



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.