

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**
Replace Passenger Airbag Module
MY20 247 (GLB-Class)

Date: July 2, 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. :	Replace Passenger Airbag Module
2021060011	21V405	21P9193110	
<p>This is to notify you of a Recall Campaign launch regarding replacing the passenger airbag module on 17 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 2, 2021.</p>			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB (247 platform) vehicles, the mounting of the inflator within the frontal passenger airbag module as well as the fastening of the airbag fabric to the module might not meet specifications. In this case, in the event of a crash necessitating airbag deployment, the airbag's fabric might tear at the mounting location, which could impair the airbag's ability to protect the passenger, increasing the risk of injury.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front passenger airbag module on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	17		
Total Vehicles in Dealer Inventory	1		
<p>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.</p> <p>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).</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
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.		
<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>			





Mercedes-Benz

Campaign No. 2021060011, July 2021

TO: ALL MERCEDES-BENZ CENTERS

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

Replace Passenger Airbag Module

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB (247 platform) vehicles, the mounting of the inflator within the frontal passenger airbag module as well as the fastening of the airbag fabric to the module might not meet specifications. In this case, in the event of a crash necessitating airbag deployment, the airbag's fabric might tear at the mounting location, which could impair the airbag's ability to protect the passenger, increasing the risk of injury. An authorized Mercedes-Benz dealer will replace the frontal passenger airbag module on the affected vehicles.

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 17 vehicles are involved.

Order No. P-RC-2021060011

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.

Replace front passenger airbag

Model 247

- i** Before beginning work, **no SRS fault message** may be **present** in the instrument cluster!
- i** If a SRS fault message is present before beginning work, it must be rectified.
The **fault rectification** may **not be invoiced together with the recall!**

Work procedure

1. Disconnect ground line from on-board electrical system battery.
2. Replace front passenger airbag (AR91.60-P-0664MFB).
3. Connect ground line to on-board electrical system battery.
4. Switch ignition to position 1. To do so, press start button once without touching the brake pedal. Check whether airbag indicator lamp (A, figure 1) permanently goes off (B, figure 2) after a few seconds.
 - i** The SRS check after airbag replacement is thus completely ensured!



Figure 1



Figure 2

Primary Parts Information

Qty.	Part Name	Part Number
1	Front passenger airbag	*

* The required front passenger airbag must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal!

i Note:

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

Warranty Information

Operation: (02-0937) Replace front passenger airbag

Includes: Disconnect/connect ground line of on-board electrical system

Damage Code	Operation Number	Labor Time (hrs.)
91 931 10	02-0937	1.0

i Note

Operation Number labor times are subject to change.