

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 Level Sensor Linkage Rear Axle MY21 GLB-Class (247 platform)	DATE: May 16, 2022

IMPORTANT NEW 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



Recall Campaign Initial Notification			May 16, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Level Sensor Linkage Rear Axle
TBA	22V314	22P2197518	
<p>This is to notify you of the new Recall Campaign to check the level sensor linkage for the rear axle on 88 Model Year ("MY") 2021 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 "PENDING" on May 16, 2022.</p>			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 GLB (247 platform) vehicles, the level sensor linkage on the rear axle might not have been installed correctly. In this case, the leveling of the headlamp system could calibrate in the opposite direction if the rear seat, trunk or third row of seats were loaded appropriately. Subsequently, glare to oncoming traffic cannot be ruled out, which could increase the risk of a crash.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the level sensor linkage for the rear axle on the affected vehicles and rework it, if necessary.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	88		
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 MY21 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 MY21 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 approximately two weeks 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.		
<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>			

