

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 Launch Notification Check Vehicle Body Sealing for Water Intrusion MY20 247 (GLB-Class)	DATE: July 25, 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



Recall Campaign Launch Notification			July 25, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Vehicle Body Sealing for Water Intrusion
2020070009	20V246	20P6290301	
<p>This is to notify you of the Recall Campaign Launch to check vehicle body sealing for water intrusion in 26 Model Year (“MY”) 2020 GLB-Class (247 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 “OPEN” on July 25, 2020.</p>			
Background			
Issue	<p>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 vehicle body might not be sealed in the area of the front wheel wells according to current production specifications. Under certain conditions, it is possible for water to enter from the wheel wells into the front occupant foot wells. This might impair the functionality of the control units and other electrical components installed in these areas (e.g., the instrument cluster might malfunction and not show any information). Additionally, the engine might stall during driving or might not start, increasing the risk of a crash. Occupants might observe wet carpets in the front foot wells and/or fogged windows as an indication of the condition.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will seal the vehicle body in the subject area and check the front foot wells for water intrusion. In the event that water intrusion is confirmed, the necessary repair will be carried out.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	26		
Total Vehicles in Dealer Inventory	2		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY20 GLB-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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent MY20 GLB-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on July 31, 2020.		
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.		
<p>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.</p>			





Mercedes-Benz

Campaign No. 2020070009, July 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**
Model Year 2020
Vehicle Body Sealing

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 vehicle body might not be sealed in the area of the front wheel wells according to current production specifications. Under certain conditions, it is possible for water to enter from the wheel wells into the front occupant foot wells. This might impair the functionality of the control units and other electrical components installed in these areas (e.g., the instrument cluster might malfunction and not show any information). Additionally, the engine might stall during driving or might not start, increasing the risk of a crash. Occupants might observe wet carpets in the front foot wells and/or fogged windows as an indication of the condition. An authorized Mercedes-Benz dealer will seal the vehicle body in the subject area and check the front foot wells for water intrusion. In the event that water intrusion is confirmed, the necessary repair will be carried out.

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 26 vehicles are involved.

Order No. P-RC-2020070009

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.

Check/test procedure

1. Remove right and left front door sills (**AR 68.30-P-4101MFA**).
2. Lift floor covering in footwell on driver's side and front passenger side and check for moisture (**Figure 1**).
i There may be no ingress of water under the floor covering in the footwell on the driver's side and front passenger side.

**Figure 1**

- a. **No** ingress of water in footwell on driver's side and/or front passenger side: Carry out **work procedure A**.
- b. Ingress of water in footwell on driver's side and/or front passenger side: Carry out **work procedures A and B**.

i The **findings/results** from the check/test procedure must be recorded **in writing on the repair order**.

Work procedure A

1. Remove rear section of right and left front fender liners.
i For basic data, see **AR88.10-P-1301MFA**.
2. Clean/prime seam seal on right and left of firewall (marked area) and rework with transparent seam seal (**Figure 2**).

