

Part 573 Safety Recall Report

21V-232

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : APR 08, 2021

NHTSA Recall No. : 21V-232

Manufacturer Recall No. : NR



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 : 2,362

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 2362 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have front wheel arches installed according to current production specifications.

Production Dates : MAY 13, 2019 - SEP 15, 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 wheel arch covers on the front fenders 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 wheel arch cover 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 front wheel arch covers might not have been installed according to current production specifications.

Identification of Any Warning that can Occur : Before the issue occurs, the customer may notice a gap between wheel arch cover and fender.

Involved Components :

Component Name 1 : Front Wheel Arch Cover

Component Description : Front Wheel Arch Cover Left

Component Part Number : A 247 885 00 22

Component Name 2 : Front Wheel Arch Cover

Component Description : Front Wheel Arch Cover Right

Component Part Number : A 247 885 01 22

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In July 2020, MBAG launched initial investigations based on an isolated field report describing an instance in which a wheel arch cover had allegedly detached from the vehicle while driving.

Further cases from the field describing similar incidents were reported in August 2020. In parallel, the investigation into potential root causes for the reported incidents focused on an incorrect installation of the wheel arch covers. In order to better understand influences of incorrect installation of the wheel arch covers, test drives with different versions of the wheel arch covers and different mounting conditions were conducted between September and November 2020.

At the same time, as a short-term measure, an additional 100% push-pull check was introduced in mid-September 2020.

In parallel, it was investigated how potentially incorrectly installed wheel arch covers could occur in the vehicle series production and rework process.

From December 2020, results of the test drives and potential root causes for the incorrect installation were reviewed and in January 2021 it was concluded that certain rework measures in the vehicle assembly plant which included a removal and re-installation of the wheel arch covers might be the root cause for the issue. In February 2021, potentially affected vehicles in the field were identified based on the rework data of the vehicle assembly plant.

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

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer, will check the mounting of the front wheel arch covers on the affected vehicles and correct their installation, 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 : Front wheel arch covers mounted according to specifications.

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 November 16, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on April 9, 2021. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on May 31, 2021.

A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 09, 2021 - NR

Planned Owner Notification Date : MAY 31, 2021 - NR

* NR - Not Reported