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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2016 120007 MY 2014 Model 117 (CLA) Replace Brake Booster Vacuum Connector	DATE: December 22, 2016

IMPORTANT NEW RECALL INFORMATION

Please see the attached document for the subject new recall campaign.





NEW RECALL CAMPAIGN NOTIFICATION

December 22, 2016

Campaign No. :	Brake Booster Vacuum Connector	
2016120007		
<p>This is to notify you of a new Recall Campaign to replace the connector from the vacuum line to the brake booster on 10 MY2014 CLA (117 platform) vehicles. Please review the recall information below. All affected VINs are flagged in VMI as "Pending". We are working to launch the recall in 2017 when parts become available. This recall will be posted to the NHTSA www.safercar.gov website shortly and may generate questions from customers or media. Customer inquiries should be directed to the CAC. Media inquiries should be directed to the MBUSA PR department.</p> <p>There is no action required until the next NCU is posted and the recall is launched.</p>		
Background		
Issue	Daimler AG ('DAG') the manufacturer of Mercedes-Benz vehicles has determined that on certain CLA vehicles (117 platform), the connector end fitting from the vacuum line to the brake booster may be susceptible to breakage. Should the connector break, the brake booster would no longer be supplied with vacuum, and will lose power assist, resulting in a higher pedal force required by the driver to bring the vehicle to a stop. Depending on the traffic situation, this may increase the risk of a crash.	
What We're Doing	MBUSA will conduct a voluntary recall when parts become available in 2017. An authorized Mercedes-Benz dealer will replace the vacuum line connector on the affected vehicles.	
Parts	Parts are not yet available, and will be available in 2017.	
Vehicles Affected		
Vehicle Model Year	2014	
Vehicle Models	CLA (117 platform)	
Vehicle Populations		
Total Recall Population	10	
Total Vehicles in Dealer Inventory	0	
Dealer Notification (NCU)		
Documentation pertaining to this recall will be received by dealers in NetStar and Star TekInfo on the following date:	December 22, 2016	
Next Steps/Notes		
Owner notification letter timeline	Customer interim notification letters will be mailed in early January 2017, informing them that parts are not yet available. We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send owners another letter asking them to take their vehicle to an authorized Mercedes-Benz dealer to have the issue corrected free of charge. Customers may continue to drive their vehicles until parts become available.	
AOMS/SOMS	AOMs – Please make sure your dealers read and understand the details of this recall.	
<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. Please contact Allen Ambulo (x2579) or me with any questions.</p>		