

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: Service Campaign Launch Notification Replace Seals at Condenser and Receiver Drier of Air Conditioning System MY20-21 118 (CLA-Class)	DATE: August 13, 2021

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Service Campaign Launch Notification		August 13, 2021
Campaign No. :	Campaign Desc. :	Replace Seals at Condenser and Receiver Drier of Air Conditioning System
2021070028	21P8391107	
<p>This is to notify you of the Service Campaign Launch to replace the seals of the condenser and receiver drier of the air conditioning system in 269 Model Year (“MY”) 2020-2021 CLA-Class (118 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on August 13, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 CLA-Class (118 platform) vehicles, the seals on the condenser and receiver drier of the air conditioning system do not correspond to current specifications. Over time, the seals may develop cracks, which may result in refrigerant loss. This, in rare cases, could lead to a failure of the air conditioning system.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the associated seals of the air conditioning system. Customer letters will be mailed out for this campaign on August 27 th , 2021.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2020-2021	
Vehicle Model	CLA-Class	
Vehicle Populations		
Total Campaign Population	269	
Next Steps/Notes		
AOMS/SOMS	AOMs - This campaign may generate questions from your dealers.	
<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>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021070028, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class vehicles (118 platform)**
Model year 2020-2021

Replace Seals at Condenser and Receiver Drier of Air Conditioning System

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 CLA-Class (118 platform) vehicles, the seals on the condenser and receiver drier of the air conditioning system do not correspond to current specifications. Over time, the seals may develop cracks, which may result in refrigerant loss. This, in rare cases, could lead to a failure of the air conditioning system. An authorized Mercedes-Benz dealer will replace the associated seals of the air conditioning system.

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 269 vehicles are affected.

Order No. P-SC-2021070028

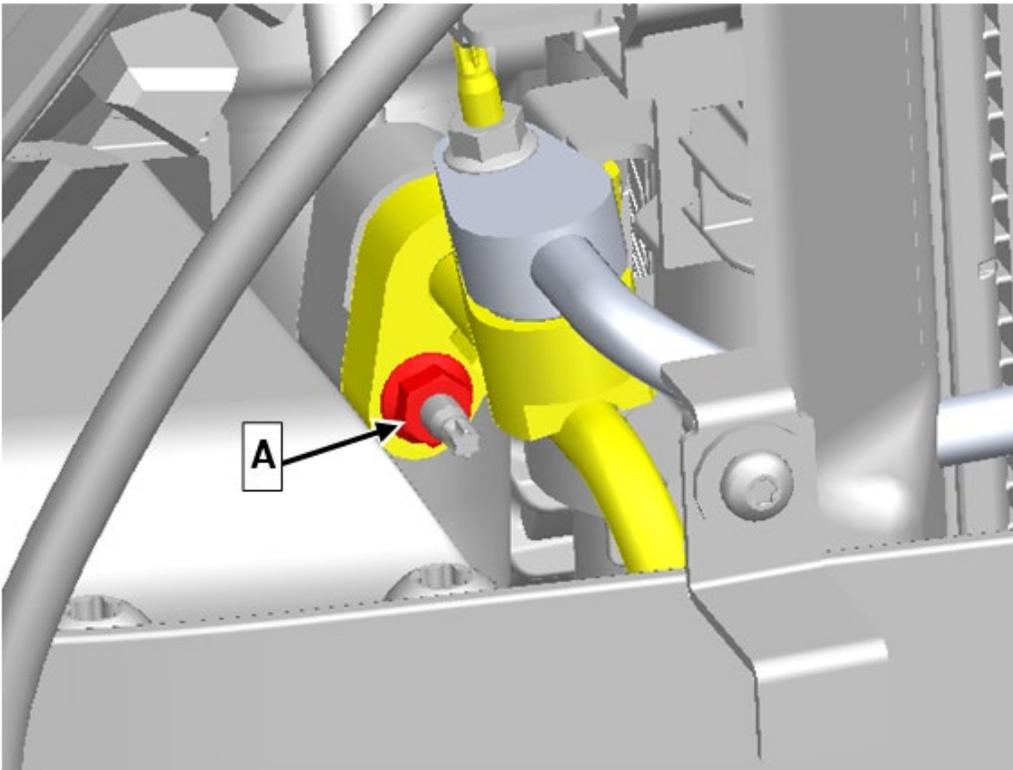
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Service Campaign Bulletin

Replace seals on capacitor and receiver drier of air conditioning system.Models 118 with M139

Work procedure

1. Empty air conditioning system, evacuate, refill, and check for proper operation and leaks.
 - i** For basic data, see **AR83.30-P-1760MFA**.
 - i** If the air conditioning system is partially emptied or fully emptied, add the top-up quantity.
 - i** For basic data on filling capacity for refrigerant, see **BF83.00-P-1000-01P**.
 - i** For basic data on compressor oil, see **BF83.55-P-1000-01L**.
2. Remove front bumper.
 - i** For basic data, see **AR88.20-P-2000MFA**.
3. Remove impact absorber from crossmember.
4. Loosen nut (**A, Figure 1**) on refrigerant line connection to right front pipe system and then tighten.
 - Nm** Nut to right front pipe system: **12 Nm ± 1.2 Nm**.

**Figure 1**

5. Unscrew the screw (C, Figure 2) at the receiver drier (B, Figure 2), then remove the holder for the refrigerant lines at the receiver drier (B, Figure 2).

 Screw for refrigerant line to receiver drier: 10 Nm.

