

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 Initial Notification**  
**Check the Voltage Converter**  
**MY20 247(GLB-Class)**

Date: July 16, 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 the Voltage Converter
TBA	21V526	21P2197362	
<p>This is to notify you of a new <b>Recall Campaign</b> to check the voltage converter in <b>1,690</b> Model Year ("MY") 2020 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 <b>July 16, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	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.		
<b>What We're Doing</b>	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.		
<b>Parts</b>	<b>The remedy is not available at this time. An additional notification will be posted once the remedy is available.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLB-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	1,690		
<b>Total Vehicles in Dealer Inventory</b>	6		
<p><b>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.</b></p> <p><b>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).</b></p> <p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed 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>			

