

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 Rework Mounting of the Window Airbag MY21 GLB-Class (247 platform)	DATE: December 10, 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			December 10, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Rework Mounting of the Window Airbag
2021110014	21V860	21P9192163	
<p>This is to notify you of the Recall Campaign Launch to rework the mounting of the window airbag on 46 Model Year (“MY”) 2021 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 December 10, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLB-Class vehicles (247 platform), the driver-side window airbag might not have been mounted in the lower area of the A-pillar according to specifications. In the event of a crash with activation of the driver-side window airbag, the catch strap of the driver-side window airbag in the lower area of the A-pillar could detach. Therefore, the restraining effect of the window airbag might not function as specified in FMVSS 226 “ejection mitigation”, possibly increasing the risk of injury for the driver and left rear occupant.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the mounting of the driver-side window airbag on the affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	46		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY21 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 <u>a violation of Federal Law for car rental companies</u> to rent new MY21 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 on December 21, 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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021110014, December 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class (247 platform)**
Model Year 2021

Rework Mounting of the Window Airbag

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLB-Class vehicles (247 platform), the driver-side window airbag might not have been mounted in the lower area of the A-pillar according to specifications. In the event of a crash with activation of the driver-side window airbag, the catch strap of the driver-side window airbag in the lower area of the A-pillar could detach. Therefore, the restraining effect of the window airbag might not function as specified in FMVSS 226 “ejection mitigation”, possibly increasing the risk of injury for the driver and left rear occupant. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the mounting of the driver-side window airbag on the affected vehicles.

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.

Approximately 46 vehicles are affected.

Order No. P-RC-2021110014

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Recall Campaign Bulletin

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


Recall Campaign Bulletin

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Rework Mounting of the Window Airbag Model 247.6

Work Procedure

1. Disconnect ground line of battery.
 For basic data, see **AR54.10-P-0003MFA**.
2. Remove trim at left A-pillar.
 For basic data, see **AR68.30-P-4050MFA**.
3. Release lower mount of window airbag at left A-pillar (**figure 1**).
 For basic data, see **AR91.60-P-0693MFA** operation step 3.

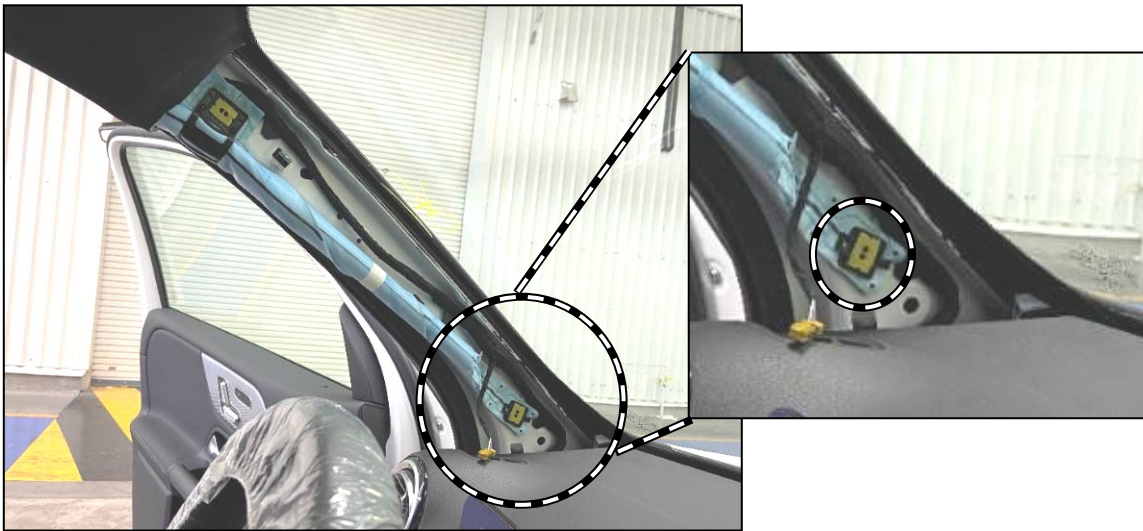


Figure 1

4. Cover vehicle interior in working area of A-pillar.
5. Measure diameter of the new hexagon blind rivet nut (**Figure 2**).



Figure 2

6. Drill bodyshell opening for the attachment of the window airbag at the lower left A-pillar to the diameter of the hexagon blind rivet nut which was measured in step 5 (**Figure 3**).



Figure 3

7. Deburr bore.
8. Insert hexagon blind rivet nut into bodyshell opening for the attachment of the window airbag at the lower left A-pillar (**Figure 4**).



Figure 4

9. Clean working area and restore anti-corrosion protection in accordance with the manufacturer specifications.
10. Attach window airbag at left A-pillar with the hexalobular bolt in the hexagon blind rivet nut.
- i** Torque of hexalobular bolt for attachment of window airbag at lower left A-pillar **Nm** 5!
 - i** During the attachment of the window airbag, the installation position must be taken into account (**figure 5**)!



Figure 5

11. Cut felt strip to approx. 3 cm and bond to mount (hexalobular bolt) of window airbag (**figure 6**).



Figure 6

12. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1	Hexagon blind rivet nut	A 000 990 87 59
1	Hexagon head bolt M8x20	N 000000 000276
1*	Felt strip	A 000 983 89 10
1*	Anti-corrosion agent	A 000 986 72 70 10

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

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, 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

Damage Code	Operation Number	Description	Labor Time (hrs.)
91 921 63	02-0807	Correct mount of left front head airbag Includes: Disconnect/connect ground line of battery; remove/install trim at left A-pillar	0.8

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.