Part 573 Safety Recall Report 21V-403

Manufacturer Name : Mercedes-Benz USA, LLC
Submission Date : JUL 21, 2021
NHTSA Recall No. : 21V-403
Manufacturer Recall No. : 2020070009

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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 : 5,680
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLB250
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS
Descriptive Information : Mercedes-Benz MY20 GLB250 5680 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the vehicle body sealed according to current production specifications.
Production Dates : JUL 26, 2019 - JUL 16, 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 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.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : 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 control units and other electric components installed in these areas. For example, the instrument cluster might malfunction and not display any information. Furthermore, the engine might stall during driving or might not start, increasing the risk of injury or a crash.
Description of the Cause : Due to a deviation in the production process, the vehicle body might not have been sealed according to current production specifications on certain vehicles.
Identification of Any Warning that can Occur : The occupants might observe wet carpets in the front foot wells and fogged windows.

Involved Components :

Component Name 1 :	NR
Component Description :	NR
Component Part Number :	NR

Supplier Identification :

Component Manufacturer

Name :	Mercedes-Benz AG
Address :	NR Foreign States
Country :	Germany

Chronology :

In the end of November 2019, MBAG launched initial investigations based on a finding during a regular quality inspection on a new vehicle regarding potential water intrusion into the front foot wells. Between December 2019 and March 2020, MBAG received reports from multiple countries that appeared potentially related to water intrusion in the front foot wells. These vehicles were analyzed as well for the root cause. MBAG determined that an incorrectly applied seam seal in the area of the front wheel wells was the cause for the water intrusion. In parallel, potential effects to vehicle functions and components were investigated and the range of potentially affected vehicles analyzed. On April 24, 2020, MBAG determined that a potential safety risk cannot be ruled out and initiated a recall under NHTSA ID 20V246. The investigations were resumed in October 2020, as three further isolated cases occurred in the field. The affected vehicles were not part of the recall campaign. According to the documentation, the concerned vehicles were reworked as part of the plant action. Subsequently, investigations of the rework process in the plant were initiated. In January 2021 MBAG became aware of an additional field case. However, this vehicle was reworked in a Vehicle Preparation Center (VPC). Subsequently, the investigation process regarding the root cause for the possible incorrect rework of the vehicles was extended to the VPCs. On May 21, 2021, MBAG determined that it is not possible to ensure that all affected vehicles were correctly reworked as part of the plant action and decided to expand the recall population.

Description of Remedy :

Description of Remedy Program :	An authorized dealer will check the front foot wells for water intrusion. In the event that water intrusion is confirmed, the necessary repairs will be performed. 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 :	Vehicle body sealed according to current production specifications.
Identify How/When Recall Condition was Corrected in Production :	A change in the production procedure that this issue can no longer occur from July 28, 2020 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on June 7, 2021. Owners will be notified of the voluntary recall campaign on July 20, 2021. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	JUN 07, 2021 - NR
Planned Owner Notification Date :	JUL 20, 2021 - NR

* NR - Not Reported