

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 Launch Notification Check Mounting of the Window Airbags MY20 247 (GLB-Class)	DATE: October 23, 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



Recall Campaign Launch Notification			October 23, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Mounting of the Window Airbags
2020100010	20V628	20P9192151	
<p>This is to notify you of the Recall Campaign Launch to check the mounting of the window airbags in Z Model Year (“MY”) 2020 GLB-Class (247 platform) 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 “OPEN” on October 23, 2020.</p>			
Background			
Issue	<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 window airbag in the area of the A-pillar might not be mounted according to the current production specifications. In the event of a crash where the window airbag activates, the window airbag catch strap could disconnect. While the restraining effect of the window airbag is not affected, the vehicle might not meet the ejection mitigation requirements of FMVSS 226.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mounting of the window airbags on the affected vehicles and rework it, if necessary.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	7		
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 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 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.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20 GLB-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letters will be mailed on October 30, 2020. Customers may also be contacted through the CAC.</p>		
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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. 2020100010, October 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**
Model Year 2020
Check Mounting Window Airbag

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 window airbag in the area of the A-pillar might not be mounted according to the current production specifications. In the event of a crash where the window airbag activates, the window airbag catch strap could disconnect. While the restraining effect of the window airbag is not affected, the vehicle might not meet the ejection mitigation requirements of FMVSS 226. An authorized Mercedes-Benz dealer will check the mounting of the window airbags on the affected vehicles and rework 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 7 vehicles are involved.

Order No. P-RC-2020100010

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

1. Remove A-pillar trim.

i For basic data, see **AR68.30-P-4050MFA**.

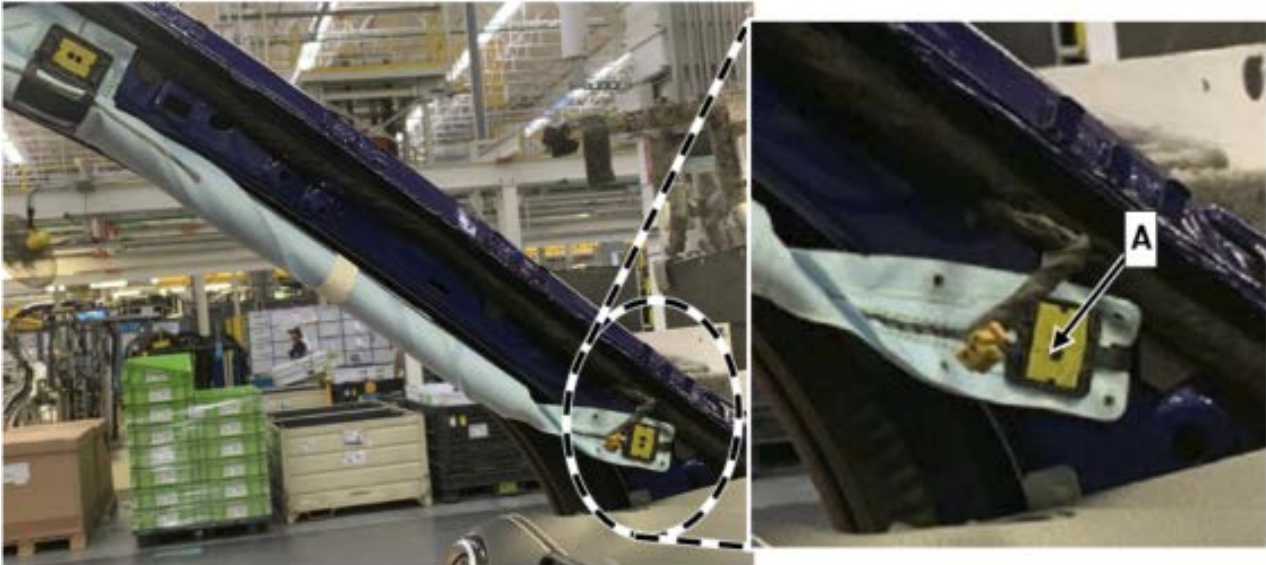


Figure 1

2. Press on clip **(A, Figure 1)**.
3. Grasp fabric tape and pull on it.
4. Press on clip **(A, Figure 1)** again.

i The clip **(A, Figure 1)** must be attached correctly.
5. Assemble in reverse order.

Warranty Information

Operation: Check head airbag mount, rework if necessary (02-1633)

Damage Code	Operation Number	Labor Time (hrs.)
91 921 51 8	02-1633	0.3

i **Note**

Operation Number labor times are subject to change