

Mercedes-Benz

CLA-Class

C117: 2013-on

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Recalls & faults: Mercedes-Benz C117 CLA-Class (2013-on)

Recalls: Mercedes-Benz C117 CLA-Class



Overview

Manufacturers, or importers, issue recalls for defects or faults which have the potential to cause injury. Generally,

manufacturers will inform the original buyers if their vehicle is subject to a recall and of the steps required to remedy the defect or fault. Please note that the recalls below (if any) are for Australian-delivered vehicles only. Furthermore, the number of recalls should not be taken as an indication of a model's reliability or its safety more generally.

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Recalls: Mercedes-Benz C117 CLA-Class

2014 Mercedes-Benz C117 CLA Diesel: oil leak

In January 2015, a recall was issued for Mercedes-Benz vehicles with the [OM651 turbo-diesel engine](#) that were available for sale during 2014. In these vehicles, the seal ring between the timing chain tensioner and the engine may leak oil – this could result in a hazard for other road users and, in extreme cases, a fire risk ([PRA 2015/14509](#)).

2015-16 Mercedes-Benz C117 CLA: loss of drive (fractured dual clutch)

In July 2016, a recall was issued for Mercedes-Benz C117 CLA-Class vehicles that had double clutch transmissions. In these vehicles, a welded seam in the transmission's dual clutch assembly could fracture and cause a loss of drive – this could pose an accident hazard to the vehicle's occupants and other road users. The recalled Mercedes-Benz C117 CLA-Class vehicles were available for sale from 1 November 2015 to 30 January 2016 ([PRA 2016/15529](#)).

2016 Mercedes-Benz C117 CLA: left window airbag may not deploy

In June 2017, a recall was issued for Mercedes-Benz C117 CLA vehicles that were available for sale in Australia from 1 October 2016 to 5 November 2016. In these vehicles, the left window airbag may not have been manufactured to specifications and may not deploy in the event of a collision, thereby increasing the risk of injury to vehicle occupants ([PRA 2017/16114](#)).

2016 Mercedes-Benz C117 CLA: front passenger airbag may not deploy as intended

In July 2017, a recall was issued for Mercedes-Benz C117 CLA vehicles that were available for sale from 1 October 2016 to 1 December 2016. In these vehicles, the propellant mixing ratio in the igniters of the front passenger airbag assembly may not meet specification. In the event of deployment, the front passenger airbag may therefore not deploy as designed, thereby increasing the risk of injury for the front passenger. For the recalled vehicles, the front passenger airbag assembly was to be replaced. For the VINs of the recalled vehicles, please see [PRA 2017/16195](#).

2015-17 Mercedes-Benz C117 CLA: starting current limiter could overheat

In October 2017, a recall was issued for Mercedes-Benz C117 CLA vehicles that were available for sale in Australia from 31 January 2015 to 31 January 2017. If the starter were to become blocked due to prior damage and if multiple and/or extended start attempts were made, then the starting current limiter could be electrically overloaded and overheat. At worst, this could cause nearby components to ignite and cause a fire. For the VINs of the recalled vehicles, please see [PRA 2017/16367](#).

Problems and faults: Mercedes-Benz C117 CLA-Class



Overview

This section identifies potential problems, causes and fixes based on the experiences of owners and repairers, online sources and technical service bulletins. This information is provided solely for reference purposes and AustralianCar.Reviews recommends that only properly qualified persons carry out repairs or modifications.

Furthermore, the number of items identified below should not be taken as an indicator of a model's reliability or the frequency with which they may occur.

To report a problem or fault to the AustralianCar.Reviews team, please use the [Contact Us](#) form. Note that AustralianCar.Reviews does not offer advice on automotive problems or disputes; such enquiries will not receive a reply. For vehicles purchased from dealers after 1 January 2011, please see our [Australian Consumer Law fact sheet](#).

Mercedes-Benz C117 CLA: 'Power Steering Malfunction, Service Required'

In June 2014, Mercedes-Benz USA issued [Service Bulletin LI46.35-P-059241](#) for Mercedes-Benz C117 CLA-Class vehicles with VINs preceding WD#117####N083207. After the engine was started, the instrument cluster may display the warning message 'Power Steering Malfunction, Service Required', an acoustic warning would sound and the steering would feel sluggish. Furthermore,

- No faults would be logged in the steering control unit; and,
- Fault code C063100 would be logged in the ESP control unit and fault code U013187 would be logged in the instrument cluster control unit.

According to the service bulletin, these symptoms could be due to:

- Faulty contact of power supply to the electric steering system; or,
- A component fault in the control unit of the electric steering system.

Initially, the power supply to the electric steering was to be checked. If the problem was still present, then the control unit/motor unit for the electric steering was to be replaced.

Mercedes-Benz C117 CLA 250 4MATIC: rear differential noise

In March 2015, Mercedes-Benz USA issued [Service Bulletin LI35.40-P-060213](#) for Mercedes-Benz C117 CLA 250 4MATIC vehicles. Due to a fault with the internal differential assembly, a thumping, grinding or chatter noise may be heard from the rear differential when turning. To test, the electrical connector for the all-wheel drive solenoid valve was to be disconnected and the vehicle taken for a test drive; if the noise was gone, this verified the condition and the rear differential was to be replaced.



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