

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 Second Row Seat Track Alignment</b> <b>MY20 247(GLB-Class)</b>	Date: October 16, 2020

## 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>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Second Row Seat Track Alignment</b>
<b>2020090020</b>	<b>20V558</b>	<b>20P9190167</b>	
<p>This is to notify you of a Recall Campaign launch to check the alignment of the second row seat track on 36 Model Year MY2020 247 (GLB-Class) 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 October 16, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>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 adjustable second row seat might not have been installed according to current production specifications. As a result, the second row seat might not be correctly aligned within the seat track on one side. To ensure the installation of the second row seat in all loading conditions, all seat tracks need to be correctly aligned. In the case of an incorrectly aligned seat rail, the locking of the second row seat could not be ensured, increasing the risk of injury to the occupants in the event of a crash.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the installation of the second row seat on the affected vehicles and correct it, if necessary.</p>		
<b>Parts</b>	<p><b>Parts are not required for repair. The recall remedy is available and can repairs can be performed as necessary.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLB-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	36		
<b>Total Vehicles in Dealer Inventory</b>	8		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 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 Xentry Once the repair is complete, the vehicle may be sold or leased. 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) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 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 October 23, 2020.		
<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>			





Mercedes-Benz

Campaign No. 2020090020, October 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**  
**Model Year 2020**  
**Catch Mechanism Second Row Seat**

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 adjustable second row seat might not have been installed according to current production specifications. As a result, the second row seat might not be correctly aligned within the seat track on one side. To ensure the installation of the second row seat in all loading conditions, all seat tracks need to be correctly aligned. In the case of an incorrectly aligned seat rail, the locking of the second row seat could not be ensured, increasing the risk of injury to the occupants in the event of a crash. An authorized Mercedes-Benz dealer, will check the installation of the second row seat on the affected vehicles and correct it, if necessary.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 36 vehicles are involved.

Order No. P-RC-2020090020

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

**Work procedure**

- i** At the 2nd seat row, the lock may not be correctly engaged within the seat rail.
- i** With the work procedure, it will be ensured that the lock engages in parallel on both sides within the seat rail.
- i** The work procedure must be performed on the left and right seat frame base of the 2nd seat row.

1. Actuate adjustment lever for fore/aft adjustment and slide seat frame base **toward rear** all the way to the end stop.

**i** The adjustment lever is located at the front under the seat surface.

2. Remove covers (**A**, figure 1).



**Figure 1**

3. Unscrew front screws of seat mount by one revolution.

4. Fold seat backrest forward.
  - i** Release seat backrest by **pulling the loop (B, figure 2)** and fold forward.
  - i** Do **not** release seat backrest via handle at top on seat backrest.



**Figure 2**

5. Actuate adjustment lever for fore/aft adjustment and slide seat frame base **forward** all the way to the end stop.
  - i** The adjustment lever is located at the front under the seat surface.
6. Unscrew rear screws of seat mount in each case by one revolution.
7. Position seat backrest upright again.
  - i** Move seat backrest to cargo position or first detent position.
8. Actuate adjustment lever for fore/aft adjustment and slide seat frame base **toward rear** all the way to the end stop.
  - i** The adjustment lever is located at the front under the seat surface.
9. Pull seat frame base forward at the seat backrest **top left and right**.
  - i** The lock within the seat rails thus engages in the correct position.
10. At the **seat cushion**, pull seat frame base **forward** all the way to the end stop to correctly position the seat frame base in the bodyshell.
  - i** Hold seat frame base until front screws have been fastened into place.
11. Tighten front screws onto seat frame base.
  - i** **First** tighten **inner screw** onto seat frame base, then tighten the outer screw.
  - Nm** Seat frame base on bodyshell **50 Nm**.

12. Fold seat backrest forward.

- i** Release seat backrest by **pulling the loop (B, figure 2)** and fold forward.
- i** Do **not** release seat backrest via handle at top on seat backrest.



Figure 3

13. Actuate adjustment lever for fore/aft adjustment and slide seat frame base **forward** all the way to the end stop.

- i** The adjustment lever is located at the front under the seat surface.

14. Tighten rear screws of seat frame base.

- i** **First** tighten **inner screw** onto seat frame base, then tighten the outer screw.
- Nm** Seat frame base on bodyshell **50 Nm**.

15. Perform work procedure on 2nd seat frame base.

16. Install covers (A, figure 4).



Figure 4

**Warranty Information**

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**Operation:** Rework seat frame base of second seat row on left and right (02-1759)

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>
91 901 67 7	02-1759	0.4

**i** **Note**

Operation Number labor times are subject to change.