

Part 573 Safety Recall Report

20V-246

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : JUL 31, 2020

NHTSA Recall No. : 20V-246

Manufacturer Recall No. : 2020070009



Manufacturer Information :

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway

Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 26

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLB 250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLB-Class 26 Vehicles.

The recall population was determined through production records. Vehicles outside of the recall population have the vehicle body sealed according to current production specifications.

Production Dates : JUL 26, 2019 - JAN 24, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB-Class vehicles (247 platform), the vehicle body might not be sealed in the area of the front wheel wells according to current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, it is possible for water to enter from the wheel wells into the front occupant foot wells. This might impair the functionality of the control units and other electrical components installed in these areas. For example, the instrument cluster might malfunction and not show any information. Furthermore, the engine might stall during driving or might not start, increasing the risk of a crash. a consequence, the risk of a crash would be increased.

Description of the Cause : Due to a deviation in the production process, the vehicle body might not have been sealed according to current production specifications on certain vehicles.

Identification of Any Warning that can Occur : The occupants might observe wet carpets in the front foot wells and fogged windows.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

At the end of November 2019, MBAG launched initial investigations based on a finding during a regular quality inspection of a new vehicle regarding potential water intrusion into the front foot wells.

Between December 2019 and March 2020, MBAG received reports from multiple countries that appeared potentially related to water intrusion in the front foot wells. These vehicles were analyzed as well regarding the root cause. MBAG determined that an incorrectly applied seam seal in the area of the front wheel wells was the cause for the water intrusion.

In parallel, potential effects to vehicle functions and components were investigated and the range of potentially affected vehicles analyzed.

On April 24, 2020, MBAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will seal the vehicle body in the subject area and check the front foot wells for water intrusion. In the event that water intrusion is confirmed, the necessary repair will be carried out.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Vehicle body sealed according to current production specifications.

Identify How/When Recall Condition was Corrected in Production : A change in the production process for the vehicle body ensures that this issue can no longer occur from January 27, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on May 8, 2020. Owners notified of the voluntary recall campaign by an interim letter on June 12, 2020. A final owner notification mailed on July 31, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 08, 2020 - NR

Planned Owner Notification Date : JUN 12, 2020 - NR

* NR - Not Reported