

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/Replace the Driver Airbag Module MY21 GLB-Class (247 platform)	DATE: February 18, 2022

IMPORTANT RECALL CAMPAIGN INFORMATION

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			February 18, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Check/Replace the Driver Airbag Module
TBA	22V078	22P2197474	
<p>This is to notify you of a new Recall Campaign to check the driver airbag module on 50 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 "PENDING" on February 18, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain MY21 GLB-Class (247 platform) vehicles might not be equipped with the driver airbag module according to current production specifications. Depending on the driver airbag module installed, different consequences could result when the airbag deploys. If the driver airbag deploys, it might not provide its restraint function as intended. In addition, the airbag module might detach from its mounting location within the steering wheel hub during deployment and potentially contact occupants. Thus, in the event of a crash with a driver airbag deployment, the risk of injury to the occupants might be increased.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check and replace the front driver airbag on the affected vehicles, if necessary.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	50		
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 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 a violation of Federal Law for car rental companies 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 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>			

