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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 Initial Notification Rear Window Bonding MY18 205 (C-Class)	DATE: October 04, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

October 4, 2018

Campaign No. :	Campaign Desc. :	Rework Rear Window Bonding
TBA	PEND 205 RW BDNG	
<p>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 “PENDING” on October 04, 2018.</p>		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2018 C-Class (205 platform) vehicles, the bonding of the rear window might not meet current production specification. Incorrect bonding of the rear window may lead to decreased long-term adhesion of the rear window. As a result, the rear window could detach from the vehicle, creating a road hazard and increasing the risk of a crash for following traffic. As a precautionary measure, an authorized Mercedes-Benz dealer will check the rear window bonding and rework, if necessary.	
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.	
Parts	Parts are not yet available. An additional notification will be sent once parts are available for repairs.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	C-Class	
Vehicle Populations		
Total Recall Population	387	
Total Vehicles in Dealer Inventory	69	
<p>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.</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 C-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>		