

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: <b>Recall Campaign Launch Notification</b> <b>Update Airbag Control Unit Parameters</b> <b>MY20 GLB-Class (247 platform)</b>	DATE: September 3 <sup>rd</sup> , 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>Recall Campaign Launch Notification</b>			<b>September 3, 2021</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Update Airbag Control Unit Parameters</b>
2021080019	21V639	21P5499007	
<p>This is to notify you of a new Recall Campaign to update the airbag control unit parameters on 66 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 3, 2021.</p>			
<b>Background</b>			
<b>Issue</b>	<p>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 airbag control unit software might not meet current production specifications. In this case, the activation timing of the seat belt force limiters (driver and front passenger seats) and the front passenger airbag might deviate from their specifications. Thus, in the event of a frontal collision with activation of the restraint systems, the risk of injury for the occupants might increase.</p>		
<b>What We’re Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will update the airbag control unit parameters.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed. Please note that the estimated replacement rate is 100%.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLB-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	66		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>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 Xentry. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>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)</b></p> <p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on September 17 <sup>th</sup> , 2021		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

