

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 Launch Notification Check ISOFIX Bracket MY21 118, 177(A-Class, CLA-Class)	Date: March 5, 2021

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Check ISOFIX Bracket
2021020004	21V034	21P9195002	
<p>This is to notify you of a Recall Campaign launch to check the ISOFIX Bracket on 231 Model Year ("MY") 2021 118, 177 (A-Class, CLA-Class) 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 March 5, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 CLA-Class vehicles (118 platform) and A-Class vehicles (177 platform), the right anchoring bar of the ISOFIX bracket on the right rear seat for attaching the child restraint to the ISOFIX bracket might be missing. If the right anchoring bar of the ISOFIX bracket for the right rear seat is missing, the child restraint cannot be properly secured to the seat using the ISOFIX securing system, increasing the risk of injury for a child in the child restraint.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the rear right side ISOFIX bracket on the affected vehicles and replace the bracket, if necessary.</p>		
Parts	<p>Parts are available and can be ordered as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	A-Class, CLA-Class		
Vehicle Populations			
Total Recall Population	231		
Total Vehicles in Dealer Inventory	4		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 A-Class, 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 Xentry. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21 A-Class, CLA-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letters will be mailed on March 12, 2021, approximately one week after the remedy becomes available.</p>		
AOMS/SOMS	<p>AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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.2021020004, February 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class and A-Class vehicles (118 and 177 platform)**
Model Year 2021
Check ISOFIX Bracket

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 CLA-Class vehicles (118 platform) and A-Class vehicles (177 platform), the right anchoring bar of the ISOFIX bracket on the right rear seat for attaching the child restraint to the ISOFIX bracket might be missing. If the right anchoring bar of the ISOFIX bracket for the right rear seat is missing, the child restraint cannot be properly secured to the seat using the ISOFIX securing system, affecting the restraining function of the lower ISOFIX anchorage system; thereby increasing the risk of injury for a child in the child restraint. An authorized Mercedes-Benz dealer will check the rear right side ISOFIX bracket on the affected vehicles and replace the bracket, if necessary.

Prior to performing this Recall 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 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 231 vehicles are involved.

Order No. P-RC-2021020004

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.

Check/test procedure

1. Check whether the bracket for right rear holder of the ISOFIX child seat anchor is present (**Figure 1**).
i (**Figure 2**) shows the exposed (with the seat removed) bracket and (**Figure 3**) without (NOK circled in red) the bracket.



Figure 1



Figure 2



Figure 3

- a. Bracket of right holder for ISOFIX child seat anchor **present**: End measure.
- b. Bracket of right holder for ISOFIX child seat anchor **NOT** present: Carry out **work procedure**.

Work procedure

1. Remove seat cushion of rear bench seat.
i For basic data, see **AR91.12-P-1021MFA**.
i The rear side airbags (**code 293**) should **NOT** be disconnected in order to replace the ISOFIX holder.
i The battery does **NOT** need to be disconnected.
i Lift the seat cushions of the rear bench with the aid of a second person to replace the right holder for the ISOFIX child seat anchor with the lines connected.
2. Replace the right holder bracket for the ISOFIX child seat anchor.
i Retaining bracket screw / M 10 ISOFIX child seat anchor to frame floor assembly **Nm** 50.
i The removed holder bracket for the ISOFIX child seat anchor **must** be **returned**.
3. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
As required*	ISOFIX holder, right	A 177 920 18 00*

* The replacement parts must be determined according to the VIN via the parts job in the Xentry Portal.

i The removed old parts must be returned to QEC by the normal warranty parts return process?? Or something else?? .

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

Warranty Information

With check only (a)

Operation: Check rear right holder bracket for ISOFIX child seat anchor (02-1920)

Damage Code	Operation Number	Labor Time (hrs.)
91 950 02 8	02-1920	0.1

With check and work procedure (b)

Operation: Check rear right holder bracket for ISOFIX child seat anchor (02-1920)

Replace rear right holder bracket for ISOFIX child seat anchor (after check)(02-1921)

Includes: Unfasten/fasten seat cushion of rear bench seat (2nd person)

Damage Code	Operation Number	Labor Time (hrs.)
91 950 02 7	02-1920	0.1
	02-1921	0.3

i **Note**

Operation Number labor times are subject to change.