

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: Service Campaign Launch Notification Check Spare Wheel Well for Moisture MY21 118 (CLA-Class)	DATE: September 24, 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



Service Campaign Launch Notification		September 24, 2021
Campaign No. :	Campaign Desc. :	Check Spare Wheel Well for Moisture
2021090006	21P8891075	
<p>This is to notify you of the Service Campaign Launch to check the spare wheel well for moisture on 200 Model Year (“MY”) 2021 118 (CLA-Class) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on September 24, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 CLA-Class (118 platform) vehicles, the left rear section under the spare wheel well may not correspond to current specifications and may have developed a crack. This might allow water to enter into the spare wheel well.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the spare wheel well for moisture on the affected vehicles and rework the respective area, if necessary.	
Parts	The remedy is available and can be performed as necessary. Repair rate is ~1%.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	CLA-Class	
Vehicle Populations		
Total Campaign Population	200	
Next Steps/Notes		
AOMS/SOMS	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>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021090006, September 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class (118 platform)**
Model Year 2021

Check Spare Wheel Well for Moisture

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 CLA-Class (118 platform) vehicles, the left rear section under the spare wheel well may not correspond to current specifications and may have developed a crack. This might allow water to enter into the spare wheel well. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the spare wheel well for moisture on the affected vehicles and rework the respective area, if necessary.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 200 vehicles are affected.

Order No. P-SC-2021090006

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Check Spare Wheel Well for Moisture

Model 118

Check/test procedure

1. Open trunk lid
2. Lift cover of spare wheel well.
3. Check area of spare wheel well (A, Figure 1) for moisture/water.

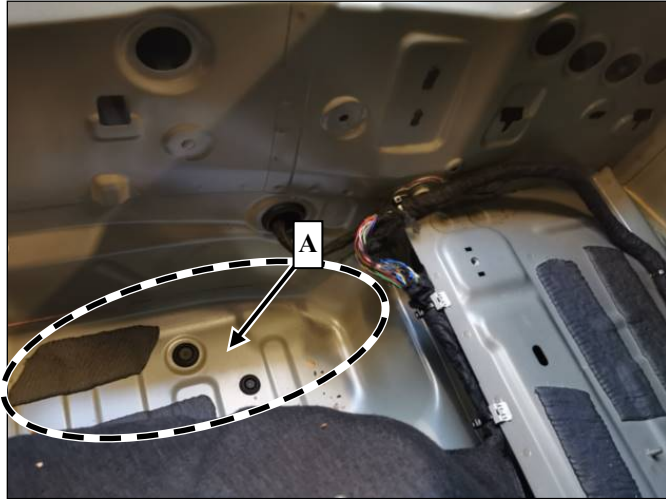


Figure 1

- a. **Moisture/water present** in spare wheel well: Carry out **work procedure**.
- b. **Moisture/water not present** in spare wheel well: **End measure**.

Work procedure

1. Remove rear bumper.
i For basic data, see AR88.20-P-2200MFA.
2. Remove left rear radar sensor mount (B, Figure 2).
3. Drill off crack on left in rear-end center section (Figure 3), weld shut, blend paint, and apply a cavity protection agent.
i Important: Inner area of cavities/flanges in rear-end center section

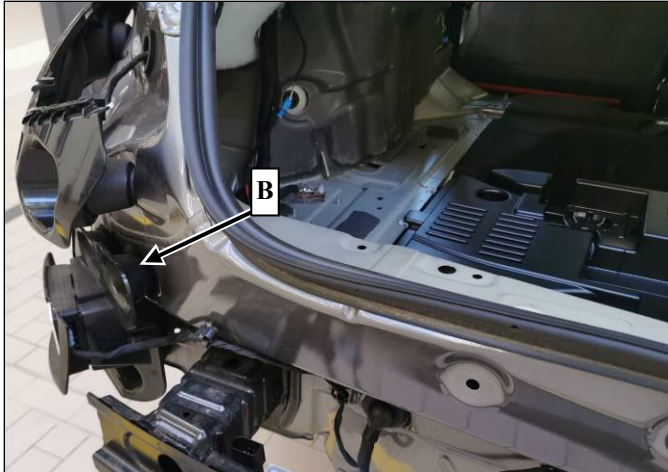


Figure 2



Figure 3

4. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1	Cavity Sealing Wax	A 000 986 72 70 10

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair.*

Warranty Information**With Check**

Damage Code	Operation Number	Description	Labor Time (hrs.)
88 910 75	02-0589	Check spare wheel well for leaks	0.1

With Check and Repair

Damage Code	Operation Number	Description	Labor Time (hrs.)
88 910 75	02-0589	Check spare wheel well for leaks	0.1
	02-0590	Correct rear-end center section (after check) Includes: Remove/install rear bumper; remove/install left rear radar sensor mount	4.3

i **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.