

Service Campaign Bulletin

Campaign No. 2014040001, April 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 117 (CLA-Class), Model Year 2014**
Check Audio 20 Manual, Add if Necessary

This Service Campaign has been initiated because Daimler AG (DAG), manufacturer of Mercedes-Benz vehicles, has determined that the Audio 20 manual may not have been installed in the vehicle. To correct this condition, an authorized Mercedes-Benz dealer will check, and if necessary, install the Audio 20 manual at the next workshop visit.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 2,576 vehicles are affected.

Order No. P-SC-2014040001

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.

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Procedure

1.  Remove vehicle's document portfolio from vehicle.
2.  Check if supplementary Audio 20 Operator's Manual part number (A 172 584 18 00) is included in portfolio:
 - If supplementary Audio 20 Operator's Manual part number (A 172 584 18 00) is included in portfolio: Procedure is complete (reinstall vehicle's document portfolio back into vehicle).
 -  If supplementary Audio 20 Operator's Manual part number (A 172 584 18 00) is **not** included in portfolio: Install supplementary Audio 20 Operator's Manual part number (A 172 584 18 00) into portfolio then reinstall portfolio back into vehicle.

Note:

If incorrect supplementary Audio 20 Operator's Manual is found, scrap the **old** Supplementary Audio 20 Operator's Manual after replacing.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Supplementary Audio 20 Operator's Manual	A 172 584 18 00	100%



Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Check Supplementary Audio 20 Operator's Manual and install if necessary (02-8418).

Damage Code	Operation Number	Labor Time (hrs.)
58 913 38 7	02-8418	0.1



Note

Operation Number labor times are subject to change.