

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 Apply Preservation Agent to Side Impact Strut MY20-21 CLA-Class (118)	DATE: April 8, 2022

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		April 8, 2022
Campaign No. :	Campaign Desc. :	Apply Preservation Agent to Side Impact Strut
2022030025	22P7491002	
This is to notify you of the Service Campaign Launch to apply preservation agent to the side impact strut on 4,327 Model Year (“MY”) 2020-2021 CLA-Class (118 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on April 8, 2022 .		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 CLA-Class (118 platform) vehicles, the side impact strut of the front and rear doors may not correspond to the current series production specification. It is therefore possible that corrosion may occur in the area of the anti-flutter adhesive.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will apply preservation agent to the front and rear door side impact struts.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2020-2021	
Vehicle Model	CLA-Class	
Vehicle Populations		
Total Campaign Population	4,327	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022030025, April 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class (118 platform)**
Model Year 2020-2021

Apply Preservation Agent to Side Impact Strut

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 CLA-Class (118 platform) vehicles, the side impact strut of the front and rear doors may not correspond to the current series production specification. It is therefore possible that corrosion may occur in the area of the anti-flutter adhesive. An authorized Mercedes-Benz dealer will apply preservation agent to the front and rear door side impact struts.

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 4,327 vehicles are affected.

Order No. P-SC-2022030025

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

Service Campaign Bulletin

Service Campaign Bulletin

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Service Campaign Bulletin

Service Campaign Bulletin

Apply preservation agent to side impact strut of front and rear doors

Model 118

Work Procedure

1. Remove door panel at left and right front and rear doors.

i For basic data on front door trim, see **AR72.10-P-6575MFA**.

i For basic data on rear door trim, see **AR72.12-P-1011MFA**.

2. Remove door module at left and right front and rear doors.

i For basic data on front door module, see **AR72.10-P-0900MFA**.

i For basic data on rear door module, see **AR72.12-P-0103MFA**.

3. Apply preservation agent to left and right front and rear doors in marked area of side impact struts (**A and B figure 1, A and B Figure 2**).

i It must be ensured that the preservation agent is applied to the adhesive bondings of the side impact struts with the door paneling (**figures 1 and 2**) from above and underneath.

i Remove excess escaping wax after assembly.

i For basic data, see **WS97.00-Z-0002KOB** and **AR97.20-P-1500MFA**.

