

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 Inspect and Replace Tires MY23 CLA (118 platform)	DATE: April 6, 2023

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



Recall Campaign Initial Notification			April 6, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Inspect and Replace Tires
TBD	23V232	23P2197598	
<p>This is to notify you of the new Recall Campaign to inspect and replace the tires on 3 Model Year (“MY”) 2023 CLA (118 platform) 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 April 6, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that the tires on certain Model Year (“MY”) 2023 CLA (118 platform) vehicles might not meet specifications due to a certain batch of tires having irregularities in the bead area of the tire. Air leaking from the tire or a sudden loss of air pressure cannot be ruled out completely. This might impair the driving stability of the vehicle, which could increase the risk of a crash or injury. In the event of a loss of tire air pressure, the driver might be made aware of the issue by a yellow warning lamp, warning tone and a warning message “Check Tires” or “Please Correct Tire Pressure” in the instrument cluster.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace affected tires on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	CLA		
Vehicle Populations			
Total Recall Population	3		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry Portal. Once the repair is complete the vehicle may be sold or leased.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before May 30, 2023.		
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.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<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>			

