



Mercedes-Benz

Campaign No. 2021060014, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class vehicles (463 platform)**
Model year 2019-2020

Replace Rear Door Lock – Code XZ8/XZ9 (MY19/MY20)

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 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. 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 extreme 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. An authorized Mercedes-Benz dealer will replace both 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.

Prior to performing this Recall Campaign:

- **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 13,888 vehicles are involved.

Order No. P-RC-2021060014

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.

Replace door lock on left and right rear doors

Model 463 with codes XZ8 or XZ9

i Code XZ8 corresponds to (model year 2019)

i Code XZ9 corresponds to (model year 2020)

Work procedure

1. Remove door trim on left and right rear doors.

i For basic data, see **AR72.12-P-1010XG**.

2. **Carefully** pull off door foam sheeting (**A, Figure 1**) from rear doors as shown.

i Door foam sheeting does not have to be completely removed and is reused.

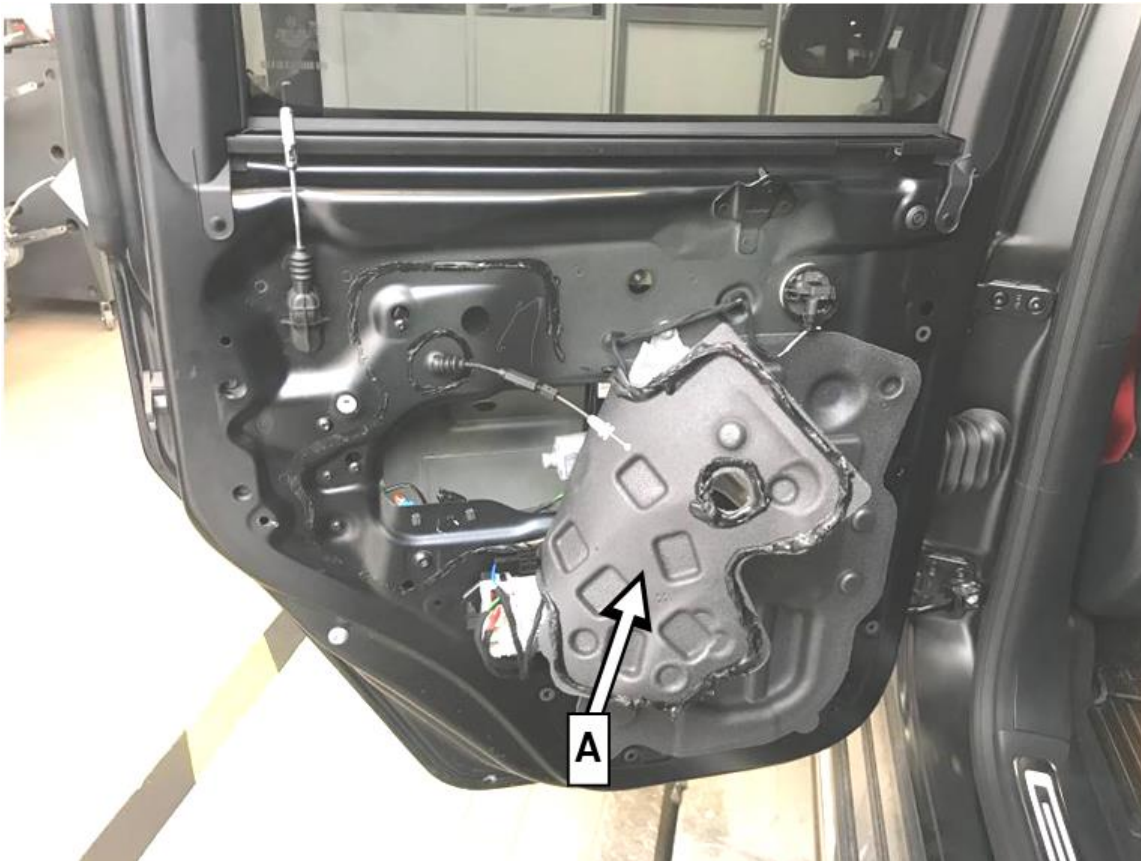


Figure 1

3. Remove door locks of rear doors.

i For basic data, see **AR72.12-P-2511XG**.

4. Complete unit consisting of door lock, actuator motor of central locking system with release cable, and door locking knob prior to installation and insert into door to assemble.

i The mounting screws on **CL actuators (Figure 3) MUST be replaced** and are included with the parts kit.



Figure 2

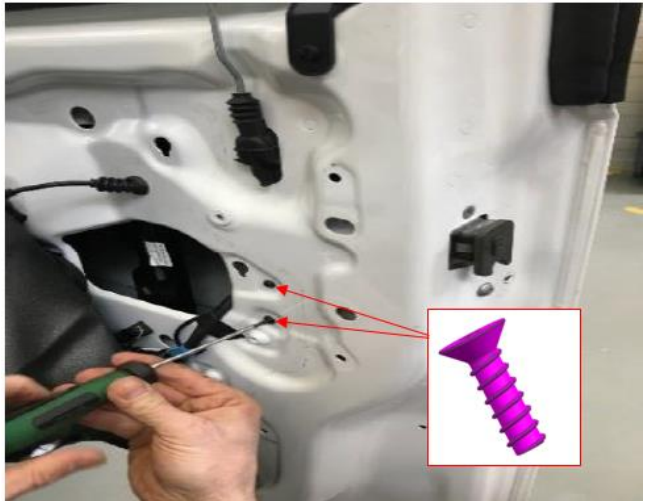


Figure 3

5. Complete doors.

i For basic data, see **AR72.12-P-2511XG**.

Primary Parts Information

Qty.	Part Name	Part Number
1	Door lock parts kit	A 463 730 14 02

Note:

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-0553) Replace door lock on left and right rear doors

Includes: Remove/install door trims, replace CL actuator and mounting screws for CL actuator

Damage Code	Operation Number	Labor Time (hrs.)
73 910 03	02-0553	1.5

Note

Operation Number labor times are subject to change.