

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</b> <b>Right Front Door Lock</b> <b>MY19 117 ( CLA-Class )</b>	DATE: March 29, 2019

**IMPORTANT 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Right Front Door Lock
TBA	19V219	PEND 117 DOOR LOCK	
<p>This is to notify you of a new <b>Recall Campaign</b> concerning the front passenger-side door lock on <b>5</b> Model Year (“MY”) 2019 CLA-Class vehicles (117 platform). 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 March 29, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19 CLA-Class vehicles (117 platform), the front passenger-side door lock may not meet production specifications, which could prevent the door from being opened from the outside despite being unlocked. This could cause complications while extracting occupants in the event of a crash, which would increase the 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 once the parts are available for repairs.</b>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2019		
Vehicle Model	CLA-Class		
<b>Vehicle Populations</b>			
Total Recall Population	5		
Total Vehicles in Dealer Inventory	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 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.</b></p> <p style="text-align: center;"><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 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>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<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>			

