

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 Initial Notification Check and Replace the Integral Carrier Front Axle MY19-21 A-Class and GLB-Class (177, 247 platform)	DATE: December 27 th , 2021

IMPORTANT RECALL CAMPAIGN INFORMATION

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 and Replace the Integral Carrier Front Axle
TBA	21V990	21P2197458	
<p>This is to notify you of a new Recall Campaign to check and replace the integral carrier front axle in 38,312 Model Year (“MY”) 2019-2021 A-Class and GLB-Class (177, 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 “PENDING” on December 27th, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2021 A-Class (177 platform) and GLB-Class (247 platform) vehicles, the corrosion protection of the integral carrier of the front axle might not be sustained over the lifetime of the vehicle. Under specific environmental influences, corrosion of the integral carrier of the front axle might occur after several years. As a result, depending on the intensity and location of the corrosion, an impairment of the structural durability of the integral carrier as well as the connection to other components cannot be ruled out. In this case, vehicle steering might be affected which could potentially increase the risk of a crash.		
What We’re Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check the integral carrier on the affected vehicles and replace it, if necessary.		
Parts	Remedy is not available at this time. An additional notification will be sent once the remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2019- 2021		
Vehicle Model	A-Class and GLB-Class		
Vehicle Populations			
Total Recall Population	38,312		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-21 A-Class and 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.</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 MY19-21 A-Class and 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 after the remedy becomes available.		
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.			

