

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 Installation of AC Drain Hose MY19 177 (A-Class)	Date: August 14, 2020

IMPORTANT RECALL CAMPAIGN UPDATE

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. :	Installation of AC Drain Hose
2020070013	20V416	20P8391001	
<p>This is to notify you of a Recall Campaign launch regarding installation of the AC Drain hose on 3,616 Model Year ("MY") 2019 177 (A-Class) 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 August 14, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 A-Class vehicles (177 platform), the air conditioning drain hose might not have been installed according to current production specifications. In this case, condensation from the air conditioning system might enter through the driver and passenger side footwells as well as into the center tunnel, which could potentially cause corrosion and/or short circuits of the electrical components located in this area. Such corrosion could lead to different consequences including: a malfunction of the SRS control unit, the vehicle's failure to start, an activation of the engine's limp-home mode during driving, and a performance impairment of certain features (e.g. fuel pump, automatic/manual emergency call). These potential consequences could lead to an increased risk of injury or a crash.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the installation of the air conditioning drain hose and correct it, if necessary.</p>		
Parts	<p>Parts are not required for repair. The recall remedy is available and can repairs can be performed as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	A-Class		
Vehicle Populations			
Total Recall Population	3,616		
Total Vehicles in Dealer Inventory	13		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new MY19 A-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</u> Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Xentry. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) Additionally, given this notice, it is <u>a violation of Federal Law for car rental companies</u> to rent new MY19 A-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
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.		
<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>			





Mercedes-Benz

Campaign No. 2020070013, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class vehicles (177 platform)**
Model Year 2019

Installation of AC Drain Hose

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class vehicles (177 platform), the air conditioning drain hose might not be installed according to current production specifications. In this case, condensation from the air conditioning system might enter the passenger compartment. Condensation entering through the driver and passenger side footwells, as well as into the center tunnel, could potentially cause corrosion and/or short circuits of the electrical components located in this area. This could lead to different consequences, including: a malfunction of the SRS control unit, the vehicle's failure to start, an activation of the engine's limp-home mode during driving, and/or an impairment of performance of certain features (e.g. fuel pump, automatic/manual emergency call). These potential consequences could increase the risk of injury or a crash. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the installation of the air conditioning drain hose and correct it, if necessary

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- 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 3616 vehicles are involved.

Order No. P-RC-2020070013

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.

Check/test procedure

1. Lift floor covering (**A, figure 1**) at right front center console so that the condensation drain hose of air conditioning system (**B, figure 1**) becomes visible.



Figure 1

2. Check condensation drain hose of air conditioning system (**B, figure 2**) at top and bottom for correct seating, **correctly** attach if necessary.

i If the drain hose is **not** correctly attached, the arising condensation can get into the footwell (driver and/or front passenger side).

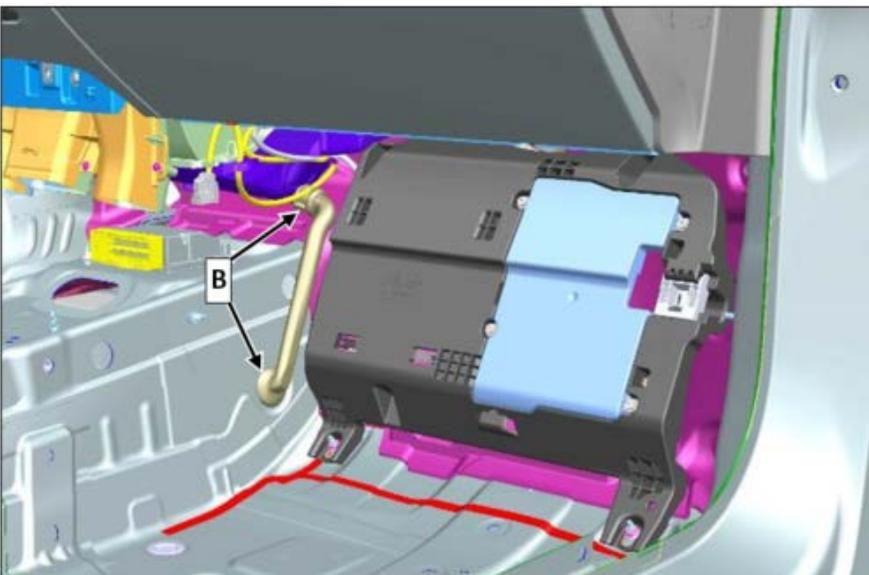


Figure 2

- a. Condensation drain hose of air conditioning system **not correctly** attached and water ingress in footwell: Perform **work procedure**.
- b. Condensation drain hose of air conditioning system **not correctly** attached and **no** water ingress in footwell: **Correctly** attach condensation drain hose.
- c. Condensation drain hose of air conditioning system **correctly** inserted: **End measure**.

Work procedure

1. In case of major water entry and/or filled up floor recesses: Perform Xentry Quick Test
2. Take informative pictures of the affected, exposed footwell.
3. Create PTSS Case and attach Xentry quick test. Please be sure to include pictures of: water ingress in footwell, the electrical pins on the connectors, harness, and control unit(s).

i Send PTSS case to Engineering for review. Engineering will advise regarding further action(s).

Warranty Information

Check Only

Operation: Check condensation drain hose of air conditioning system (02-1667)

Damage Code	Operation Number	Labor Time (hrs.)
83 910 01 8	02-1667	0.1

With check, correct hose seating, and open PTSS case

Operation: Check condensation drain hose of air conditioning system, rework if necessary (02-1667)
Includes: Lift floor covering at center console and check for damage to electrical components
 Create PTSS case (02-2186)

Damage Code	Operation Number	Labor Time (hrs.)
83 910 01 8	02-1667	0.1
	02-2186	0.2
	*	*

*For operations preformed from PTSS case, labor time and operation number will be prescribed by PTSS.

i Note

Operation Number labor times are subject to change.