

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 Check Top of Right and Left Fenders at A-Pillar Paneling MY23 CLA (118 platform)	DATE: May 10, 2024

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		May 10, 2024
Campaign No. :	Campaign Desc. :	Check Top of Right and Left Fenders at A-Pillar Paneling
2024040014	24P8890006	
This is to notify you of the Service Campaign Launch to check the top of the right and left fenders at the A-pillar paneling in 246 Model Year (“MY”) 2023 CLA (118 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on May 10, 2024 .		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 CLA (118 platform) vehicles, the upper area of the fender may be in contact with the side wall due to sheet metal burr. Therefore, the surface coating of the fender and side wall may become damaged, which could lead to corrosion.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the top of the right and left fenders at the A-pillar paneling and rework them, if 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	246	
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



Campaign No. 2024040014, May 2024

TO: ALL MERCEDES-BENZ CENTERS

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

Check Top of Right and Left Fenders at A-pillar Paneling

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 CLA (118 platform) vehicles, the upper area of the fender may be in contact with the side wall due to sheet metal burr. Therefore, the surface coating of the fender and side wall may become damaged, which could lead to corrosion. An authorized Mercedes-Benz dealer will check the top of right and left fenders at the A-pillar paneling and rework them, if necessary.

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 246 vehicles are affected.

Order No. P-SC- 2024040014

Check Top of Right and Left Fenders at A-pillar Paneling

Check/Test Procedure

1. Remove drip rail on right and left of windshield.
i For basic data, see **AR88.80-P-4000MFA**.
2. Unscrew screw (**Figure 1, 1**) on right and left side of vehicle.
3. Lift fender above and check A-pillar paneling (**Figure 2, arrows**) for paint damage (cracking/chipping, deformations or rubbing).



Figure 1

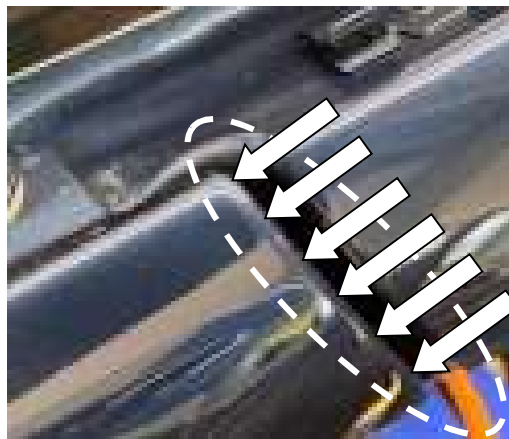


Figure 2

- a. Paint surface (**Figure 2, arrows**) on **right** and/or **left** is damaged: **Carry out Work Procedure.**
NOTE: Document pictures of damage for submission of **TIPS case**.
- b. Paint surface (**Figure 2, arrows**) on **right** and/or **left** is **not** damaged: **End measure.**

Work Procedure

i The **Work Procedure** must be performed on the right and/or left side of the vehicle, depending on the findings in **Check/Test Procedure**.

1. Release screw (**Figure 3, 2**) on underside of fender.
i Release top fender to gain better access to the area to be processed. Do not damage adjacent component parts.

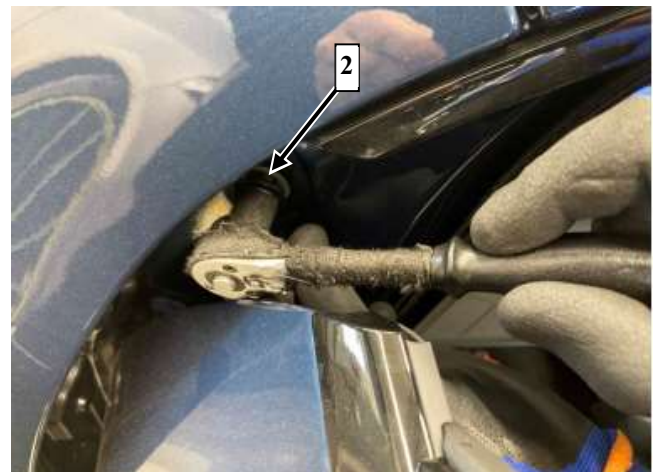


Figure 3

2. Partially release seal and trim bar of door (**Figure 4, 3**) in front area.

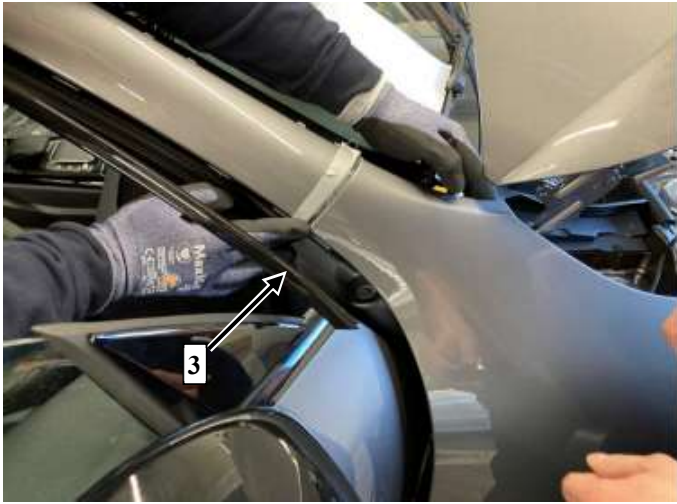


Figure 4



Figure 5

3. Lift fender at top and fix space between fender and A-pillar paneling with a plastic wedge and adhesive tape (**Figure 5**).
- i** Mask off surrounding area with adhesive tape to protect undamaged component parts and paint surface (**Figures 4 & 5**).
4. Straighten/deburr fender flange/edge with a suitable tool so that it does not collide with the A-pillar paneling when assembled and after processing.
4. **i** If there is paint damage on the A-pillar and/or fender flange (cracking/chipping, deformations or rubbing), repair approval must be obtained by submitting a **TIPS case**.
5. Assemble in reverse order.

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.)
88 900 06	12-2122	Check right and left front fenders Includes: Remove/install drip rail on right and left of windshield	0.3
	12-2123	Rework front fender (after check) Includes: Release/fasten fender and restore anticorrosion protection	ZM

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.