

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: Recall Campaign Launch Notification - Update Vehicle Body Sealing – water intrusion - Supplemental MY20 247 (GLB-Class)	Date: July 9, 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. :	Vehicle Body Sealing- water intrusion Supplemental
2020070009	21V403 20V246	20P6290301	

This is to notify you of a **Recall Campaign launch** regarding possible water intrusion in an additional **5,680 vehicles to the original campaign (NHTSA ID# 20V246) of 26** Model Year (“MY”) 2020 GLB-Class (247 platform) 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 **July 9, 2021**

Background

Issue	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. 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, which could increase the risk of injury or a crash. The occupants might observe wet carpets in the front foot wells and fogged windows.
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What We’re Doing	An authorized Mercedes-Benz dealer, will check the front foot wells for water intrusion. In the event that water intrusion is confirmed, the necessary repairs will performed.
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Parts	The remedy is available and can be performed. Please note that the estimated replacement rate is 1%. Parts should only be ordered in the event a replacement is required.
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Vehicles Affected

Vehicle Model Year(s)	2020
Vehicle Model	GLB-Class

Vehicle Populations

Total Recall Population	5,706 (with the additional 26 vehicles)
Total Vehicles in Dealer Inventory	8

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 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 MY20 GLB-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	Customer letters for the additional 5,680 vehicles planned to be mailed on July 20, 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.





Mercedes-Benz

Campaign No. 2020070009, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**
Model Year 2020

Vehicle Body Sealing- water intrusion

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. 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, which could increase the risk of injury or a crash. The occupants might observe wet carpets in the front foot wells and fogged windows. In the event that water intrusion is confirmed, the necessary repairs will be performed.

Prior to performing this 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 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 5.680 vehicles are affected.

Order No. P-RC-2020070009

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.

Rework seam seal at bottom of firewall on right and left wheel arches
Model 247

Check/test procedure

1. Remove right and left front door sills (**AR68.30-P-4101MFA**).
2. Lift floor covering in footwell on front driver's side and front passenger side and check for moisture (**Figure 1**).
i There may be no ingress of water under the floor covering in the footwell on the front driver's side and/or front passenger side.

