

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Check & Replace Right-Side Tires MY25 GLB (247 platform)	DATE: October 25, 2024

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			October 25, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check & Replace Right-Side Tires
2024100009	24V780	24P2195430	
<p>This is to notify you of the new Recall Campaign to check and replace (if necessary) the right-side tires on 415 Model Year (“MY”) 2025 GLB (247 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on October 25, 2024.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2025 GLB (247 platform) vehicles, the right-side installed tires might be damaged on the in-board surface of the side wall. Over the tire’s lifecycle, the damage might lead to a leak. A sudden loss of air pressure cannot be completely ruled out and could impair driving stability, which could increase the risk of a crash.		
What We’re Doing	An authorized Mercedes-Benz dealership will check the potentially affected tires on the affected vehicles and replace them, if necessary.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2025		
Vehicle Model	GLB		
Vehicle Populations			
Total Recall Population	415		
Total Vehicles in Dealer Inventory	212		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry Portal. 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 vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately two weeks 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.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<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>			

