

Part 573 Safety Recall Report

20V-247

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** JUN 23, 2020**NHTSA Recall No. :** 20V-247**Manufacturer Recall No. :** 2020050034**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 : 6,659

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Mercedes-Benz G550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2019-2020 G-Class 3643 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have rear doors with the correct labeling for the child safety lock.

Production Dates : FEB 15, 2018 - SEP 26, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 Mercedes-Benz G63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2019-2020 G-Class 3016 vehicles

The recall population was determined through production records. Vehicles outside of the recall population have rear doors with the correct labeling for the child safety lock.

Production Dates : FEB 15, 2018 - SEP 26, 2019

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 Model Year (“MY”) 2019-2020 G-Class vehicles (463 platform) the embossed lock symbol for the child safety lock operating lever on the rear doors might indicate the incorrect locking status of the child safety lock.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the incorrectly embossed symbol could lead to a misinterpretation of the locking status of the child safety lock. As a result, the rear doors could be opened from the inside despite the indication of a locked door. Conversely the rear doors could not be opened from the inside despite the symbol indicating that the rear door is unlocked. This could increase the risk of injury to the occupants in the second seat row.
In the operator’s manual, the operating direction of the child safety lock is stated and described correctly.

Description of the Cause : Due to a deviation in the development process, an incorrect lock symbol might have been embossed in the rear doors of certain vehicles.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.
In the owner’s manual, the operating direction of the child safety lock is stated and described correctly.

Involved Components :

Component Name 1 : Hinweisschild Kindersicherung

Component Description : Child Lock Safety Label

Component Part Number : A0008175905

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In the end of 2019, MBAG After-Sales became aware of a potential issue on the G-Class regarding the child safety lock symbol on the rear doors.

Investigations regarding the root cause and potential consequences were started.

It was found that all regulatory requirements were met and that the operator's manual clearly describes the operating direction of the child safety lock. In addition a review of field data was performed. This review did not show any customer complaints regarding the child safety lock. Although the embossed symbol was only intended to indicate the function of the child safety lock lever it cannot be completely ruled out, that the incorrectly embossed information symbol might lead to misinterpretation of the rear doors' locking status of the child safety lock.

In parallel, the range of the potential affected vehicles was determined.

On April 24, 2020, MBAG decided to conduct a recall to address this issue in the field out of an abundance of caution.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will install a label on the rear doors with the correct child safety lock status.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Lock symbol indicating the correct operating direction.

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure ensures that this issue can no longer occur from Oct 09, 2019 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on May 8, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on June 30, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 08, 2020 - NR

Planned Owner Notification Date : JUN 30, 2020 - NR

* NR - Not Reported