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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: <b>Recall Campaign Initial Notification Passenger Occupant Classification System MY18 117 (CLA-Class)</b>	DATE: August 14, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





# INITIAL RECALL CAMPAIGN NOTIFICATION

August 14, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Occupant Classification System</b>
<b>TBD</b>	<b>PEND 117 OCS</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to replace the passenger seat cushion on <b>87</b> MY 2018 117 platform (CLA-Class) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on August 14, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	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 necessitating deployment of the front passenger airbag, the child seat occupant may have an increased risk of injury.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. <b>An additional notification will be sent when the remedy is available.</b>	
<b>Parts</b>	<b>Parts are not yet available. An additional notification will be sent when parts are available for repair.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2018	
<b>Vehicle Model</b>	CLA-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	86	
<b>Total Vehicles in Dealer Inventory</b>	1	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 CLA-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy parts are 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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 CLA-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Interim customer notification letters are scheduled to be mailed in late September 2018.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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>		