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Service

newschannel update

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 Launch Notification 2018120001 Passenger Occupant Classification System MY18 117 (CLA-Class)	DATE: December 21, 2018

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 21, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Occupant Classification System
2018120001	18V514	1807P91G22	
This is to notify you of the Recall Campaign LAUNCH regarding the passenger seat Occupant Classification System on 86 Model Year (“MY”) 2018 CLA-Class (117 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 December 21, 2018.			
Background			
Issue	Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain CLA-Class vehicles (117 platform), the passenger seat Occupant Classification System might not function as specified. If a child seat is mounted in the front passenger seat, the passenger airbag might not be deactivated. In the event of a crash which necessitates deployment of the front passenger airbag, a child in the child seat may have an increased risk of injury due to the forces associated with the airbag deployment.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the passenger seat cushion on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary. Please note that parts are VIN specific and must be ordered according to XPPI and the campaign bulletin.		
Vehicles Affected			
Vehicle Model Year(s)	2018		
Vehicle Model	CLA-Class		
Vehicle Populations			
Total Recall Population	86		
Total Vehicles in Dealer Inventory	1		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY18 CLA-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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY18 CLA-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on approximately January 2, 2019.		
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.			



Mercedes-Benz

Campaign No. 2018120001, December 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class vehicles (117 platform)**
Model Year 2018
Replace seat cushion for front passenger seat

Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain CLA-Class vehicles (117 platform) the passenger seat occupant classification system might not function as specified. If a child seat is mounted in the front passenger seat, the passenger airbag might not be deactivated. In the event of a crash which necessitates deployment of the front passenger airbag, the occupant of the child seat may have an increased risk of injury. An authorized Mercedes-Benz dealer will replace the passenger seat cushion for the affected vehicles.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.


Approximately 86 vehicles are involved.

Order No. P-RC-2018120001


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.

Procedure

Note:

- Use Xentry 07/18 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Replace seat cushion for front passenger seat.

 For basic data, see **AR91.10-P-3310NKB**.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Seat cushion	*	100%

* Determine the replacement part number for the chassis number using XPPI.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Replace seat cushion for front passenger seat (02-2440)

Damage Code	Operation Number	Labor Time (hrs.)
91 920 47 7	02-5058	0.1
	02-4762	0.1
	02-2440	1.6



Note

Operation Number labor times are subject to change.