

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: <b>Recall Campaign Launch Notification</b> <b>Check Ground Connection of Front Passenger Airbag MY21 247 (GLA-Class)</b>	Date: March 20, 2021

## IMPORTANT RECALL CAMPAIGN UPDATE

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 Ground Connection of Front Passenger Airbag
2021020037	21V102	21P9193003	
This is to notify you of a Recall Campaign launch to check the ground connection for the front Passenger Airbag on 36 Model Year (“MY”) 2021 247 (GLA-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 "OPEN" on March 20, 2021.			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 GLA-Class vehicles (247 platform), the ground connection for the front passenger airbag might not meet current production specifications. If the ground connection for the front passenger airbag does not meet current production specifications, an electrostatic charge might not be dissipated as intended, and could lead to an inadvertent deployment of the passenger airbag. Additionally, if a child seat is installed on the front passenger seat with the passenger airbag correctly deactivated, an inadvertent deployment of the passenger airbag cannot be ruled out. An inadvertent deployment of the passenger airbag could increase the risk of a crash, or could increase the risk of injury to an occupant seated in the front passenger seat.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the ground connection for the passenger airbag on the affected vehicles and rework it, if necessary.		
Parts	Parts are not required for repair. The recall remedy is available and repairs can be performed, as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	GLA-Class		
Vehicle Populations			
Total Recall Population	36		
Total Vehicles in Dealer Inventory	0		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 GLA-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 MY21 GLA-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 on March 26, 2021		
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.			





Campaign No. 2021020037, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLA-Class vehicles (247 platform)**  
**Model Year 2021**  
**Check installation position of shield at front passenger airbag**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 GLA-Class vehicles (247 platform), the ground connection for the front passenger airbag might not meet current production specifications. If the ground connection for the front passenger airbag does not meet current production specifications, an electrostatic charge might not be dissipated as intended, and could lead to an inadvertent deployment of the passenger airbag. Additionally, if a child seat is installed on the front passenger seat with the passenger airbag correctly deactivated, an inadvertent deployment of the passenger airbag cannot be ruled out. An inadvertent deployment of the passenger airbag could increase the risk of a crash, or could increase the risk of injury to an occupant seated in the front passenger seat. An authorized Mercedes-Benz dealer will check the ground connection for the passenger airbag on the affected vehicles and rework it, if necessary.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 36 vehicles are involved.

Order No. P-RC-2021020037

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

### Check/test procedure

1. Remove cover (**A, figure 1**) at side at instrument panel.
2. Check installation position of shield (**B, figure 2**) at front passenger airbag.
  - i** Perform visual check through opening in instrument panel using a suitable flashlight.

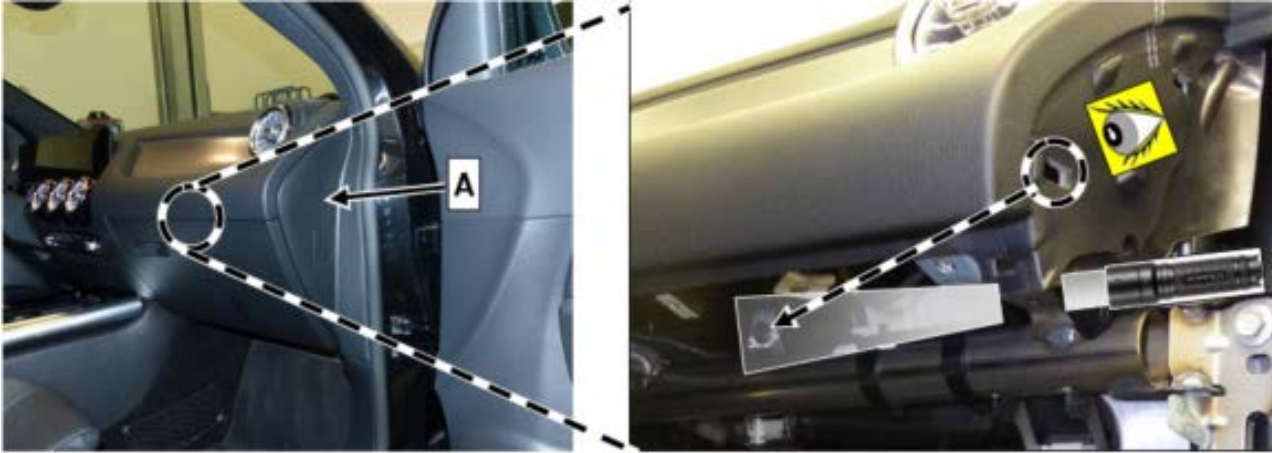


Figure 1

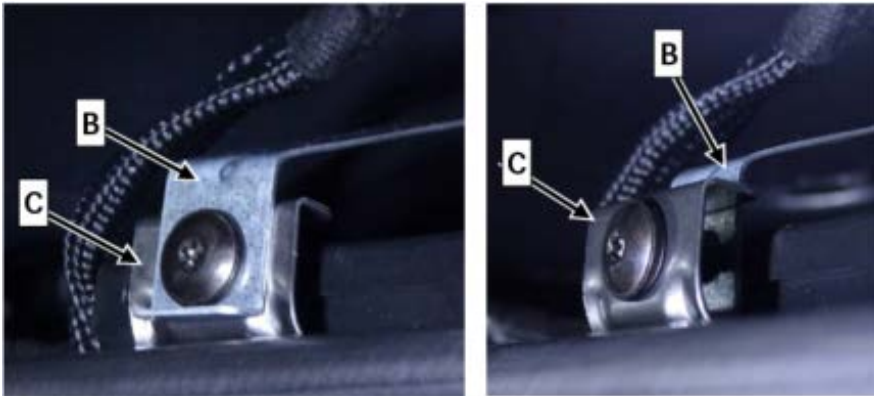




Figure 2 (OK)

Figure 3 (NOT OK)

- a. Installation position of shield (B) Figure 2 OK: **End measure.**
- b. Installation position of shield (B) Figure 3 NOK: Perform **work procedure.**

**i** The **findings** from the check/test procedure must be recorded **in writing in the work order.**

## Work procedure

1. Remove glove compartment housing.  
 For basic data, see **AR68.10-P-1400MFA**.
  2. Unscrew screw and position shield on bracket of cross-member, then screw on shield using screw.  
 Screw to crossmember **3.5 Nm**.
  3. Assemble in reverse order.
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## Warranty Information

### With Check

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**Operation:** Check installation position of shield at front passenger airbag (02-1964)

Damage Code	Operation Number	Labor Time (hrs.)
91 930 03 8	02-1964	0.1

### With Check and Work procedure

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**Operation:** Check installation position of shield at front passenger airbag (02-1964)  
 Correct installation position of shield at front passenger airbag **(after check)** (02-1965)  
**Includes:** Remove/install glove compartment housing

Damage Code	Operation Number	Labor Time (hrs.)
91 930 03 8	02-1964	0.1
	02-1965	0.4

### Note

Operation Number labor times are subject to change.