

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 Initial Notification Check Second Row Seat Track Alignment MY20 247 (GLB-Class)	Date: September 18, 2020

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Check Second Row Seat Track Alignment
TBD	20V558	20P2197286	

This is to notify you of a new Recall Campaign to check the alignment of the second row seat track on **36** Model Year MY2020 247 (GLB-Class) 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 "PENDING" on September 18, 2020.

Background

Issue 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 adjustable second row seat might not have been installed according to current production specifications. As a result, the second row seat might not be correctly aligned within the seat track on one side. To ensure the installation of the second row seat in all loading conditions, all seat tracks need to be correctly aligned. In the case of an incorrectly aligned seat rail, the locking of the second row seat could not be ensured, increasing the risk of injury to the occupants in the event of a crash.

What We’re Doing MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer, will check the installation of the second row seat on the affected vehicles and correct it, if necessary.

Parts **Parts are not required for repair. However, the remedy is not available at this time. An additional notification will be sent once the remedy is available.**

Vehicles Affected

Vehicle Model Year(s)	2020
Vehicle Model	GLB-Class

Vehicle Populations

Total Recall Population	36
Total Vehicles in Dealer Inventory	8

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 Xentry. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLB-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.
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.

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.

