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Service

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 Rear Window Bonding MY18 205 (C-Class)	DATE: October 26, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

October 26, 2018

Campaign No. :	Campaign Desc. :	Rework Rear Window Bonding
2018100003	1808P67C52	
This is to notify you of a new Recall Campaign regarding the rear window bonding on 387 Model Year (“MY”) 2018 C-Class (205 platform) 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 October 26, 2018.		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2018 C-Class (205 platform) vehicles, the rear window bonding might not meet current production specification. Incorrect bonding of the rear window could lead to decreased long-term adhesion of the rear window. This could lead to the rear window detaching from the vehicle, creating a road hazard and increasing the risk of a crash for following traffic.	
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the rear window bonding on your vehicle.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	C-Class	
Vehicle Populations		
Total Recall Population	387	
Total Vehicles in Dealer Inventory	61	
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 C-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.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 C-Class vehicles covered by this notification until the vehicle has been repaired.		
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.	
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.		



Campaign No. 2018100003, October 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (205 platform) Model Year 2018**
Replace rear window bonding

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2018 C-Class (205 platform) vehicles, the rear window bonding might not meet current production specification. Incorrect bonding of the rear window could lead to decreased long-term adhesion of the rear window. This could lead to the rear window detaching from the vehicle, creating a road hazard and increasing the risk of a crash for following traffic. An authorized Mercedes-Benz dealer will rework the rear window 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 387 vehicles are involved.

Order No. P-RC-2018100003

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.

Procedure

1. Replace rear window bonding.



For basic data, see **AR67.20-P-2000LW**.



Replace rear window if it is damaged during removal.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	RS windshield installation 1-component adhesive	A 000 670 01 00	100%
3	Lower rear window sealing strip	A 000 987 45 66 08	100%
As required (3)	Upper rear window support for code 413	A 222 678 00 79	
As required (1)	Rear window	A 205 670 61 00	

Warranty Information

Operation: Replace rear window bonding Includes: Remove/install rear window (02-2605)
Replace rear window (rear window removed)(02-2606)

OR: Submit as SUBLET utilizing sublet code of SUB with required amount.*

Damage Code	Operation Number	Labor Time (hrs.)
67 900 47 7	02-2605	1.7
	02-2606	0.1



Note:

*Sublet amount may not exceed equivalent labor cost.

*If sublet billed for repair, repair cannot be billed for op-codes and vice versa.

Operation Number labor times are subject to change.