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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: <b>Service Campaign 2016010010, Model 117 (CLA), Model Year 2015. Check Air Ducts Under Instrument Panel, Retrofit if Necessary</b>	DATE: February 19, 2016

## IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

**This Service Campaign is being launched today and the 47 affected vehicles will be flagged in VMI.**

**Parts** - Dealers may order parts as required. Replacement rate is 100%.

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

**What's the Issue:**

This Service Campaign has been initiated because Daimler AG (DAG) has determined that the air ducts under the instrument panel may not correspond to foot-well airflow specifications. To remedy this situation an authorized Mercedes-Benz Dealer with check, and retrofit the air ducts if necessary.

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

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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# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016010010, February 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 117 (CLA), Model Year 2015**  
**Check Air Ducts Under Instrument Panel, Retrofit if Necessary**

This Service Campaign has been initiated because Daimler AG (DAG) has determined that the air ducts under the instrument panel may not correspond to foot-well airflow specifications. To remedy this situation an authorized Mercedes-Benz Dealer with check, and retrofit the air ducts if necessary.

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 47 vehicles are affected.

Order No. P-SC- 2016010010

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.

# Service Campaign Bulletin


Service Campaign Bulletin


Service Campaign Bulletin

Service Campaign Bulletin

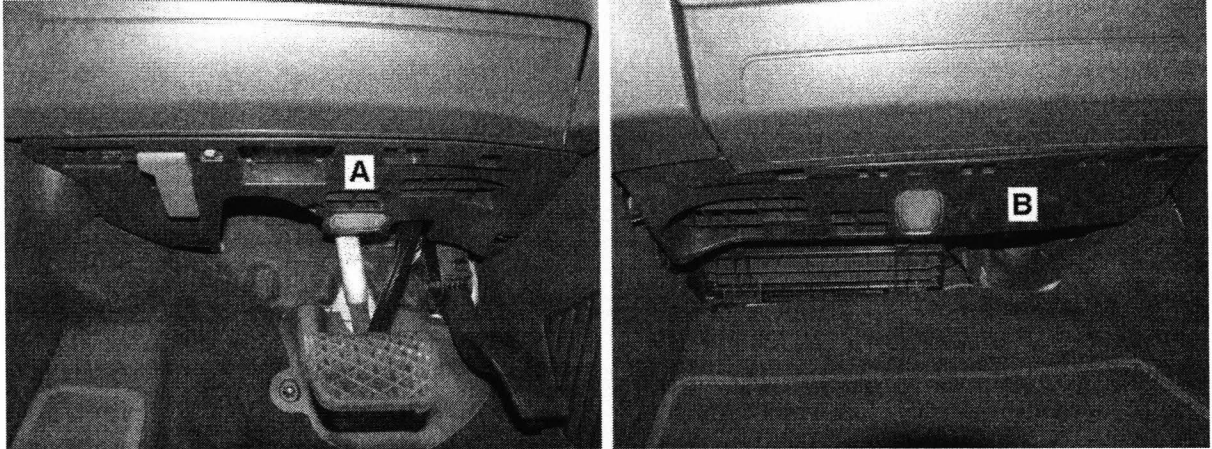
Service Campaign Bulletin

**Procedure**


1.  Unfasten panels (A and B, Figure 1) below left and right sides of instrument panel and place to one side with lines connected, refer to WIS: AR68.30-P-4010NKB.

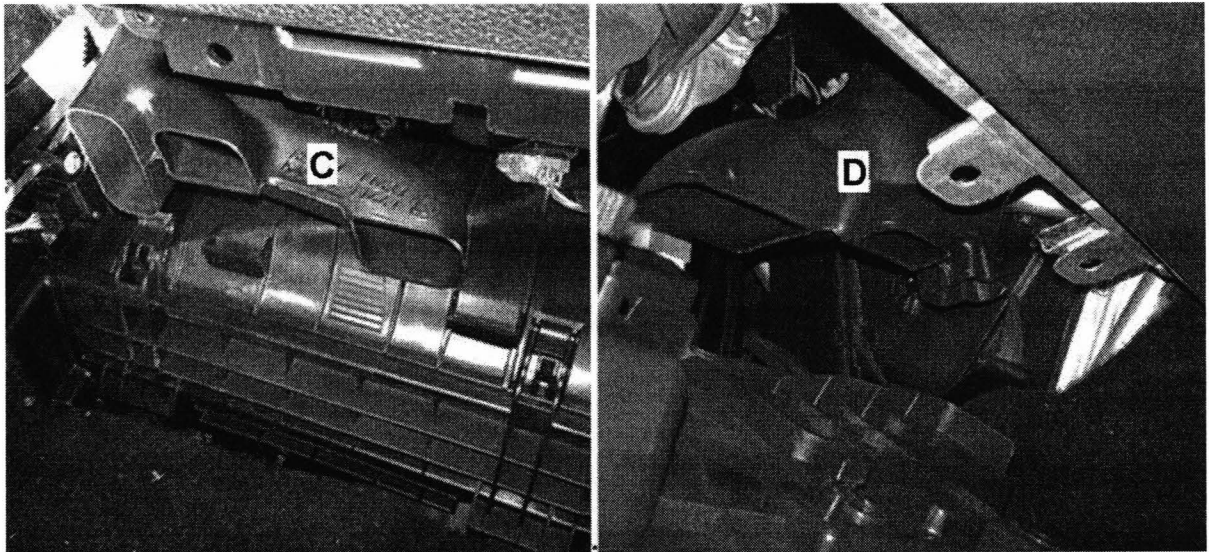
 **Note** (regarding above WIS instructions):

Do not disconnect: Hood release cable and electrical connectors from panels (A and B).






**Figure 1**

2.  Check if air ducts (C and D, Figure 2) are present below left and right side of instrument panel:
  - If air ducts (C and D) are present: Reassemble in reverse order; **Procedure is complete.**
  - If air ducts (C and D) are **not** present: Proceed to step 3.



**Figure 2**

3.  Retrofit missing air ducts (C and D, Figure 2) then reassemble in reverse order.  
 Air ducts (C and D) can be installed from below instrument panel without additional disassembly.

 **Note** (regarding WIS documents referenced in this Procedure):  
 Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1 (If required)	Air duct	A 246 831 04 46	15%
1 (If required)	Air duct	A 246 831 05 46	

 **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**

**Repair 1**

**Operation:** Check air ducts under left and right side of instrument panel (02-9451).

Damage Code	Operation Number	Labor Time (hrs.)
83 900 40 8	02-9451	0.2

**Repair 2**

**Operation:** Check air ducts under left and right side of instrument panel (02-9451).  
 Retrofit air ducts under left and right side of instrument panel (02-9452).

Damage Code	Operation Number	Labor Time (hrs.)
83 900 40 7	02-9451	0.2
	02-9452	0.1

 **Note**  
 Operation Number labor times are subject to change.