

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: <b>Recall Campaign Launch Notification</b> <b>Check Driver Airbag Module</b> <b>MY21 GLB-Class (247 platform)</b>	DATE: March 11, 2022

## **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



<b>Recall Campaign Launch Notification</b>			<b>March 11, 2022</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Driver Airbag Module</b>
2022030007	22V078	22P9193115	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to check the driver airbag module on <b>50</b> Model Year (“MY”) 2021 GLB-Class (247 platform) 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 “OPEN” on <b>March 11, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<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>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check and replace the front driver airbag module on the affected vehicles, if necessary.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed. Please note that the estimated replacement rate is 15%. Parts should only be ordered in the event a replacement is required.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	GLB-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	50		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>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.</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 MY21 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 on March 25, 2022.		
<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>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022030007, March 2022

TO: ALL MERCEDES-BENZ CENTERS

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

## **Check Driver Airbag Module**

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. An authorized Mercedes-Benz dealer will check and replace the driver airbag module on the affected vehicles, if 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.

Approximately 50 vehicles are affected.

Order No. P-RC- 2022030007

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

## Check driver's airbag, replace if necessary

Model 247

---

### Check/test procedure

1. Remove driver's airbag.

**i** For basic data, see **AR91.60-P-0663MFA**.

2. Determine part number of driver's airbag in the XENTRY Portal "parts process" and compare with the item number of the removed driver's airbag (**A, figure 1**).

**i** The determined part number from the parts process **must** match with the part number of the installed driver's airbag.

**i** When removing the driver's airbag for the first time, the right and left opening at the steering wheel must be pierced. Extreme caution is required to avoid causing damage to the area or personal injury

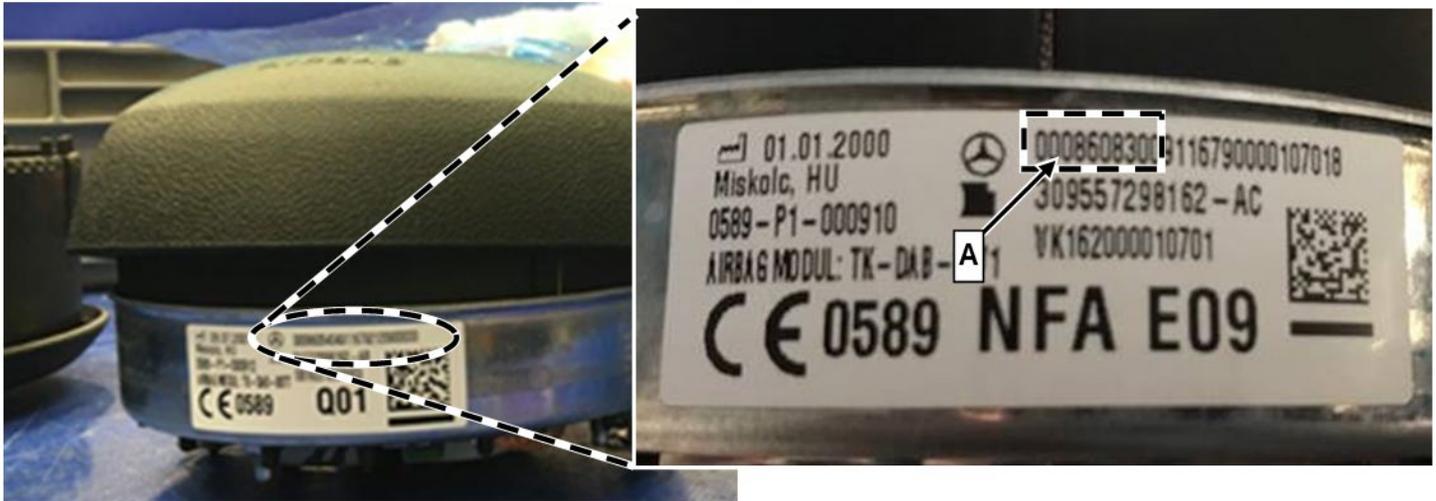


Figure 1

- a. Determined part number from the parts process does **not** match with the installed part number: Perform **work procedure**.
- b. Determined part number from the parts process matches with the installed part number: **End measure**.

### Work Procedure

1. Replace driver's airbag according to **AR91.60-P-0663MFA**.
-

**Primary Parts Information**

Qty.	Part Name	Part Number
As required	Driver's airbag	*

\* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

**i** Small parts such as screws/bolts, 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.)
91 931 15	02-0425	Check driver's airbag <b>Includes:</b> Disconnect/connect ground line	0.4
	02-0426	Replace driver's airbag (after check)	0.1

**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.