



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 7, 2021

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-107JK  
21V-403

**Subject:** Water Intrusion into Front Wheel Wells

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/GLB250/2020

**Mfr's Report Date:** May 28, 2021

**NHTSA Campaign Number:** 21V-403

**Components:**

ELECTRICAL SYSTEM  
STRUCTURE

**Potential Number of Units Affected:** 5,680

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2020 GLB250 vehicles. Water may enter through the wheel well area into the front occupant foot wells, potentially damaging certain electrical components. This may result in the instrument cluster going blank, an engine stall while driving, or the vehicle may not start.

**Consequence:**

Either a blank instrument cluster display or an engine stall can increase the risk of a crash.

**Remedy:**

Dealers will seal the vehicle body in the wheel well area and inspect the front foot wells for water intrusion, repairing as necessary, free of charge. Owner notification letters are expected to be mailed July 27, 2021. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Jennifer Kruger who may be reached by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement