

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: **Safety & Emissions Recall Campaign Launch Notification**
Replace Spark Plugs
MY20 118 (CLA-Class)

Date: April 9, 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. :	CA DMV. :	NHTSA ID	Campaign Desc. :	Replace Spark Plugs
2021030011	210311	21V124	21P1590009	
<p>This is to notify you of a Safety & Emissions Recall Campaign launch to replace the spark plugs on Z Model Year ("MY") 2020 118 (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 April 9, 2021.</p>				
Background				
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 CLA-Class (118 platform) vehicles with a 4-cylinder gasoline engine (M139), an incorrect variant of the spark plug might have been installed which could affect the safety and emissions of the vehicle. In this case, an increased mechanical wear of the spark plug from thermal overload could occur over time. This may cause parts of the spark plug to detach within the combustion chamber, potentially leading to engine damage. In this case, stalling of the vehicle cannot be ruled-out, which could increase the risk of a crash.</p>			
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the spark plugs on the affected vehicles.</p>			
Parts	<p>Parts are available and can be ordered as necessary.</p>			
Vehicles Affected				
Vehicle Model Year(s)	2020			
Vehicle Model	CLA-Class			
Vehicle Populations				
Total Recall Population	7			
Total Vehicles in Dealer Inventory	0			
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY20 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>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).</p>				
<p>Additionally, given this notice, it is <u>a violation of Federal Law for car rental companies</u> to rent new MY20 CLA-Class vehicles covered by this notification until the vehicle has been repaired.</p>				
<p>Notice to California Dealers: As required by 13 CCR 2117, a proof of correction ("POC") certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>				



Next Steps/Notes

Customer Notification Timeline	Customer may be contacted by the CAC. Customer letter will be mailed approximately at the time of launch.
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.

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.





Mercedes-Benz

Campaign No. 2021030002, April 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class (118 platform)**
Model Year 2020
Replace Spark Plugs

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 CLA-Class (118 platform) vehicles with a 4-cylinder gasoline engine (M139), an incorrect variant of the spark plug might have been installed which could affect the safety and emissions of the vehicle. In this case, an increased mechanical wear of the spark plug from thermal overload could occur over time. This may cause parts of the spark plug to detach within the combustion chamber, potentially leading to engine damage. In this case, stalling of the vehicle cannot be ruled-out, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the spark plugs on the affected vehicles.

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 7 vehicles are involved.

Order No. P-RC-2021030002

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. Replace all spark plugs.

i For basic data, see **AP15.10-P-1580J**.

i **The following step applies to California dealers only.**

Apply Proof of Correction Label (**A 000 584 54 13**) to area identified in **Figure 1**. Fill in the blank areas of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (**210302**), your dealer code, and the date of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i **The following step applies to California dealers only.**

Provide the owner with the completed and signed Proof of Correction Certificate (**A 000 584 42 14**) **Figure 2**, after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction is unique and must be entered as such (**210302**).

The form is titled 'Vehicle Emission Recall - Proof of Correction'. It contains the following fields and sections: License Number, Make, Year Model, Body Type, Vehicle Identification Number (a grid of boxes), Manufacturer, Recall Number (a grid of boxes), a statement: 'The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.', Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, there is a note: 'Please use California Campaign Number as mentioned in the work instructions. Return this certificate to DMV only when required - otherwise retain for your records.' and the number 'A 000 584 42 14'.

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

Primary Parts Information

Qty.	Part Name	Part Number
4	Spark plug	A 139 159 14 00

Warranty Information

Operation: Replace all spark plugs

Damage Code	Operation Number	Labor Time (hrs.)
15 900 09 7	02-1974	0.9

**Note**

Operation Number labor times are subject to change