

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: Recall Campaign 2019030020 Launch Notification Replace Right Front Door Lock MY19 117 (CLA-Class)	DATE: April 19, 2019

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

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



Recall Campaign Launch Notification			April 19, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Right Front Door Lock
2019030020	19V219	19P7291001	
<p>This is to notify you of the Recall Campaign LAUNCH regarding the right front door lock on 5 Model Year (“MY”) 2019 CLA-Class (117 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on April 19, 2019.</p>			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19 CLA-Class vehicles (117 platform), the front passenger-side door lock may not meet production specifications, which could prevent the door from being opened from the outside despite being unlocked. In the event of a crash this might cause complications while extracting passengers, which could increase the risk of injury.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the right front door lock for the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	CLA-Class		
Vehicle Populations			
Total Recall Population	5		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 CLA-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 CLA-Class Coupe vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<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>			





Mercedes-Benz

Campaign No. 2019030020, April 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class vehicles (117 platform)**
Model Year 2019
Replace Right Front Door Lock

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19 CLA-Class vehicles (117 platform) the front passenger-side door lock may not meet production specifications, which could prevent the door from being opened from the outside despite being unlocked. In the event of a crash this might cause complications while extracting passengers, which could increase the risk of injury. An authorized Mercedes-Benz dealer will replace the right front door lock for the affected vehicles.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 5 vehicles are involved.

Order No. P-RC-2019030020

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

Work procedure

1. Remove door module of right front door.
 For basic data, see **AR72.10-P-0900NKC**.
2. Replace door lock of front door in removed door module.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Door lock of right front door	A 099 720 22 01	100%
11	Blind rivet	A 000 991 59 32	100%

Warranty Information

Operation: Replace right front door lock (02-2944)

Damage Code	Operation Number	Labor Time (hrs.)
72 910 01 7	02-2944*	2.4

*Includes: Disconnect/connect ground cable of on-board electrical system battery; adjust front door side window

 **Note**

Operation Number labor times are subject to change.