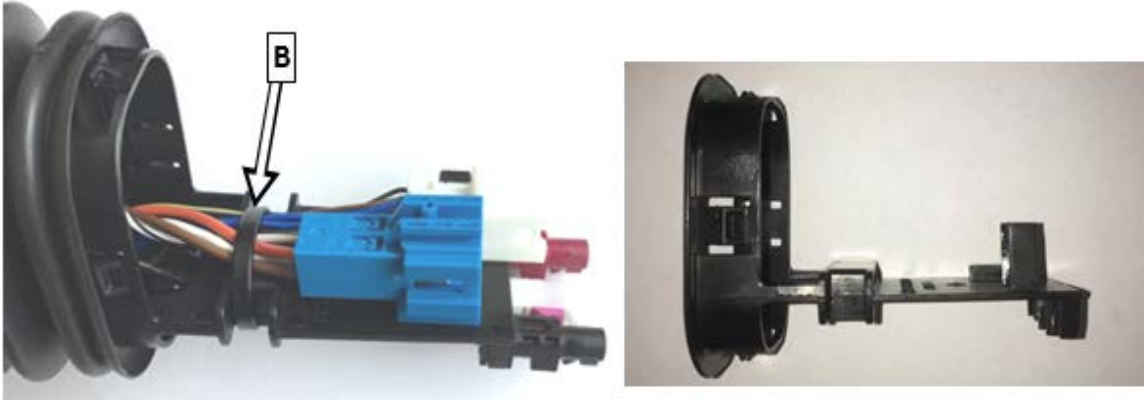
- a. If the wiring harness **is not** damaged: Carry out **work procedure A**.
- b. If the wiring harness **is** damaged: Carry out **work procedure B**.

**i** The **findings** from the check/test procedure must be recorded **in writing on the repair order**.

**Work procedure A**

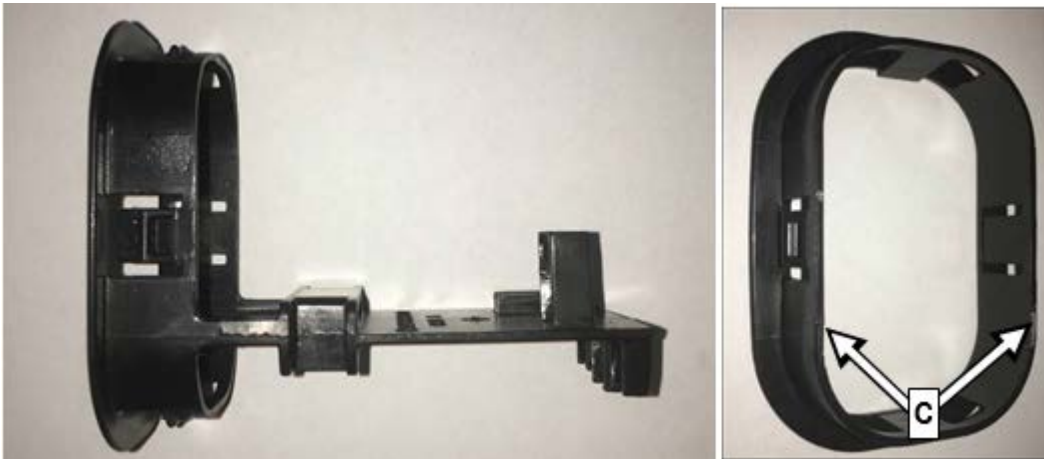
1. Disconnect plugs and remove cable tie (**B, figure 5**) from retaining frame then remove retaining frame from the door wiring grommet.

**i** The retaining frame is now free.

**Figure 5**

2. Cut away mounting plate for plug from retaining frame.

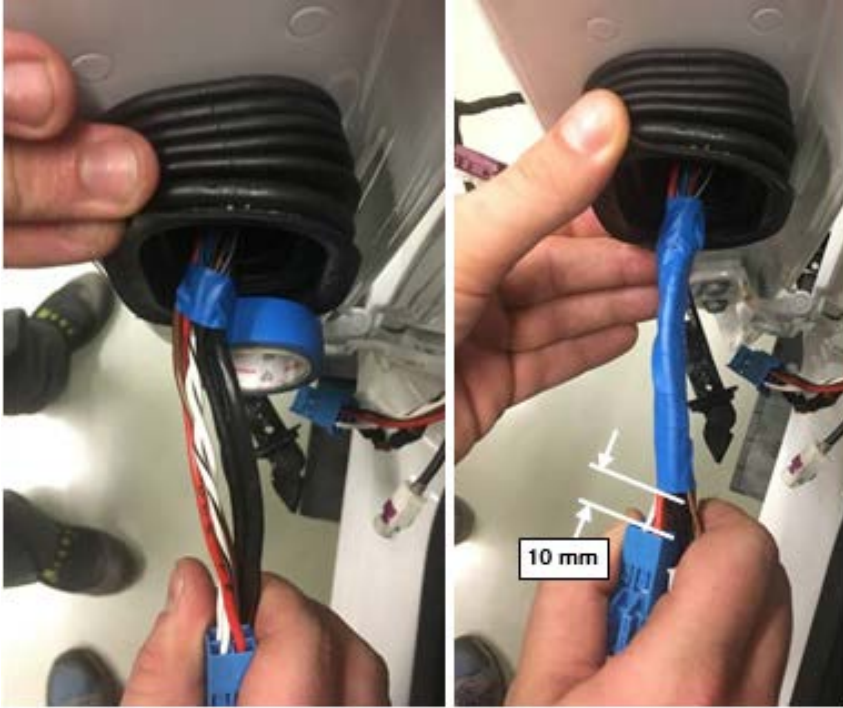
**i** Deburr sharp edges (**C, figure 6**) of retaining frame after cutting.

