



Mercedes-Benz

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# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2014040001 – Check Audio 20 Manual, Add if Necessary, MY 2014 CLA-Class (117)	DATE: April 17, 2014

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 2,576 affected vehicles will be flagged in VMI. Parts – Dealers may order parts as required. A small percentage of parts have been sent to dealers with 10 or more affected vehicles.**

**Owner Notification – As this is a voluntary customer care initiative, **no customer letter will be mailed.****

### Background

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. A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting “Campaign” under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, Mercedes-Benz USA, LLC 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 (1-800-367-6372).



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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.

**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.