

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 the Power Steering Supply Connection MY20 CLA-Class (118 platform)	DATE: 12/28/2021

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



Recall Campaign Launch Notification			December 28, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the Power Steering Supply Connection
2021120016	21V989	21P4694014	
<p>This is to notify you of the Recall Campaign Launch to check the power steering supply connection on 1 Model Year (“MY”) 2020 CLA-Class (118 platform) vehicle. 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 December 28, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year (“MY”) 2020 CLA-Class (118 platform) vehicle, the power supply connection of the electric power steering might have been contaminated with melted adhesive. In this case, aging of the adhesive might lead to a loss of the adhesion strength and subsequently result in a loose connection. This in turn might result in an interruption of to the power supply. As a consequence, the power steering assist might fail spontaneously during driving which could increase the risk of a crash. When the issue occurs, the customer might notice increased steering forces and a red warning message regarding the power steering displayed in the instrument cluster.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the power steering supply connection on the affected vehicles and rework, if necessary.</p>		
Parts	<p>The remedy is available and can be performed. Please note that the estimated replacement rate is 3%. Parts should only be ordered in the event a replacement is required.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	CLA-Class		
Vehicle Populations			
Total Recall Population	1		
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</u> for <u>car rental companies</u> to rent new MY20 CLA-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on 1/11/2022.		
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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021120016,
December 28th, 2021

TO: ALL MERCEDES-BENZ CENTERS

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

Check the Power Steering Supply Connection

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year (“MY”) 2020 CLA-Class (118 platform) vehicle, the power supply connection of the electric power steering might have been contaminated with melted adhesive. In this case, aging of the adhesive might lead to a loss of the adhesion strength and subsequently result in a loose connection. This in turn might result in an interruption of to the power supply. As a consequence, the power steering assist might fail spontaneously during driving which could increase the risk of a crash. When the issue occurs, the customer might notice increased steering forces and a red warning message regarding the power steering displayed in the instrument cluster. An authorized Mercedes-Benz dealer will check the power steering supply connection on the affected vehicles and rework, if necessary.

Prior to performing this 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 1 vehicle are affected.

Order No. P-RC-2021120016

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

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Check threaded connection on prefuse box, rework if necessary
Model 118

Check/test procedure

1. Disconnect ground line of battery (**AR54.10-P-0003MFA**).
2. Remove cover from fuse box/prefuse box at front.
i For basic data, see **AR54.15-P-1330MFA**.
3. Remove cable ties and loosen all threaded connections individually in succession on prefuse box (marking, **figure 1**)
i Depending on the equipment variant, there may be more or fewer cables present (marking, **figure 1**).

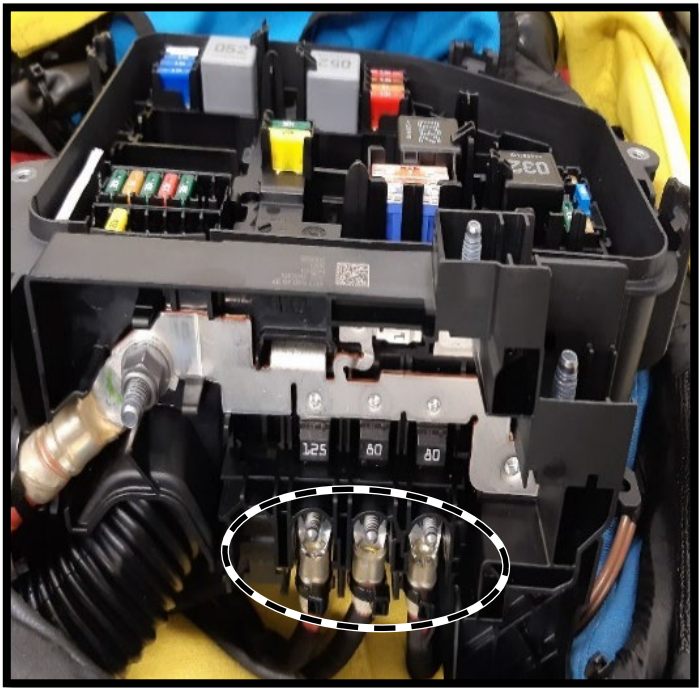


Figure 1

4. Check all cable connection and nuts for residual hot melt adhesive/contamination.
i Figure 2 not OK
i Figure 3 OK



Figure 2 not Ok.



Figure 3 OK

- a. If one or more cable connections is contaminated with adhesive (Figure 2): Carry out **work procedure**.
- b. If **no** contamination is present (Figure 3): **End measure**.

Work procedure

1. Remove contamination using a suitable tool (abrasive paper).
 - i** Ensure that the contact surfaces between the nut/cable connection, and between the prefuse box and cable connection are completely clean and have a flat contact area.
 - i** For basic data, see **AR54.15-P-1330MFA**.
2. Assemble in reverse order.
 - i** All cable lug threaded connections must then be checked for the required torque.

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
46 940 14	02-0850	Check threaded connection on prefuse box Includes: Disconnect/connect ground line of battery	0.6
	02-0851	Rework threaded connection on prefuse box (after check)	0.1

i **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.