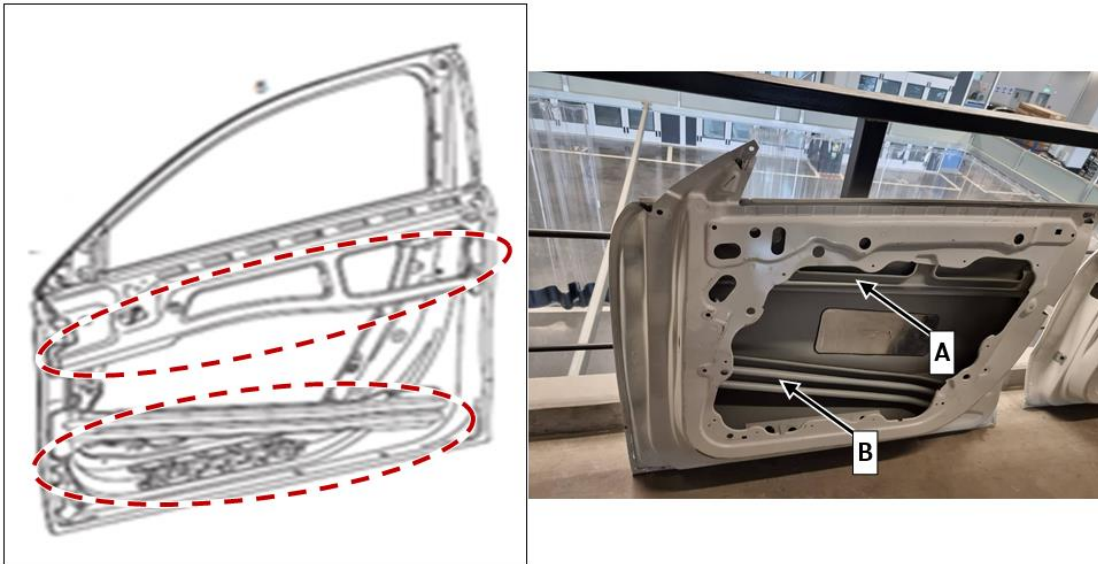


Figure 1 (front doors)

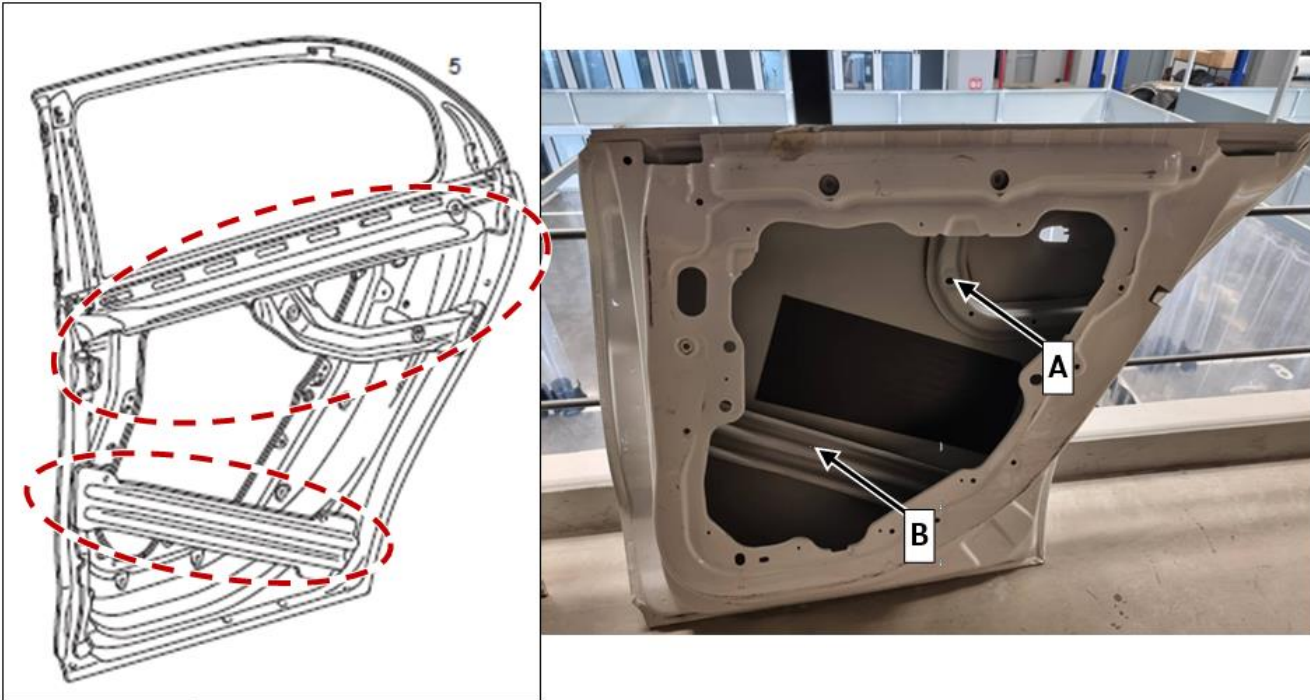


Figure 2 (rear doors)

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

Damage Code	Operation Number	Description	Labor Time (hrs.)
74 910 02	02-0104	Apply preservation agent to struts for side impact protection of front and rear doors Includes: Remove/install door panel at front and rear doors, remove/install door modules at front and rear doors, disconnect/connect ground line of on-board electrical system battery	4.2

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.