

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 Tailgate Side Spoilers

MY20-21 247(GLB-Class)

Date: June 18, 2021

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Check Tailgate Side Spoilers
2021050009	21V231	21P7792003	
<p>This is to notify you of a new Recall Campaign to check the tailgate side spoilers on 5,215 Model Year ("MY") 2020-2021 247 (GLB-Class) 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 June 18, 2021.</p>			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLB-Class vehicles (247 platform), the side spoilers on the tailgate might not have been installed according to current production specifications. As a result, the side spoiler could detach from the vehicle during driving, creating a road hazard which could increase the risk of a crash or injury for other road users.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mounting of the side spoilers and replace them, if necessary.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2020-2021		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	5215		
Total Vehicles in Dealer Inventory	24		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 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.</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 MY20-21 GLB-Class 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 on July 02, 2021.		
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.		
<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. 2021050009, June 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**
Model year 2020-2021

Check Tailgate Side Spoilers

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLB-Class vehicles (247 platform), the side spoilers on the tailgate might not have been installed according to current production specifications. As a result, the side spoiler could detach from the vehicle during driving, creating a road hazard which could increase the risk of a crash or injury for other road users. An authorized Mercedes-Benz dealer will check the mounting of the side spoilers and replace them, 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 5,215 vehicles are involved.

Order No. P-RC-2021050009

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.

Check side spoilers on left and right of tailgate, rework or replace if necessary

Model 247

Check/test procedure

1. Open tailgate so that side spoilers are at working height.

i Tailgate **must** be open for the test (**Figure 1**).

**Figure 1**

2. Pull side spoiler downward slightly using both hands and check whether the outer shell of the side spoiler detaches from the basic carrier (**Figure 2**) on both the left and right side.

i The outer shell must **not** detach from the basic carrier.

**Figure 2**

3. Using both hands, pull outward *slightly* in upper and lower areas (**Figure 3**).

i The side spoiler must not detach from the tailgate.



Figure 3

- a. Outer shell detaches from basic carrier **or** brackets for clips on side spoiler are broken out: Carry out **work procedure A**.
- b. Side spoiler detaches from tailgate too easily: Carry out **work procedure B**.
- c. Check on side spoilers revealed no problems: **End measure**.

Work procedure A

1. Replace side spoilers.

i Observe replacement part-related modification in **SI72.20-P-0013A** regarding installation of side rear spoiler.

i When installing side spoiler with part number **A 247 790 13 00** or **A 247 790 14 00** on vehicles **up to** production date **30.11.2019 (Figure 4)**, the bore for the lowermost clip must be drilled with a diameter of **8 mm**; then clean the area around the bore to remove chips and apply anti-corrosion protection in the area of the bore.



Figure 4



Figure 5

Work procedure B

1. Replace mounting clips in side spoiler.

i If the side spoiler was disassembled, all mounting clips must always be replaced.

i For side spoiler in vehicles up to production date **30.Nov.2019 (Figure 6)**, 2 green mounting clips with replacement part no. **A 001 991 74 98** are needed for the two upper fastening points and one gray mounting clip with replacement part no. **A 000 991 31 00 (Figure 7)** is needed for the lower fastening point.

i For the side spoiler in vehicles from productions date **01.Dec.2019 (Figure 5)**, 3 green mounting clips with replacement part no. **A 001 991 74 98** are needed for the upper and lower fastening points (**Figure 6**).

i Should the **brackets** for the mounting clips on the side spoiler have **broken out**, the corresponding side spoiler must be replaced (apply **work procedure A**).



Figure 6, A 001 991 74 98 (green clip)



Figure 7, A 000 991 31 00 (gray clip)

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Side spoiler (left with mounting clips)	A 247 790 13 00
As required (1)	Side spoiler (right with mounting clips)	A 247 790 14 00
As required (3)	Mounting clip (green/large)	A 001 991 74 98
As required (1)	Mounting clip (gray/small)	A 000 991 31 00
As required (1)*	Touch-up paint pen (primer)	A 000 986 27 50 09
As required (1)*	Preservation agent	A 000 986 32 01 09

* One container unit suffices for at least 10 vehicles

i Note:

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation:

02-0966	Check side spoilers on left and right of tailgate
02-0967 *	Rework one side spoiler on tailgate (after check) Includes: Replace retaining clips
02-0968 *	Replace one side spoiler on tailgate (after check)
02-0965*	Enlarge one bore on tailgate (if replacing side spoiler with production date up to 30.Nov.2019) Includes: Enlarge bore and apply primer to drilling location

Damage Code	Operation Number	Labor Time (hrs.)
77 920 03	02-0966	0.1
	02-0967 *	0.1
	02-0968 *	0.1
	02-0965 *	0.2

* Use operation item with necessary frequency

i Note

Operation Number labor times are subject to change.