

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Inspect Tire Sidewall Stripe MY23 CLA (118 platform)	DATE: August 11, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification

August 11, 2023

Campaign No. :

Campaign Desc. :

2023080001

23P4092215

Inspect Tire Sidewall Stripe

This is to notify you of the [Service Campaign Launch](#) to inspect the tire sidewall stripe on **26** Model Year ("MY") 2023 CLA (118 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **August 11, 2023**.

Background

Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 CLA-Class (118 platform) vehicles, tires with misaligned sidewall stripes may have been installed. In this case, the installed tires do not meet aesthetic design specifications.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will inspect and replace the affected tires, as necessary.

Parts

The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)

2023

Vehicle Model

CLA

Vehicle Populations

Total Campaign Population

26

Next Steps/Notes

Customer Notification Timeline

Customer letters will not be mailed.

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. 2023080001, August 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA (118 platform)**
Model Year 2023

Inspect Tire Sidewall Stripe

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 CLA-Class (118 platform) vehicles, tires with misaligned sidewall stripes may have been installed. In this case, the installed tires do not meet aesthetic design specifications.

Prior to performing this Campaign:

- VMI must 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 26 vehicles are affected.

Order No. P-SC-2023080001

Service Campaign Bulletin

Inspect Tire Sidewall Stripe

Check/test procedure

1. Check DOT number (2, Figure 1) and vulcanization mold number (1, Figure 1) of all 4 wheels:
 - a. In the case of tires with DOT number (2, Figure 1) 2822: Check vulcanization mold number (1, figure 1) of tires.
In the case of **all other** DOT numbers (2, Figure 1):
Do **not check** vulcanization mold number (1, Figure 1) of tires and do **not replace** tires, **end measure**.
 - b. In the case of DOT number (2, Figure 1) 2822 and vulcanization mold number (1, Figure 1) 78227 and 76425 of the tires: Perform **Work Procedure**.
All other vulcanization mold numbers (1, Figure 1): Do **not** replace tires.



Figure 1

- i** Vulcanization mold number (1, Figure 1): 78227 and 76425 are **not OK**
 DOT number (2, Figure 1): 2822 is **not OK**

Work Procedure

1. Remove respective wheel and tire assembly.
i For basic information, see AR40.10-P-1102MFA.
2. Replace respective tire.
i For basic information, see AR40.10-P-1030MFA.

Primary Parts Information

Qty.	Part Name	Part Number
As required (4)	Tire	*

* Order tires via the usual ordering channel. Observe approved wheel/tire combination and tire recommendations in WIS.

i Small parts such as balance weights, tire valves, screws/bolts, 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.)
40 922 15	12-1765	Operations: Check tire designation Includes: Check 4 tires	0.1
	12-1766*	Operations: Replace 1 tire (after check) Includes: Remove/install 1 wheel and tire assembly, mounting with wheel lift dolly, static balancing of wheel and tire assembly, activate tire pressure monitoring system (TPMS)	0.9
	12-1767**	Operations: Replace each remaining tire (after check) Includes: Remove/install 1 wheel and tire assembly, mounting with wheel lift dolly, static balancing of wheel and tire assembly	0.4

* Use operation item for first "Replace tire"

** Use operation item in the required frequency for each remaining "Replace tire".

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