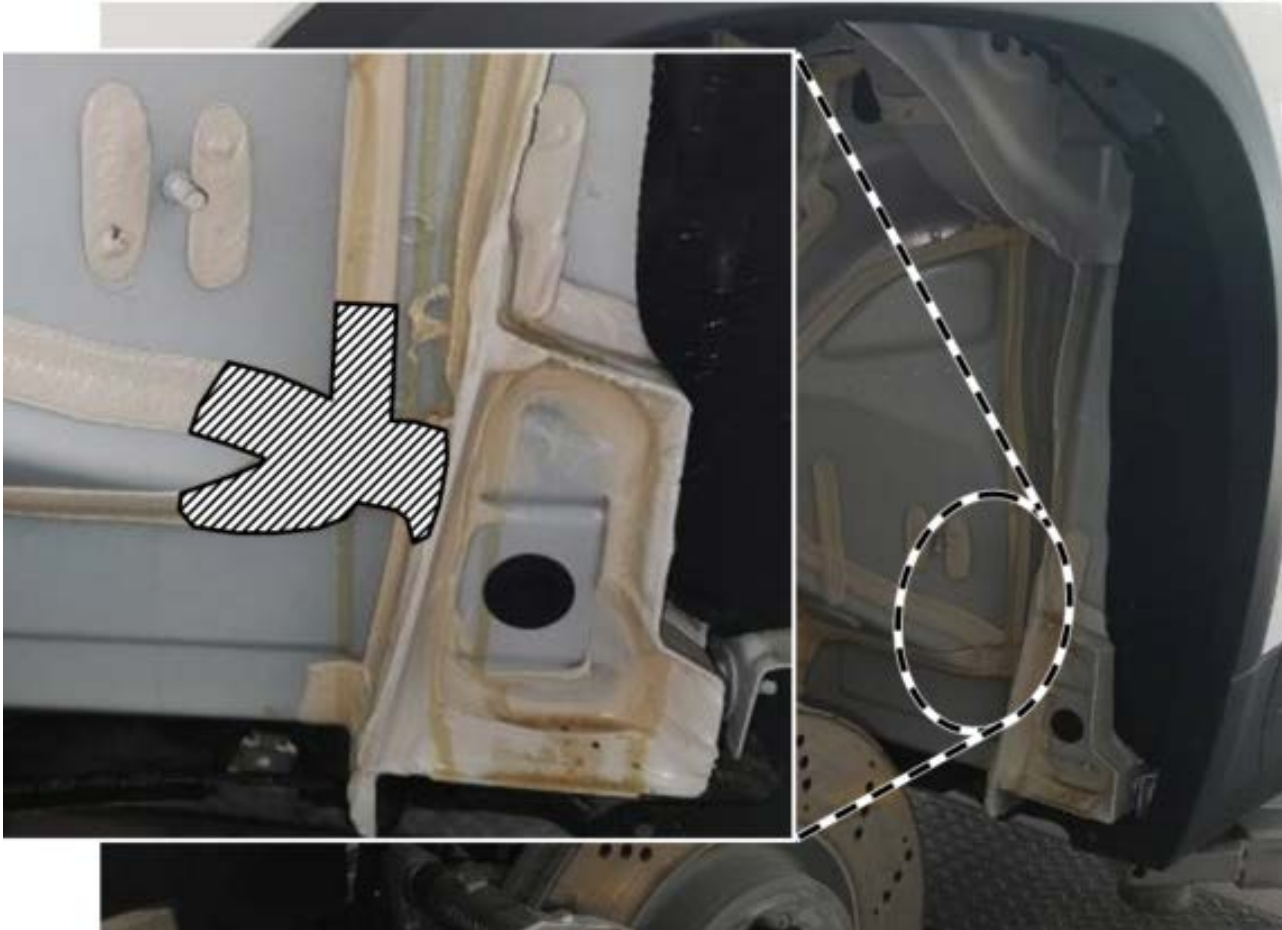


Figure 2

Work procedure B

- i* Only if there is an ingress of water in the footwell on the driver's side and/or front passenger side.
1. Remove floor covering and document condition of check/test procedure (water ingress) with **pictures**. Then send the documented check/test procedure to **PTS** for **repair approval and** further analysis **in a PTSS case**.
i The work performed as part of **work procedure B must** be submitted via a PTSS case.

Primary Parts Information

Qty.	Part Name	Part Number
0.1*	Primer/cleaner	A 000 989 31 00
0.1*	Transparent seam seal	A 000 989 32 00

* 1 packaging unit is to be used for approx. 10 vehicles.

Warranty Information

With Check

Operation: Check seam seal at bottom of firewall on right and left wheel arches (02-1589)
Star Diagnosis System (SDS), Connect/disconnect (02-1590)

Damage Code	Operation Number	Labor Time (hrs.)
62 903 01 8	02-1589*	0.7

*Includes: Lift floor covering in footwell on driver's side and/or front passenger side and check for ingress of water

With Check and Work procedure A

Operation: Check seam seal at bottom of firewall on right and left wheel arches (02-1589)
Star Diagnosis System (SDS), Connect/disconnect (02-1590)

Damage Code	Operation Number	Labor Time (hrs.)
62 903 01 7	02-1589*	0.7
	02-1590	1.0

*Includes: Lift floor covering in footwell on driver's side and/or front passenger side and check for ingress of water

With Check, Work procedure A, and Work procedure B

Operation: Check seam seal at bottom of firewall on right and left wheel arches (02-1589)
Star Diagnosis System (SDS), Connect/disconnect (02-1590)
Repair damage from water ingress**

Damage Code	Operation Number	Labor Time (hrs.)
62 903 01 7	02-1589*	0.7
	02-1590	1.0
	**	ZM

*Includes: Lift floor covering in footwell on driver's side and/or front passenger side and check for ingress of water

**operation number and labor time prescribed thru PTSS case.

Note

Operation Number labor times are subject to change