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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 Check Pano Roof Bonding, Rework if Necessary MY18-19 X156 (GLA-Class)	DATE: January 4, 2019

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

Campaign No. :	NHTSA ID	Campaign Desc. :	Check Pano Roof Bonding, Rework if Necessary
TBA	18V912	PEND 156 PRF BND	
<p>This is to notify you of a new Recall Campaign regarding the panoramic roof bonding on 13 Model Year (“MY”) 2018-19 GLA-Class (X156 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 January 4, 2019.</p>			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018 GLA-Class vehicles (156 platform), the bonding of the glass elements of the panorama sliding sunroof might not meet current production specification. Due to deviations during the adhesive bead application, the bonding might develop minor leaks. An authorized Mercedes-Benz dealer will check the bonding of the panorama sliding sunroof and replace it, 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 the parts are available for repairs.		
Vehicles Affected			
Vehicle Model Year(s)	2018-2019		
Vehicle Model	GLA-Class		
Vehicle Populations			
Total Recall Population	13		
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 MY18-19 GLA-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>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 MY18-19 GLA-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>			