

June 23, 2025

Attn: Administrator
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Subject: Safety Complaint - Rear Spoiler Detachment (Recall 20V-480, 2020 Mercedes-Benz GLB, VIN [REDACTED])

Dear Administrator,

I am submitting this formal complaint regarding a serious safety incident involving my 2020 Mercedes-Benz GLB, which directly reflects the defect outlined in Recall 20V-480 (Rear Spoiler Detachment). Although my VIN is not officially included in the affected range, the exact failure described in the recall occurred on my vehicle.

On or about [REDACTED], at approximately 3:00 p.m., I was driving southbound on [REDACTED] in Clanton, Alabama, moving with the flow of traffic. While driving, I noticed an object in my rearview mirror that had become airborne and was causing vehicles behind me to swerve to avoid it.

Moments later, two separate vehicles pulled up alongside me, and the drivers began waving their arms to get my attention. I exited the roadway and pulled into the Walmart parking lot, where a couple in a pickup truck approached me and informed me that the rear spoiler of my vehicle had flown off.

I got out to inspect the vehicle, and indeed, the spoiler was completely gone. I returned to the area where I first saw the airborne object, attempting to locate the detached part, but was unsuccessful in recovering it.

I contacted Mercedes-Benz USA and my local dealership on **June 17, 2025**, and was told that because my vehicle's VIN is not listed under the recall, I would be responsible for the full cost of inspection and repair. Frankly, that position is unacceptable for the following reasons:

VIN # [REDACTED]

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- Recall 20V-480 describes a defect involving improperly welded rear spoilers on 2020 GLB250 models, which can detach while driving. That is **exactly** what happened to my vehicle under normal conditions.

- My photos show clear evidence of weld failure. The spoiler detached while the vehicle was in motion, creating a dangerous road hazard—**just as outlined in the recall.**

- The vehicle has never been involved in a collision or sustained rear-end damage. It has not been subjected to outside interference.

- My VIN has been included **in at least five** previous recalls, underscoring that my vehicle was part of **broader quality issues** during that production period.

The fact that my VIN is not listed does not mean my vehicle is exempt from the defect. It only means the recall parameters may have been drawn too narrowly. I experienced the **very risk that this recall was issued to address**. It is not coincidental—it is a consequence of the same root problem.

I respectfully request that the NHTSA investigate the VIN scope of Recall 20V480, as the current parameters may not fully capture all affected vehicles. **The desired outcome** is for Mercedes-Benz of Birmingham to replace the rear spoiler in accordance with the guidance found in the **Part 573 Safety Recall Report**.

Owners like me, who have experienced this exact defect, deserve the same level of accountability and support.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

cc: Mercedes-Benz USA Customer Assistance Center
Executive Customer Relations, MBUSA, LLC
Office of the General Counsel, Mercedes-Benz USA, LLC

Attachments (3)

Attachment 1 – Recall Notice / Part 573 Safety Recall Report

Attachment 2 – Photographs of Vehicle

Attachment 3 – Communication Attempts with Mercedes-Benz

VIN # 

Attachment 1

Recall Notice / Part 573 Safety Recall Report

VIN #





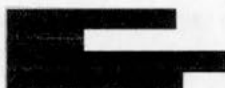
IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Check Rear Spoiler
NHTSA Recall #20V480

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

September, 2020



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") 2020 GLB-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

In certain MY 2020 GLB-Class vehicles, the upper surface of the rear spoiler located above the tailgate might not have been welded correctly, or not welded at all to the base part. Should the rear spoiler be incorrectly welded, parts of the rear spoiler could detach while driving which could increase the risk of a crash or injury for other road users. You might be made aware of the issue by a noise when operating the tailgate, by scratches in the surface coating of the roof in the area of the tailgate, or by an improperly-fitted rear spoiler.

An authorized Mercedes-Benz dealer will check the rear spoiler on the affected vehicles and replace if necessary.

Unfortunately, the parts to remedy this issue are currently not yet available. We are working to obtain the necessary parts to correct this condition as quickly as possible. As the parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website, offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. 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 days to comply with federal regulations.

If a 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 <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,



Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600



Part 573 Safety Recall Report**20V-480****Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** OCT 23, 2020**NHTSA Recall No. :** 20V-480**Manufacturer Recall No. :** 2020090006**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 : 10,644

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLB250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLB 250 10,644 Vehicles.

