

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 Initial Notification**

Check ISOFIX Bracket

MY21 118, 177 (CLA-Class, A-Class)

Date: February 05, 2021

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



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|---|---|-------------------------|-----------------------------|
| Campaign No. : | NHTSA ID | Campaign Desc. : | Check ISOFIX Bracket |
| 2021MMNNNN | 21V034 | 21P2197336 | |
| <p>This is to notify you of a new Recall Campaign to check the ISOFIX Bracket on 231 Model Year MY2021 118, 177 (A-Class, CLA-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 "PENDING" on February 5, 2021.</p> | | | |
| Background | | | |
| Issue | <p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 CLA-Class vehicles (118 platform) and A-Class vehicles (177 platform), the right anchoring bar of the ISOFIX bracket on the right rear seat for attaching the child restraint to the ISOFIX bracket might be missing. If the right anchoring bar of the ISOFIX bracket for the right rear seat is missing, the child restraint cannot be properly secured to the seat using the ISOFIX securing system, increasing the risk of injury for a child in the child restraint.</p> | | |
| What We're Doing | <p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the rear right side ISOFIX bracket on the affected vehicles and replace the bracket, if necessary.</p> | | |
| Parts | <p>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</p> | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2021 | | |
| Vehicle Model | A-Class, CLA-Class | | |
| Vehicle Populations | | | |
| Total Recall Population | 231 | | |
| Total Vehicles in Dealer Inventory | 4 | | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 A-Class, 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 XPPI. 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 a violation of Federal Law for car rental companies to rent new MY21 A-Class, 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 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> | | | |

