

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>Check the Steering Shaft</b> <b>MY17-18 CLA-Class, GLA-Class , B-Class</b> <b>(117 156 242 platform)</b>	DATE: April 9, 2021

## **IMPORTANT NEW 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>Check the Steering Shaft</b>
TBA	21V229	21P2197382	
<p>This is to notify you of a new <b>Recall Campaign</b> to check the steering shaft on <b>4,992</b> Model Year (“MY”) 2017-2018 CLA-Class, GLA-Class and B-Class (117 156 242 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 <b>April 9, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 17-18 CLA-Class (117 platform), GLA-Class (156 platform), and B-Class (242 platform) vehicles, the bore hole in the steering shaft for the universal joint bearing might not meet current production specifications. In this case, small movements between the universal joint bearing and the bore hole in the steering shaft might occur. Over time, this play could increase and lead to noises and an imprecise steering feel. If the symptoms are not recognized over a longer period, the bearing could separate from the universal joint. In this case, the ability to steer the vehicle would be impaired, which could increase the risk of a crash. Before the issue occurs the customer may be made aware of the issue by noises or an imprecise steering feel.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the steering shaft on the affected vehicles and replace it, if necessary.</p>		
<b>Parts</b>	<p><b>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2017-2018		
<b>Vehicle Model</b>	CLA-Class, GLA-Class, B-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	4,992		
<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 MY 17-18 CLA-Class, GLA-Class, and B-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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY 17-18 CLA-Class, GLA-Class, and B-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>			

