



IMPORTANT SAFETY RECALL 2021060014

**This notice applies to your vehicle, VIN: [REDACTED]
Replace Rear Door Latches
NHTSA Recall #21V353**

July, 2021

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

A remedy is available for your vehicle.
Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019-2020 G-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain Model Year ("MY") 2019-2021 G-Class (463 platform) vehicles, the rear doors might not open, close, or lock properly, according to current production specifications. Depending on the tolerances of the components within the door 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. Under certain circumstances, an instrument cluster message may appear and warn of an unlatched or potentially open rear door(s).

What will your DEALER DO?

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. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be less than 2 hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are scheduling an appointment to replace both rear door latches, including those previously replaced or repaired under warranty under Recall Campaign # 2021060014.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Impacts from COVID-19: Your health and safety remain our top priority. The Mercedes-Benz dealerships remaining open for recall repairs and service are closely following the guidelines set forth by the CDC. **Free Mobile Repair** at your home or business as well as vehicle pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

Information for Owners

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,
Mercedes-Benz USA

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