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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 Check Panoramic Sunroof Panel MY18 166 (GLE-Class)	DATE: August 24, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

August 24, 2018

Campaign No. :	Campaign Desc. :	Check Panoramic Roof Panel
2018080006	1807P78C24	
<p>This is to notify you of a Recall Campaign launch concerning the panoramic sunroof on 4 MY 2018 Model 166 (GLE-Class) vehicles. 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 August 24, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE-Class vehicles (W166 platform), the bonding primer of the front cover and/or rear fixed glass element of the panoramic sunroof might not meet current production specifications.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the panoramic sunroof of the affected vehicles and replace it, if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	GLE-Class	
Vehicle Populations		
Total Recall Population	4	
Total Vehicles in Dealer Inventory	1	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 GLE-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 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 MY18 GLE-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.	
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. 2018080006, August 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class vehicles (W166 platform) Model Year 2018**
Check Panoramic Sunroof

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE-Class vehicles (W166 platform), the bonding primer of the front cover and/or the rear fixed glass element of the panoramic sunroof might not meet current production specifications. An authorized Mercedes-Benz dealer, will check the panoramic sunroof on the affected vehicles and replace it, if necessary.

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 4 vehicles are affected.

Order No. P-RC-2018080006

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 procedure

1. Lower overhead control panel (**Figure 1**).

For basic data, see **AR82.20-P-1100GQ** operation steps 1 to 4.



Figure 1

2. Remove felt (**A, Figure 2**) and check roof number (**Figure 3**) on roof label (**Figure 3**)

i Please look for roof number **W9F67180540154**.

Roof number **W9F67180540154** is **NOT OK**.



Figure 2



Figure 3

- a. Roof number **W9F67180540154** present: Perform **work procedure**.
- b. Roof number **W9F67180540154** *not* present: **End measure**.

i The **findings** from the check procedure must be recorded **on the work order**.

Work procedure

1. Replace panorama roof frame.
 - i** For basic data, see **AR77.21-P-0800GQ**.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required	Sliding sunroof frame without roller blind	A 166 780 16 00	6%
As required	Adhesive (600 ml bag)	A 009 989 85 71 09	6%

Warranty Information**With Check**

Operation: Check panoramic sliding sunroof (02-2434)

Damage Code	Operation Number	Labor Time (hrs.)
78 910 42 8	02-2434	0.2

With Check and Repair

Operation: Check panoramic sliding sunroof (02-2434)
 Replace panoramic sliding sunroof (after check) (02-2435)

Damage Code	Operation Number	Labor Time (hrs.)
78 910 42 7	02-2434	0.2
	02-2435	9.6

i **Note**

Operation Number labor times are subject to change.