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newschannel update

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 2017110009 Panoramic Roof Panel Bonding MY17 253 (GLC-Class)	DATE: December 1, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 1, 2017

Campaign No. :	Campaign Desc. :	Panoramic Roof Panel Bonding
2017110009	1710P78C68	
<p>This is to notify you of a new Recall Campaign to inspect the panoramic roof panel bonding on 9377 MY 2017 Model 253 (GLC-Class) vehicles. Please review the recall information below. 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 1, 2017.</p>		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC-Class vehicles (253 platform), the frontal and side fixed panels of the panoramic sunroof might not meet the bonding specifications. In such case, the panels could separate from the vehicle while driving, thereby increasing the risk of a crash.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the panoramic sunroof panel bonding on the affected vehicles.	
Parts	Parts are not required; recall only requires an inspection. If additional rework is needed, a PTSS case must be created and reviewed. Further action will be determined after PTSS case review.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	GLC-Class	
Vehicle Populations		
Total Recall Population	9377	
Total Vehicles in Dealer Inventory	270	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 GLC-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy parts are 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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY17 GLC-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed in early December 2017.	
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>		



Mercedes-Benz

Campaign No. 2017110009, December 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 253 Model Years 2017 and 2018
Panoramic Roof Panel Bonding**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC vehicles (253 platform), the frontal and side panels on the panoramic sunroof might not meet the bonding specifications. In such case, the panels could separate from the vehicle while driving, thereby increasing the risk of a crash. An authorized Mercedes-Benz dealer will check the panoramic sunroof panel bonding on the affected vehicles.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- 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 9377 vehicles are involved.

Order No. P-RC-2017110009

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.

Check/test procedure

1. Open the panoramic roof and check the bonding of the front glass top sliding roof trim (**A, figure 1**) and side trim strips (**B, figure 2**) on the right- and left-hand sides using an assembly wedge.

i Use felt or a rag to protect the side trim strips from scratches.

i Insert the assembly wedge between the front glass top sliding roof trim and trim strip (right and left sides), press flat onto the trim strip and **lift up carefully**.

If the glass top sliding roof trim/trim strips bend upwards only at the corner, the bonding is OK.



Figure 1



Figure 2

- a. If the glass top sliding roof trim or the right and/or left trim strip separates: Create a **PTSS case**.
- b. If the glass top sliding roof trim and the two trim strips do not separate: End measure.

i If the glass top sliding roof trim or a trim strip separates, obtain a **repair approval via PTSS case** and include conclusive photographs of (bead of residual adhesive).

Warranty Information

Operation: Check front trim and side trim strips on the panoramic sliding sunroof (02-2096)
Create PTSS case (after check)(02-2097)

Damage Code	Operation Number	Labor Time (hrs.)
78 910 41 8	20-2096	0.1
	20-2097	0.2

i Note

Operation Number labor times are subject to change.