**Figure 6**



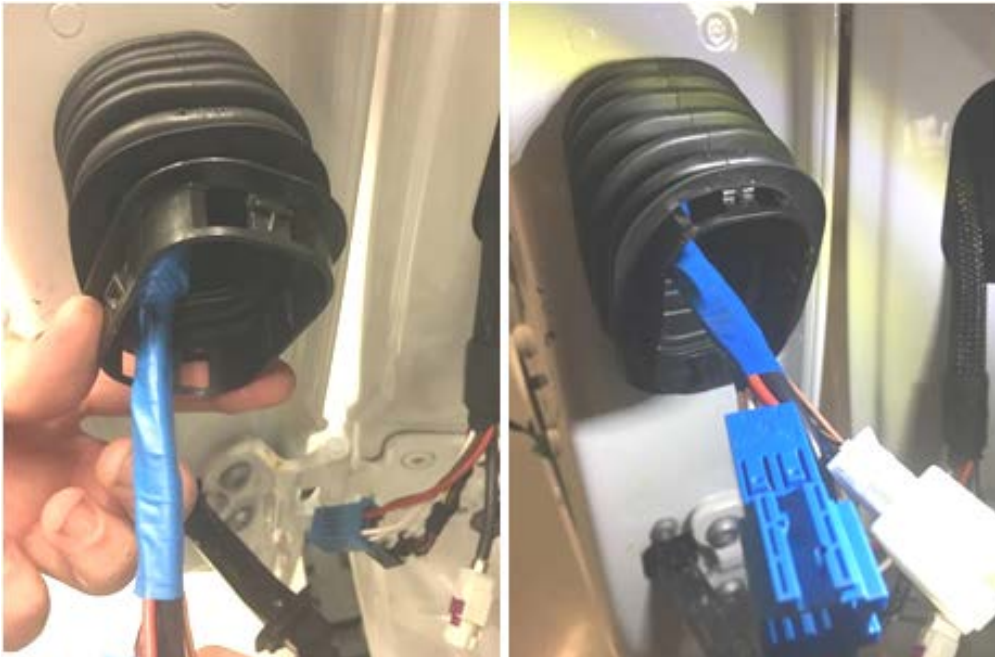
3. Wrap the wiring harness coming out of the door from the compressed grommet to approximately 10 mm in front of the plugs with fabric tape. **(figure 7)**