The recall population was determined through production records. Vehicles outside of the recall population have rear spoiler manufactured according to current production specifications.

Production Dates : APR 30, 2019 - JUN 05, 2020**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") 2020 GLB-Class vehicles (247 platform), the rear spoiler located above the tailgate might have been manufactured outside specifications. The upper surface of the rear spoiler might not have been welded correctly, or not welded at all to the base part.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of missing welds, it is possible that the upper surface might not be sufficiently connected to the base part.

Should the rear spoiler be incorrectly welded, parts of the rear spoiler could detach while driving which could increase the risk of a crash for other road users.

Description of the Cause : Due to a production deviation at a supplier, the upper surface of the rear spoiler might have been welded incorrectly or not welded at all to the base.

Identification of Any Warning : In the event of insufficient welds on the spoiler, the customer might be made

The information contained in this report was submitted pursuant to 49 CFR §573

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20V-480

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that can Occur : aware of the issue by a noise when opening the tailgate, by scratches in the surface coating of the roof in the area of the tailgate, or by an improperly-fitting rear spoiler.

Involved Components :

Component Name 1 : Rear Spoiler

Component Description : Screw

Component Part Number : A 000 990 50 23

Component Name 2 : Rear Spoiler

Component Description : COVER CLIP

Component Part Number : A 000 991 50 00

Component Name 3 : Rear Spoiler

Component Description : REAR SPOILER ATTACHMENT

Component Part Number : A 247 790 06 88 9999

Supplier Identification :

Component Manufacturer

Name : Plastic Omnium Auto Industrial S.A. de C

Address : Blvd Industria de la Transformacion 3150

Parque Industrial Ramos Arizpe Ramos Arizpe FOREIGN STATES 25900

Country : Mexico

Chronology :

In the beginning of March 2020, MBAG launched initial investigations based on an individual field report describing an instance in which a customer allegedly experienced the rear spoiler detaching from the vehicle. No third party damage or personal injuries were reported.

MBAG inspected the relevant parts of the vehicle in March 2020, and found that on this part the weld connection between the upper surface and base part of the rear spoiler was missing. MBAG contacted the parts supplier to review the issue further. The rear spoiler consists of two different parts - an upper shell and a base

The information contained in this report was submitted pursuant to 49 CFR § 573

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20V-480

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part. As part of the supplier's assembly process, the upper surface is welded individually to the base part. Working with MBAG, the supplier conducted a review of its processes and found that a production deviation could not be ruled out where the upper surface may have been welded incorrectly, or not at all to the base part. The supplier identified the range of potentially affected parts. In parallel MBAG identified potentially affected vehicles based on production/ logistic records. On August 7, 2020, MBAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the rear spoiler on the affected vehicles and replace if necessary.

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 : Parts to be installed during the repair are manufactured according to specification.
Remedy Part No.: Screw A 000 990 50 23, COVER CLIP A 000 991 50 00, REAR SPOILER ATTACHMENT A 247 790 06 88 9999

Identify How/ When Recall Condition was Corrected in Production : A change in the production procedure of our supplier ensures that this issue can no longer occur from June 08, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on August 21, 2020. Owners notified of the voluntary recall campaign by an interim letter mailed September 25, 2020. A final owner notification mailed October 23, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : AUG 21, 2020 - NR

