

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: <b>Service Campaign Launch Notification</b> <b>Replace Seals at Condenser and Receiver Drier of Air Conditioning System</b> <b>MY20-21 118 (CLA-Class)</b>	DATE: August 13, 2021

## IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



<b>Service Campaign Launch Notification</b>		<b>August 13, 2021</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Seals at Condenser and Receiver Drier of Air Conditioning System</b>
2021070028	21P8391107	
<p>This is to notify you of the <b>Service Campaign Launch</b> to replace the seals of the condenser and receiver drier of the air conditioning system in <b>269</b> Model Year (“MY”) 2020-2021 CLA-Class (118 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on August 13, 2021.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 CLA-Class (118 platform) vehicles, the seals on the condenser and receiver drier of the air conditioning system do not correspond to current specifications. Over time, the seals may develop cracks, which may result in refrigerant loss. This, in rare cases, could lead to a failure of the air conditioning system.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the associated seals of the air conditioning system. Customer letters will be mailed out for this campaign on August 27 <sup>th</sup> , 2021.	
<b>Parts</b>	The Remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020-2021	
<b>Vehicle Model</b>	CLA-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	269	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs - This campaign may generate questions from your dealers.	
<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>		