**i** Colored tape was used in the photo to show it better.



**Figure 7**

4. Slip the deburred retaining frame into the grommet. **(Figure 8)**



**Figure 8**

5. Wrap self-adhesive felt around the connecting points of the wiring harness and tape down with fabric tape. (figure 9)

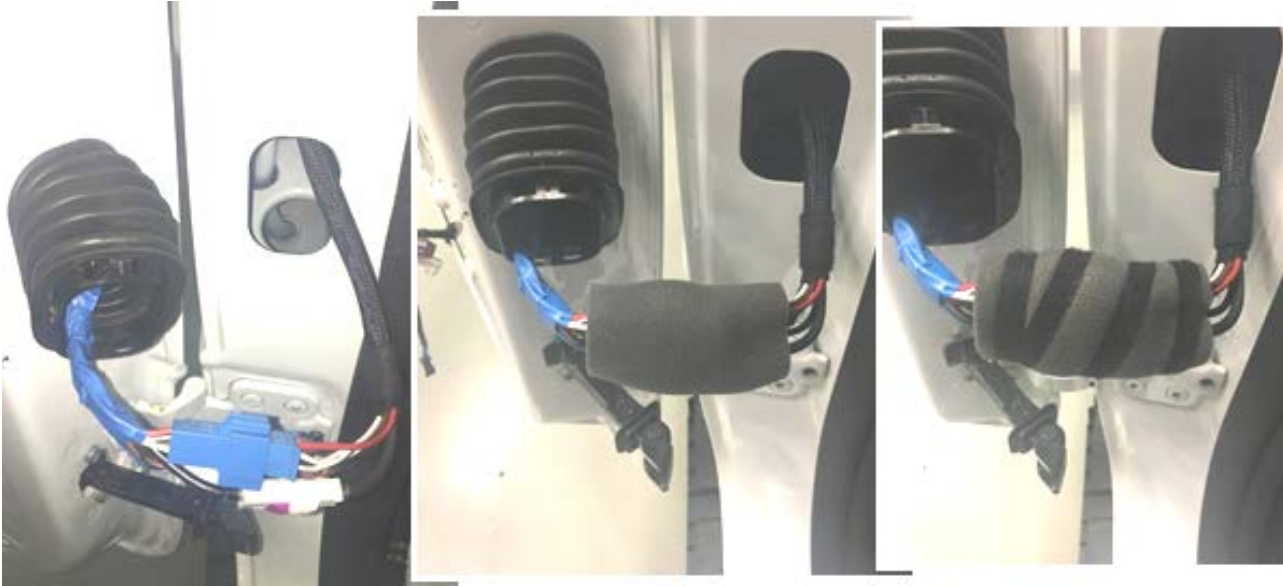


Figure 9

6. Slide the connecting point into the A-pillar.
- i Place on left door on the right of the water hose (D, figure 10).
  - i Place on right door on the left of the water hose.

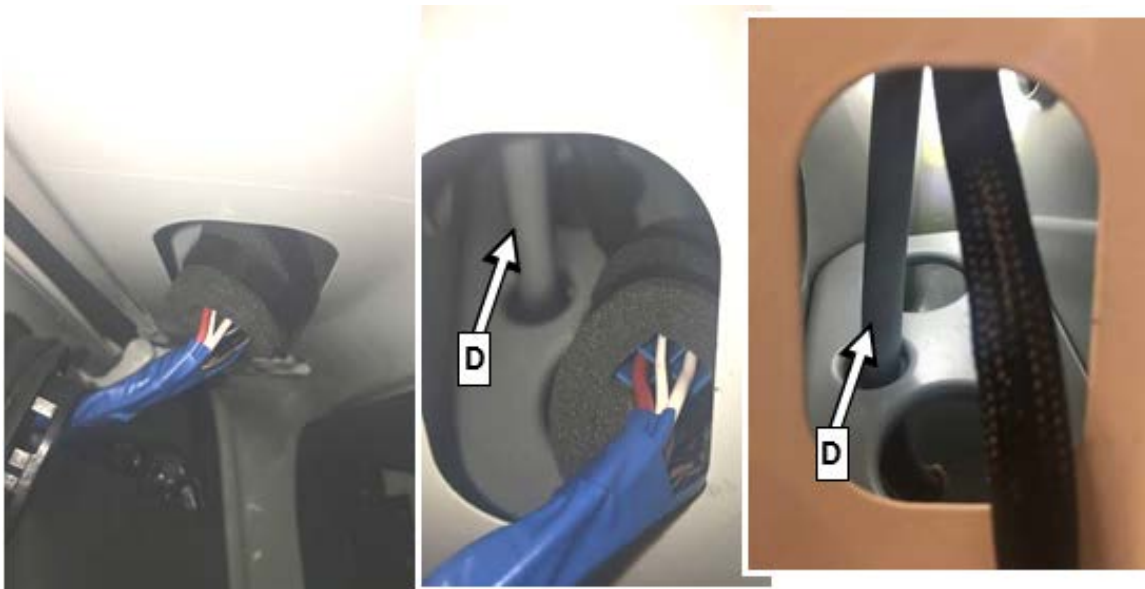



Figure 10



7. Clip the grommet and retaining frame in on the A-pillar and remount the door check strap.(figure 11)

 Door check strap on A-pillar 15 Nm



**Figure 11**

8. Reconnect ground line of battery and insure that no warning lights are illuminated in the cluster.
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### Work procedure B

1. Remove door lining of the affected front door (**AR72.10-P-1000XG**).
2. Carefully detach the door foam film from the door as depicted.(**figure 12**)  
i The door foam film is reused.



**Figure 12**

3. Remove and replace door wiring harness.
4. The new door wiring harness is installed on the A-pillar with the line routing upwards.(**figure 13**)



**Figure 13**

5. Assemble in reverse order.
6. Reconnect ground line of battery and insure that no warning lights are illuminated in the cluster.

**Primary Parts Information**

Qty.	Part Name	Part Number
(2) As required	Self-adhesive felt (sufficient for 1 door)	A 463 682 00 40
(0.1) As required	Fabric tape*	A 006 989 84 85 10
(2) As required	Electrical door wiring harness (Xentry Portal / DG 82 /607/picture number 100)	**

\* One packaging unit of fabric tape is sufficient for 10 vehicles.

\*\* The door wiring harness must be determined according to the equipment variant for the VIN via the parts job in the Xentry Portal. (XPPI)

**Warranty Information**

**With Check and Rework**

**Operation:** Check door wiring harness on left and right front door (02-1405)  
Rework door wiring harness on one front door (after check) (02-1406)

Damage Code	Operation Number	Labor Time (hrs.)
54 910 16 7	02-1405	0.6
	02-1406*	0.2

\*Operation number can be used for each door.

**With Check and Replace**

**Operation:** Check door wiring harness on left and right front door (02-1405)  
Replace door wiring harness on one front door (after check) (02-1407)  
**Includes:** Remove/install door trim

Damage Code	Operation Number	Labor Time (hrs.)
54 910 16 7	02-1405	0.6
	02-1407*	0.8

\*Operation number can be used for each door.

** Note**

Operation Number labor times are subject to change.