

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 Replace Curtain Airbag MY20 247 (GLB-Class)	DATE: September 10, 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



Recall Campaign Launch Notification

September 10, 2021

Campaign No. :

NHTSA ID

Campaign Desc. :

2021080012

21V404

21P 9192162

Replace Curtain Airbag

This is to notify you of the **Recall Campaign Launch** to replace the curtain airbags in **16** 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 **September 10, 2021**.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB-Class (247 platform) vehicles, the curtain airbags might not meet current production specifications. In the event of a crash with activation of the curtain airbags, the cushion might not inflate as intended. This might reduce the restraining effects of the airbag which could increase the risk of injury.
What We're Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will replace the curtain airbags on the affected vehicles.
Parts	The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)	2020
Vehicle Model	GLB-Class

Vehicle Populations

Total Recall Population	16
Total Vehicles in Dealer Inventory	0

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.

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.

Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed on September 24, 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.

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.





Mercedes-Benz

Campaign No. 2021080012, September 2021

TO: ALL MERCEDES-BENZ CENTERS

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

Replace Curtain Airbag

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB-Class (247 platform) vehicles, the curtain airbags might not meet current production specifications. In the event of a crash with activation of the curtain airbags, the cushion might not inflate as intended, which could reduce the restraining effects of the airbag and increase the risk of injury. An authorized Mercedes-Benz dealer will replace the curtain airbags on the affected vehicles.

Prior to performing this 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 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 16 vehicles are affected.

Order No. P-RC-2021080012

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.

Replace left and right window airbag

Model 247

Work procedure

1. Replace window airbag left and right

 For basic data, please see **AR91.60-P-0693MFA**

Primary Parts Information

Qty.	Part Name	Part Number
1	Left head airbag (window airbag)	*
1	Right head airbag (window airbag)	*

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.



Note:

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

Warranty Information

Operation: (02-0562) Replace left and right window airbag

Includes:

- Remove/install ground cable at battery
- Remove/install LH/RH rear seat of 3rd seat row (if present)
- Unfasten/fasten roof lining

Damage Code	Operation Number	Labor Time (hrs.)
91 921 62	02-0562	2.8



Note

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.