

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>Passenger Occupant Classification System "OCS"</b> <b>Detection</b> <b>MY15-18 117 (CLA-Class)</b>	DATE: December 21, 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. :	<b>Passenger OCS Detection</b>
TBA	19V892	19P2197194	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the passenger occupant classification system “OCS” detection in <b>129</b> Model Year (“MY”) 2015-2018 CLA-Class (117 platform) vehicles. 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 December 21, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY15-18 CLA-class (117 platform) vehicles, the calibration of the Occupant Classification System (OCS) for the front passenger seat might not meet current production specifications. If the OCS is not calibrated according to production specifications, an installed child seat might be classified as an occupant, or a small and light occupant might be classified as a child seat. Therefore, the passenger airbag might be activated despite a mounted child seat. Conversely, the front passenger airbag might be deactivated despite an occupant sitting on the front passenger seat. Both cases would increase the risk of injuries to the passenger in case of a crash necessitating an airbag deployment.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer, will replace the passenger seat cushion on the affected vehicles.</p>		
<b>Parts</b>	<p><b>A remedy is not yet available. An additional notification will be sent once a remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2015-2018		
<b>Vehicle Model</b>	CLA-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	129		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15-18 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><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 MY15-18 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 letter 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>			

