

# Part 573 Safety Recall Report

## 21V-353

**Manufacturer Name :** Mercedes-Benz USA, LLC

**Submission Date :** MAY 25, 2021

**NHTSA Recall No. :** 21V-353

**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 : 17,800

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2019-2021 Mercedes-Benz G550

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** Mercedes-Benz MY2019-2021 G550 8324 vehicles. The recall population was determined through production records and includes all G-Class vehicles with rear door locks of the affected design. 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 :** JUN 22, 2018 - FEB 11, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2021 Mercedes-Benz G63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** Mercedes-Benz MY2019-2021 G63 AMG 9476 vehicles. The recall population was determined through production records and includes all G-Class vehicles with rear door locks of the affected design. 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 :** JUN 22, 2018 - FEB 11, 2021

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") 2019-2021 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 : NR

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, increasing 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, increasing the risk of injury in the event of a crash.

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

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

### Involved Components :

Component Name 1 : Door Latch - Left

Component Description : Door Latch - Left

Component Part Number : A4637309701

Component Name 2 : Door Latch - Right

Component Description : Door Latch - Right

Component Part Number : A4637309801

Component Name 3 : Actuator Motor

Component Description : Actuator Motor

Component Part Number : A4639067802

Component Name 4 : Actuator Motor

Component Description : Actuator Motor

Component Part Number : A4639065701

Component Name 5 : Screw

Component Description : Screw

Component Part Number : A0019846329

### Supplier Identification :

#### Component Manufacturer

Name : Kiekert AG

Address : Hoeseler Platz 2

Heiligenhaus Foreign States 42579

Country : Germany

### 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 in the course of 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. MBAG is not aware of any reports of accidents or injury related to these conditions.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will replace all the rear door latches on the affected vehicles with a door latch that incorporates an enhanced design, including those previously replaced or repaired under warranty.

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 :** Newly designed rear door latch.

Rear Door Latch	A4637901402
Rear Door Latch	A4637904502
Screw	A0019848929
Door Latch - Left	A4637304102
Door Latch - Right	A4637304202
Actuator	A4639068502

**Identify How/When Recall Condition was Corrected in Production :** An optimization of the rear door latches 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 on May 21, 2021. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on July 13, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** MAY 21, 2021 - NR

**Planned Owner Notification Date :** JUL 13, 2021 - NR

\* NR - Not Reported