



MERCEDES-BENZ USA, LLC
 303 Perimeter Center North, Suite 202
 Atlanta, GA, 30346
 Phone: (770) 705-0600
 Fax: (770) 705-0117
 MBUSA.com



Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2016020006 with Stop-Sale Order – Fixed Glass Panel - Panoramic Sunroof, Model 205 (C-Class) MY 2016	DATE: February 19, 2016

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for 53 Model Years 2016 C-Class (W205). Any of the 53 affected new MY16 vehicles that are in dealer inventory must be held, and not retailed, until further instructions are provided. Loaner and demonstrator vehicles may continue to be driven but must not be retailed!

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of these 53 new Model Years 2016 C-Class vehicles covered by this notification in dealer inventory until the vehicle has been repaired.

Your facing AOM will forward a VIN list of potentially affected vehicles that are at your dealership. Potentially affected Vehicles will be identified in VMI as a “Pending” Recall on Monday February 22, 2016.

What’s the Issue:

Daimler AG (DAG) has determined that on approximately 53 C-class vehicles (205 platform), the rear fixed glass panoramic sunroof panel might not be properly bonded to the vehicle, and could separate from the vehicle.

What We’re Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted by an authorized Mercedes-Benz dealer to check the bonding of the fixed rear glass panel of the panoramic sunroof and if necessary, replace this glass panel. MBUSA notified the NHTSA on February 12, 2016, of this new recall, which may generate questions from your customers.

Next Steps:

- **There are currently no parts available. This recall is scheduled to launch in late March, 2016, when parts and the required inspection tool becomes available.**
- Customer notification letters will be mailed approximately one week after the recall launch.

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 (1-800-367-6372).

