

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 Check the Voltage Converter MY20 247 (GLB-Class)	DATE: August 27, 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



Recall Campaign Launch Notification			August 27, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the Voltage Converter
2021080005	21V526	21P8297008	
<p>This is to notify you of a Recall Campaign launch to check the voltage converter on 1,690 Model Year ("MY") 2020 247 (GLB-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 August 27, 2021.</p>			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020 GLB (247 platform) vehicles, the voltage converter used with the 115V socket for second row seating might not meet specifications. In this case, the voltage at the socket might be 230V instead of 115V. As a consequence, a risk of fire through a connected device cannot be ruled out.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the voltage converter on the affected vehicles and replace it as necessary.		
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	1,690		
Total Vehicles in Dealer Inventory	6		
<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. 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.</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. 2021080005, August 2021

TO: ALL MERCEDES-BENZ CENTERS

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

Check the Voltage Converter

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB (247 platform) vehicles, the voltage converter used with the 115V socket for second row seating might not meet specifications. In this case, the voltage at the socket might be 230V instead of 115V. As a consequence, a risk of fire through a connected device cannot be ruled out. An authorized Mercedes-Benz dealer will check the voltage converter on the affected vehicles and replace it as necessary.

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 1690 vehicles are affected.

Order No. P-RC-2021080005

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 voltage at 115-volt socket, replace DC/AC converter if necessary
Model 247.6

Check/test procedure

1. Use multimeter to check voltage at 115-volt socket in rear passenger compartment (**Figure 1**).
i The voltage ***must be between 110–120 volt (Figure 2)***!

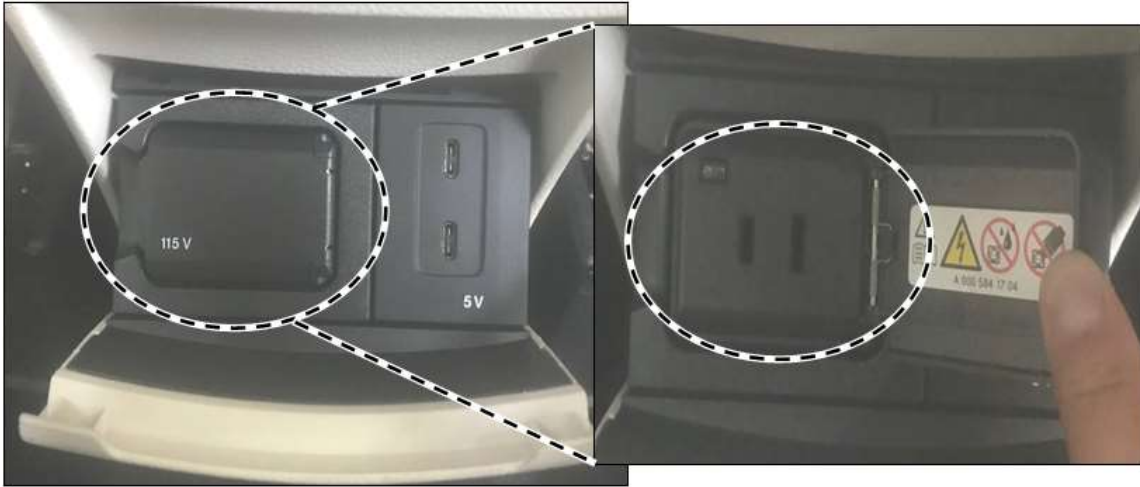


Figure 1

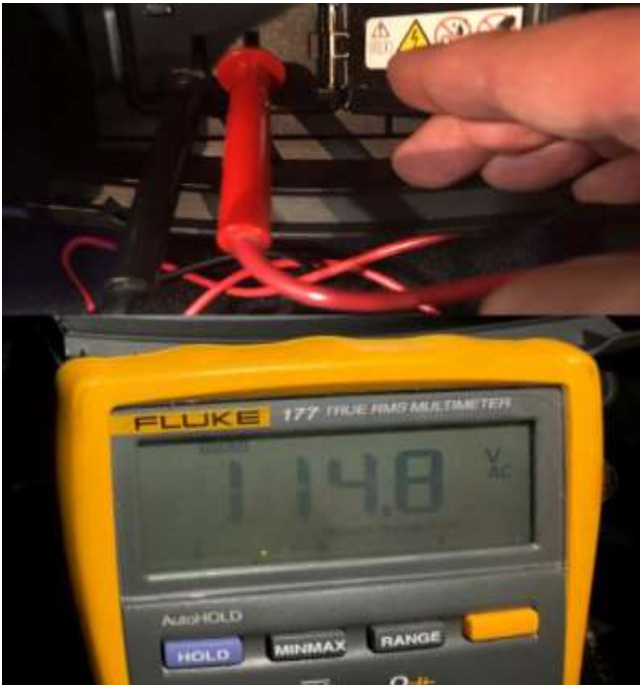


Figure 2

- a. **Voltage** at 115-volt socket **not OK**: Carry out **work procedure**.
- b. **Voltage** at 115-volt socket **OK**: **End measure**.

Work procedure

1. Replace DC/AC converter.

 For basic data, see **AR54.21-P-1600MFA**.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	DC/AC converter	A 000 982 03 20

 **Note:**

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

Warranty Information

Operation: (02-0599) Check voltage at 115-V socket
(02-0600) Replace 115 V DC/AC converter (after check)
Includes: Disconnect/connect ground line of battery;
 Remove/install rear seat in 3rd seat row.

Damage Code	Operation Number	Labor Time (hrs.)
82 970 08	02-0599	0.1
	02-0600	0.7

 **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.