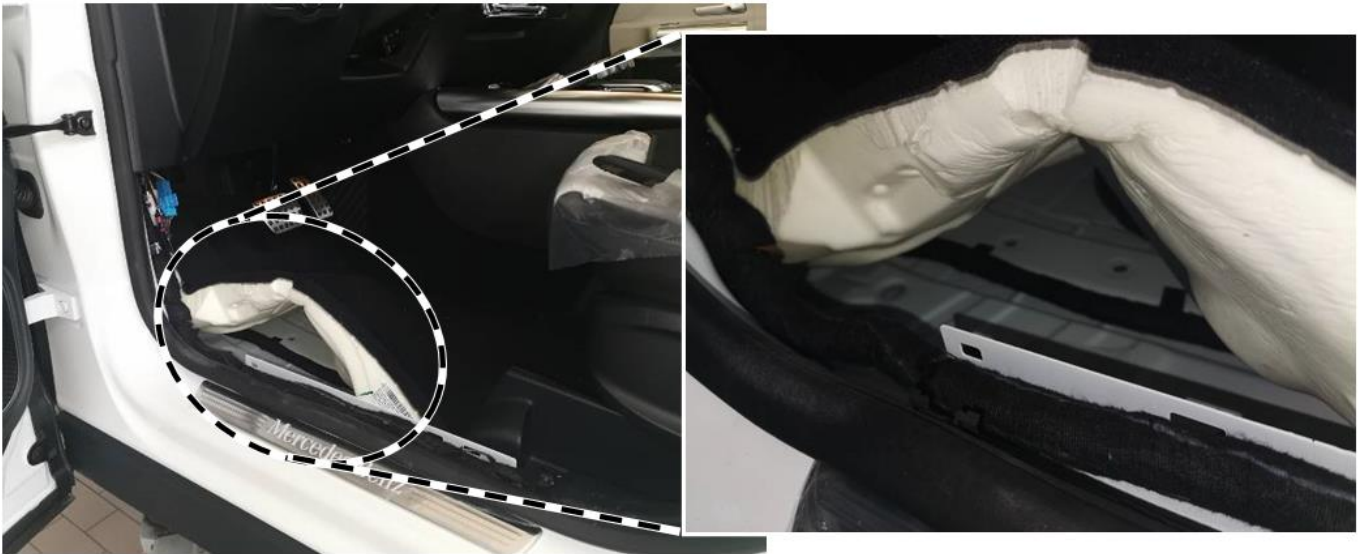
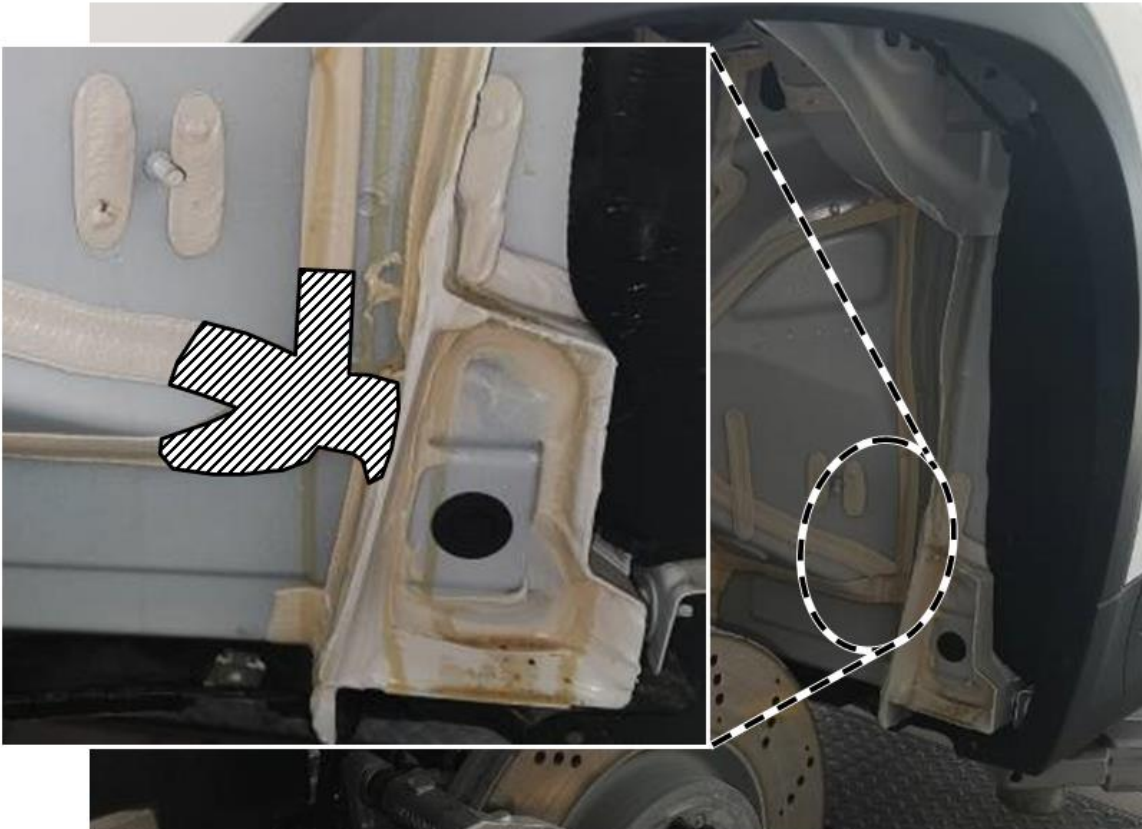


Figure 1

- a. **No** ingress of water in footwell on front driver's side and/or front passenger side: **End measure.**
- b. Ingress of water in footwell on front driver's side and/or front passenger side:
Carry out **work procedure.**

Work procedure

1. Remove rear section of right and left front fender liners.
i For basic data, see (AR88.10-P-1301MFA).
2. Clean/prime seam seal on right and left of firewall (marked area) and rework with transparent seam seal (Figure 2).

**Figure 2**

3. Expose affected footwell, check component parts and wiring harnesses for water and signs of corrosion.
i After the inspection, repair or replace affected component parts.

Primary Parts Information

Qty.	Part Name	Part Number
1*	Primer/cleaner	A 000 989 31 00
1*	Transparent seam seal	A 000 989 32 00

* 1 packaging unit is to be used for approx. 10 vehicles.

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:**

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-1589) Check seam seal at bottom of firewall on right and left wheel arches

Includes: Lift floor covering in footwell on front driver's side
and/or front passenger side and check for ingress of water.

(02-1590) Rework seam seal at bottom of firewall on right and left wheel arches (after check)

(02-0508) Expose footwell, check control units and wiring harness;
rework or replace as required (after check)

Damage Code	Operation Number	Labor Time (hrs.)
62 903 01	02-1589	0.7
	02-1590	1.0
	02-0508	ZM

i **Note**

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.