

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 Front Wheel Arch Cover**  
**MY20-21 247 (GLB-Class)**

Date: May 07, 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Front Wheel Arch Cover</b>
<b>2021040015</b>	<b>21V232</b>	<b>21P8890088</b>	
<p>This is to notify you of a Recall Campaign launch to check the front wheel arch cover on 2362 Model Year MY2020-2021 GLB-Class vehicles (247 platform). 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 May 07, 2021.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLB-Class vehicles (247 platform), the wheel arch covers on the front fenders might not have been installed according to current production specifications. As a result, the wheel arch cover 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.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mounting of the front wheel arch covers on the affected vehicles and correct their installation, 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>	2020-2021		
<b>Vehicle Model</b>	GLB-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2,362		
<b>Total Vehicles in Dealer Inventory</b>	9		
<p><b>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. 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 MY20-21 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>	<p>Customer letters will be mailed approximately one week after the remedy becomes available, on May 14, 2021.</p>		
<b>AOMS/SOMS</b>	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
<b>Rental Fleet Partners</b>	<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. 2021040015, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**  
**Model Year 2020-2021**  
**Check Front Wheel Arch Cover**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLB-Class vehicles (247 platform), the wheel arch covers on the front fenders might not have been installed according to current production specifications. As a result, the wheel arch cover 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 front wheel arch covers on the affected vehicles and correct their installation, 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 2362 vehicles are involved.

Order No. P-RC-2021040015

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/test procedure**

1. Check left and right front wheel arch liner in area of bumper as to whether correctly installed.
  - i** Pull wheel arch liner outward, starting at the bottom up to the top area of the bumper (**figures 1 to 3**).
  - i** If the wheel arch liner is not correctly installed, it will be possible to easily pull this out of the bumper.



Figure 1



Figure 2



Figure 3

- a. Left and/or right wheel arch liner **not** correctly installed: Carry out **work procedure**.
- b. Left and right wheel arch liner **correctly** installed: **End measure**.

## Work procedure

1. Release wheel arch liner from bumper up to fender transition.

**i** The wheel arch liner does not have to be fully removed.

2. Install wheel arch liner in the following sequence.

2.1. Engage the four outer engagements (**A**, **figures 4-5**) of the wheel arch liner around the bumper, starting from the top down (**figure 6**).



Figure 4

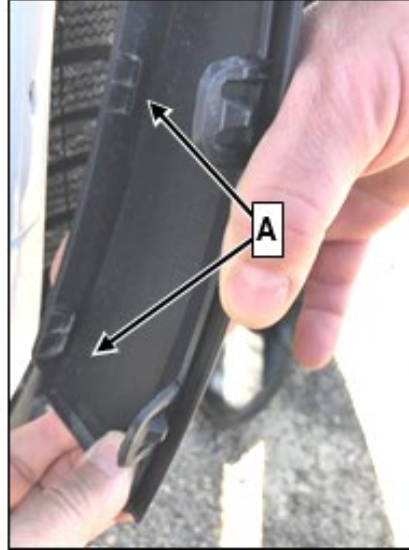


Figure 5



Figure 6

2.2. Engage the four inner engagements (**B**, **figure 7**) of the wheel arch liner in the bumper, starting from the top down (**figure 8**).

**i** After installation of wheel arch liner, check that firmly seated.

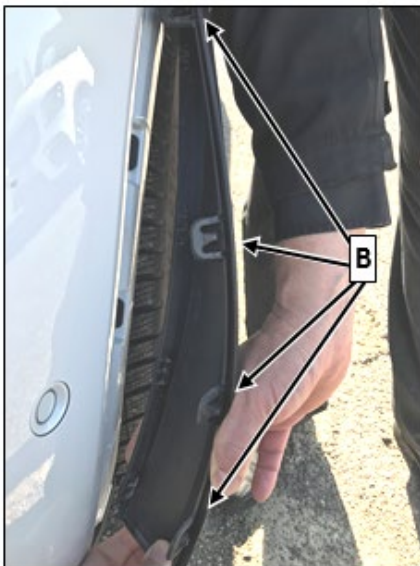


Figure 7



Figure 8

**Warranty Information****With check**

**Operation:** Check left and right front wheel arch liner (02-0985)

Damage Code	Operation Number	Labor Time (hrs.)
88 900 88 8	02-0985	0.1

**With check and repair**

**Operation:** Check left and right front wheel arch liner (02-0985)  
Correct one front wheel arch liner (after check) (02-0986)

Damage Code	Operation Number	Labor Time (hrs.)
88 900 88 8	02-0985	0.1
	02-0986*	0.1*

\* The operation may be used once for each side. (max. 2x)

**i** **Note**

Operation Number labor times are subject to change.