

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification</b> <b>Add Inspection Gauge and Supplemental Booklet for Checking of Brake Pads</b> <b>MY19-21 A-Class, CLA, GLA and GLB (177, 118, 247 platform)</b>	DATE: November 8, 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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			November 8, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Add Inspection Gauge and Supplemental Booklet for Checking of Brake Pads</b>
TBA	23V732	23P2197642	
<p>This is to notify you of the <b>new Recall Campaign</b> to add a brake inspection gauge and respective owner’s manual information on <b>42,742</b> Model Year (“MY”) 2019-2021 A-Class, CLA, GLA and GLB (177, 118, 247 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>November 8, 2023</b>.</p>			
Background			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacture of Mercedes-Benz vehicles, has determined that certain Model Year (“MY”) 2019-2021 A-Class, CLA, GLA and GLB (177, 118, 247 platform) vehicles might not be equipped with the inspection gauge for checking the wear of the rear axle brake pads. Furthermore, the respective information for using this inspection gauge might not be included in the owner’s manual.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer add a brake inspection gauge and the respective owner’s manual information on the affected vehicles.		
<b>Parts</b>	Remedy is not available at this time.		
Vehicles Affected			
<b>Vehicle Model Year(s)</b>	2019-2021		
<b>Vehicle Model</b>	A-Class, CLA, GLA and GLB		
Vehicle Populations			
<b>Total Recall Population</b>	42,742		
<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 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.</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 vehicles covered by this notification until the vehicle has been repaired.</b></p>			
Next Steps/Notes			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on or before November 8, 2023.		
<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.		
<b>Customer Reimbursement</b>	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>			

