

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 Initial Notification</b> <b>Check Front Wheel Arch Covers</b> <b>MY20-21 247 (GLB-Class)</b>	Date: April 09, 2021

## **IMPORTANT RECALL CAMPAIGN NOTIFICATION**

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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Front Wheel Arch Covers</b>
2021MMNNNN	<b>21V232</b>	21P2197376	
<p>This is to notify you of a new Recall Campaign to check the front wheel arch cover on 2,362 Model Year ("MY") 2020-2021 247 (GLB-Class) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on April 09, 2021.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain 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. 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.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. 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.		
<b>Parts</b>	<b>Parts are not required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020-2021		
<b>Vehicle Model</b>	GLB-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2362		
<b>Total Vehicles in Dealer Inventory</b>	11		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY2020-2021 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. 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 MY2020-2021 GLB-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

