

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 Mounting of the Window Airbags MY20 247 (GLB-Class)	DATE: October 16, 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 Mounting of the Window Airbags
TBA	20V628	20P2197292	
<p>This is to notify you of a new Recall Campaign to check the check mounting of the window airbags in Z 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 “PENDING” on October 16, 2020.</p>			
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 window airbag in the area of the A-pillar might not be mounted according to the current production specifications. In the event of a crash where the window airbag activates, the window airbag catch strap could disconnect. While the restraining effect of the window airbag is not affected, the vehicle might not meet the ejection mitigation requirements of FMVSS 226, thereby increasing the risk of injury.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mounting of the window airbags on the affected vehicles and rework it, if necessary.		
Parts	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	7		
Total Vehicles in Dealer Inventory	1		
<p>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 Star TekInfo. Once the repair is complete the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies 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 approximately one week after the remedy becomes available. Customers may also be contacted through the CAC.		
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>			