Planned Owner Notification Date : SEP 25, 2020 - NR

* NR - Not Reported

The information contained in this report was submitted pursuant to 49 CFR § 573

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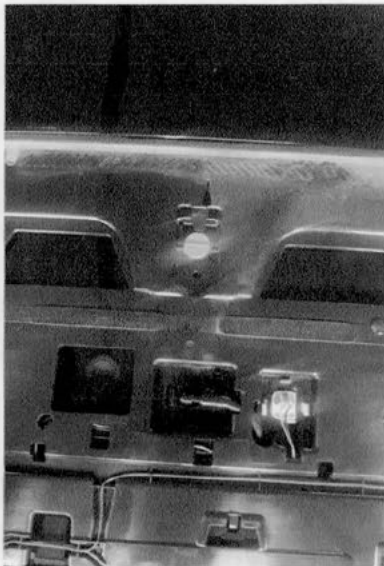
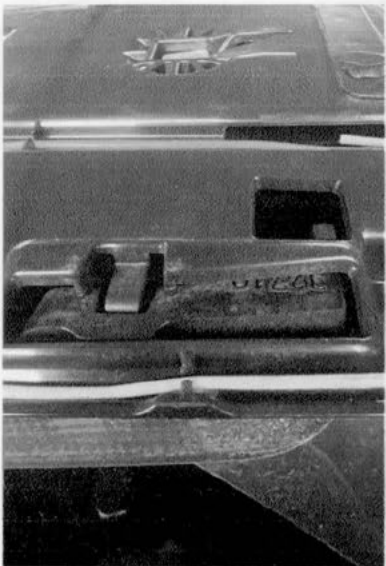
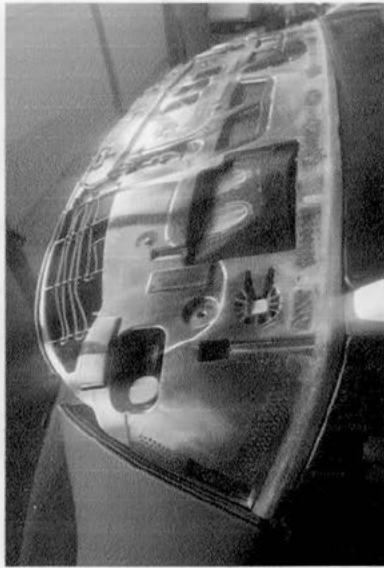
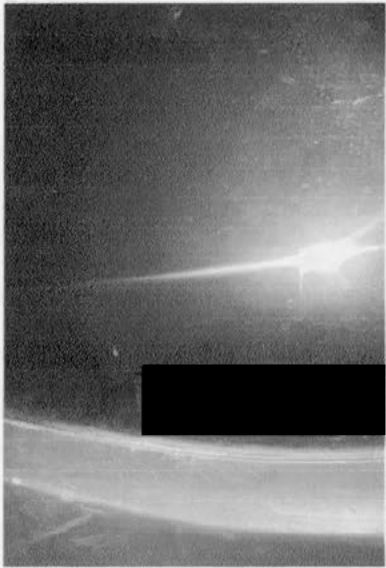


Attachment 2

Photographs of Vehicle

VIN #





VIN #





VIN #



Attachment 3

Communication Attempts

VIN #



Communication Attempts with Mercedes-Benz

06/18/2025

10:15 a.m. – Submitted an online service request on www.mbbham.com requesting immediate assistance and repair of the detached spoiler.

— — —

10:45 a.m. – Received a voicemail from Amber at Mercedes-Benz of Birmingham from called from **659-217-7830**.

— — —

10:50 a.m. – I called **659-217-7830** and spoke with **Amber**. She stated that since my VIN was not specifically related to any “open” recalls, all she could offer was to schedule me for service to have the repair done at my own expense.

I stated that I did not think that was appropriate because the description of the recall was precisely the issue that happened to my car. She offered to transfer me to MBUSA customer care.

— — —

10:55 a.m. – Spoke with **Chebonnae** at MBUSA customer care. She stated that recalls are VIN-specific. She never asked me for my VIN. She advised that the repair could be repaired at **my own expense**. I disagreed with her and was not given any options other than to have the vehicle repaired at my own expense.

I asked for the call to be escalated. She offered to enter my details and submit a case to Customer Advocacy, who would review the details and contact me in three-to-five business days if the details warranted communication.

Chebonnae stated a required part of the case submission was for me to give the estimate of repair that was given to me by the dealership. I stated that I had not been to the dealership yet, but I had spoken with Mercedes-Benz of Birmingham who transferred the call to MBUSA customer care and ultimately speaking to her.

VIN #



Chebonnae said that she could not submit my case without me first visiting the dealership to get an estimate of the out-of-pocket repairs. I asked her to please help me and allow me to speak with someone about the issue. She refused, stating that managers only reviewed cases that were submitted with the specific details of the case information she was requesting.

I made the decision to terminate the phone call because there was music playing in the background and boisterous voices, making an already difficult conversation even more arduous.

VIN #

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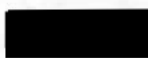
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