

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: **Service Campaign 2021030009 Launch Notification**  
**Check Side Wall Seam Seal on Inner Wheel Arches**  
**MY20 247 (GLB-Class)**

Date: April 1, 2021

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Side Wall Seam Seal on Inner Wheel Arches</b>
2021030009	20P9790018	
<p>This is to notify you of a <a href="#">Service Campaign</a> launch regarding the side wall seam seal on the inner wheel arches on <b>80</b> Model Year ("MY") 2020 247 (GLB-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>April 1, 2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 GLB-Class (247) vehicles, the side wall seam seal in the left and right rear inner wheel arches does not correspond to our specifications. In this case, it is possible that water could enter into the area of the rear wheel arches. No safety relevance was determined.	
<b>What We're Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the side wall seam seal on inner wheel arches and correct, if necessary.	
<b>Parts</b>	Parts are available and can be ordered as necessary. The predicted replacement rate is ~10%	
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	GLB-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	80	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs - This Service Campaign may generate questions from your dealers.	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021030009, April 2021

TO: ALL MERCEDES-BENZ CENTERS

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

## **Check Side Wall Seam Seal on Inner Wheel Arches**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 GLB-Class (247) vehicles, the side wall seam seal in the left and right rear inner wheel arches does not correspond to our specifications. In this case, it is possible that water could enter into the area of the rear wheel arches. No safety relevance was determined. An authorized Mercedes-Benz dealer will check the side wall seam seal on inner wheel arches and correct, if necessary.

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.

Approximately 80 vehicle is affected.

Order No. P-SC-2021030009

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.

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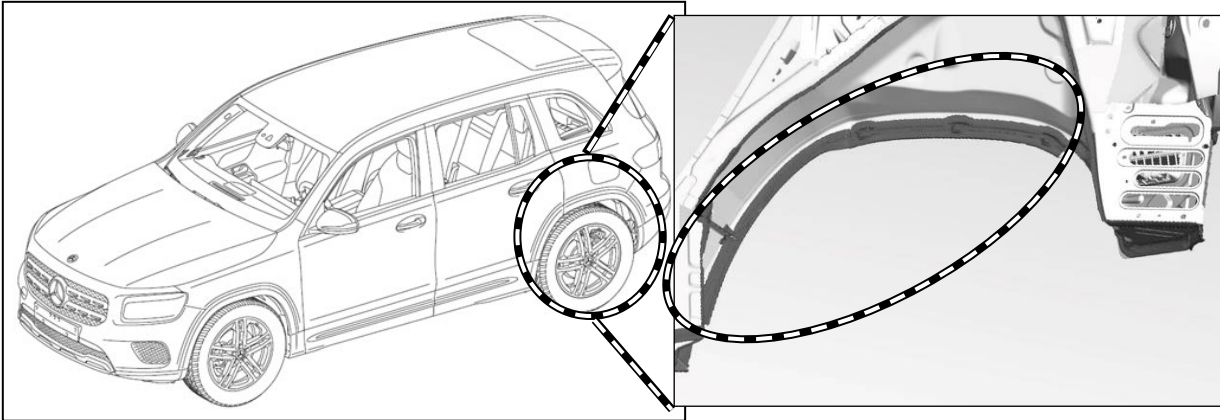
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### Check/test procedure

1. Remove right and left rear wheel arch liners.  
 For basic data, see **AR88.10-P-1302MFA**.
2. Use a mirror to check the left and right inner wheel arches for an incomplete seam seal (**Figure 1**).  
 There must be no defect on the seam seal.



**Figure 1**

- a. Side wall **seam seal** in inner wheel arch **not OK**: Carry out **work procedure**.
- b. Side wall **seam seal** in inner wheel arch **OK**: **End measure**.

The **findings** from the check/test procedure must be recorded **in writing on the workshop order** and then stored **in a tamperproof manner**.

### Work procedure

1. Clean/prime the affected area of the seam seal.
  2. Rework the affected area of the seam seal with transparent seam seal.
  3. Assemble in reverse order.
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### Primary Parts Information

Qty.	Part Name	Part Number
0.1*	Primer/cleaner	A 000 989 31 00
0.1*	Transparent seam seal	A 000 989 32 00 09

\* 1 packaging unit is to be used for approx. 10 vehicles.

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

### Warranty Information

#### With check

**Operation:** Check seam seal on side wall of left and right rear inner wheel arches (02-1897)

Damage Code	Operation Number	Labor Time (hrs.)
97 900 18	02-1897	0.9

#### With check and repair

**Operation:** Check seam seal on side wall of left and right rear inner wheel arches (02-1897)  
Replace seam seal on side wall of left and right rear inner wheel arches (after check)(02-1898)

Damage Code	Operation Number	Labor Time (hrs.)
97 900 18	02-1897	0.9
	02-1898	0.1

**i** **Note**

Operation Number labor times are subject to change.