

Part 573 Safety Recall Report

21V-231

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** JUL 02, 2021**NHTSA Recall No. :** 21V-231**Manufacturer Recall No. :** 2021050009**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 : 5,215

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2021 Mercedes-Benz GLB250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2020-2021 GLB250 5214 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have tailgate side spoilers installed according to current production specifications

Production Dates : MAY 14, 2019 - OCT 08, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz GLB35 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2021 GLB35 AMG 1 vehicle. The recall population was determined through production records. Vehicles outside of the recall population have tailgate side spoilers installed according to current production specifications

Production Dates : MAY 14, 2019 - OCT 08, 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") 2020-2021 GLB-Class vehicles (247 platform), the side spoilers on the tailgate might not have been installed according to current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, the side spoiler could detach from the vehicle during driving, creating a road hazard which could increase the risk of a crash or injury for other road users.

Description of the Cause : Due to a process deviation in the assembly plant, the side spoilers might not have been mounted according to specifications.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : Clip

Component Description : Clip

Component Part Number : A0019917498

Component Name 2 : Rear Spoiler

Component Description : Rear Spoiler

Component Part Number : A2477901400

Component Name 3 : Rear Spoiler

Component Description : Rear Spoiler

Component Part Number : A2477901300

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In July 2020, MBAG launched initial investigations based on field reports describing instances in which the side spoiler allegedly had detached from the vehicle during driving.

In September 2020, the investigations were extended to cover potential influences to a side spoiler detachment from the supplier production process, the vehicle series assembly process and the rework process.

As a short-term measure, an additional 100% push-pull check was introduced in mid-September 2020.

In October 2020, the investigations indicated a correlation between reported cases from the field and certain rework measures in the vehicle assembly plant which included a removal and re-installation of the side spoilers. For further confirmation of these findings, the mounting of the side spoilers on vehicles that were accessible by the plant were checked and compared between vehicles with and without rework measures affecting the side spoiler.

Between December 2020 and February 2021, potentially affected vehicles in the field were identified based on the findings relating to the rework measures in the area of the side spoilers.

On March 26, 2021, MBAG determined that a safety risk cannot be ruled out and decided to implement a voluntary safety recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the mounting of the side spoilers and replace them, 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 : Side spoiler mounted according to specifications.

Preservation agent A000986320109
Clip A0009913100
Paint Pen A000986275009
Clip A0019917498
Rear Spoiler A2477901400
Rear Spoiler A2477901300

Identify How/When Recall Condition was Corrected in Production : A change in the processes of the assembly plant ensures that this issue can no longer occur from October 09, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on April 9, 2021. Owners were notified of the voluntary recall campaign via interim letter on May 21, 2021. Final customer letter mailed on July 2, 2021.

A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 09, 2021 - NR

Planned Owner Notification Date : MAY 21, 2021 - NR

* NR - Not Reported