6. Remove bracket (E, Figure 2) behind supporting frame (D, Figure 2).

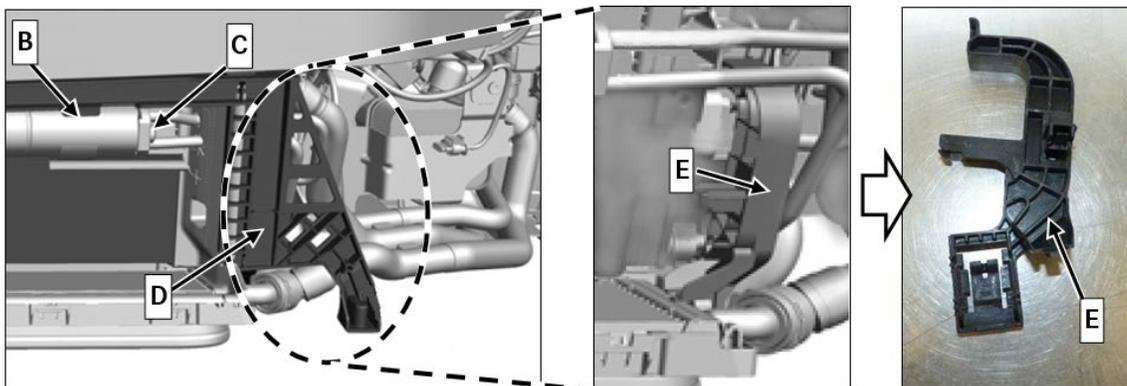


Figure 2

7. Unscrew nuts (F, Figure 3).

 Nuts to refrigerant line: 12 Nm.

8. Remove refrigerant lines (G, Figure 3).

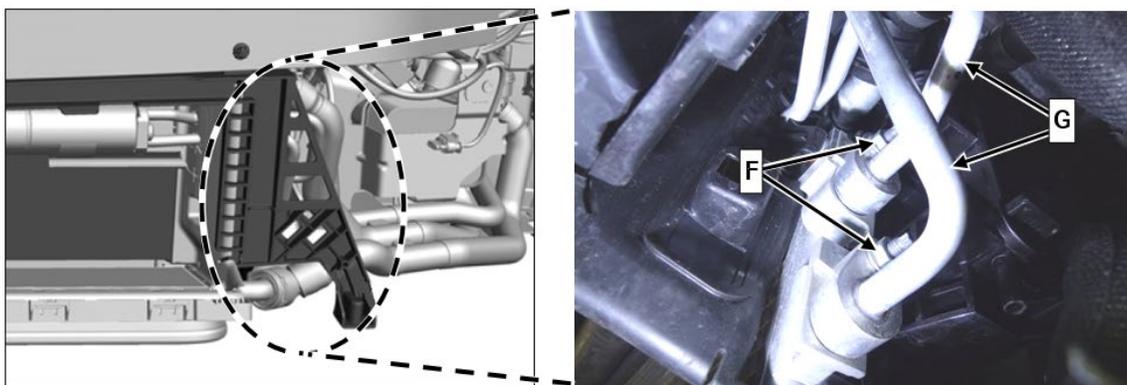


Figure 3

9. Replace sealing rings (**H, Figure 4**) of refrigerant lines (**G, Figure 4**).
- i** Wet new sealing rings with compressor oil (**specification 362.1**).
 - i** For basic data, see **BB00.40-P-0362-01A**.

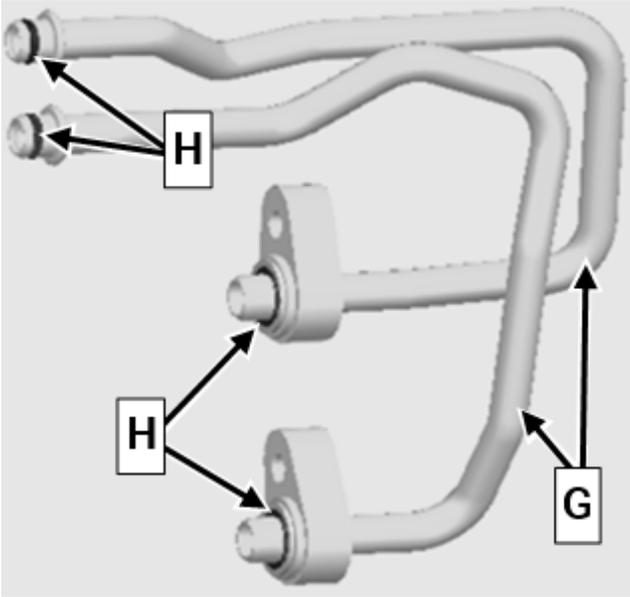


Figure 4

10. Install refrigerant lines.
11. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
2	Center capacitor profile seal	A 023 997 63 45
2	Receiver drier profile seal	A 013 997 40 45
As required	R134a – models 118.354/654, 177.054, 247.754 except code 2U8 Refrigerant filling capacity: 1,200 g	*
As required	R134a – models 118.353/653, 177.053, 247.753 except code 2U8 Refrigerant filling capacity: 1,010 g	*

* The refrigerant and compressor oil must be procured via your local supplier.

i Note:

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-0928) Replace seals on capacitor and receiver drier of air conditioning system

Includes:

- Extract refrigerant, check for leaks, refill
- Disconnect/connect ground line
- Remove/install front bumper
- Remove/install impact absorber
- Adjust bumper
- Engine test run

(02-0922) Extra work for: Replace seals on capacitor and receiver drier of air conditioning system **(for vehicles with code 501 - 360° camera)**

Includes:

- Adjust 360 degree camera

(02-4762) Connect/disconnect diagnostic system (XENTRY Diagnosis)
(for vehicles with code 501 - 360° camera)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 07	02-0928	1.9
	02-0922	0.2
	02-4762	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.