

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 Initial Notification Child Safety Lock Labeling of Rear Doors MY19-20 463(G-Class)	Date: May 08, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Child Safety Lock Labeling of Rear Doors
TBD	20V247	20P2197246	
This is to notify you of a Recall Campaign launch regarding the child safety lock labeling on the rear doors on 6,659 Model Year MY2019-2020 G-Class (463 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on May 8, 2020			
Background			
Issue	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. 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.		
What We’re Doing	An authorized Mercedes-Benz dealer will install a label on the rear doors with the correct child safety lock status.		
Parts	Parts are not yet availablefor repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	G-Class		
Vehicle Populations			
Total Recall Population	6659		
Total Vehicles in Dealer Inventory	13		
Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY19-20 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.			
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 <u>a violation of Federal Law for car rental companies</u> to rent new MY19-20 G-Class vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
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.
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.	

