

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 Airbag Control Unit Parameters MY20 GLS-Class (X167 platform)	DATE: 10/8/2021

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 Initial Notification			October 8, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Airbag Control Unit Parameters
TBD	21V771	21P2197426	
<p>This is to notify you of a Recall Campaign to replace the airbag control unit and software on 3 Model Year (“MY”) 2020 GLS-Class (X167 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 “PENDING” on October 8, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLS-Class vehicles (X167 platform), the airbag control unit software might not meet current production specifications. If the vehicle’s airbag control unit software does not meet current production specifications, in the event of a crash with activation of driver’s frontal airbag, the risk of injury to the driver might increase.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the airbag control unit, which includes the correct parameter data set, on the affected vehicles.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLS-Class		
Vehicle Populations			
Total Recall Population	3		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLS-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 GLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on 10/22/2021.		
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.		
<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>			

