

## IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]

**Check Sunroof Glass Bonding**  
**MBUSA ID: 2020040011, NHTSA Recall ID: 19V918**  
**Reminder Notification**

- The remedy is now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided **FREE** of charge.

[REDACTED]  
[REDACTED]  
January, 2025

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Our most recent records indicate that the Mercedes-Benz vehicle registered in your name is affected by the subject recall, and still has not been repaired. We want to stress the importance of making an appointment at your preferred authorized Mercedes-Benz dealer as soon as possible for this FREE recall repair. A notification for this recall was sent to the owner who was on file as of September 2020 and March 2022.

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain model year 2001–2011 C-Class, CLK, E-Class, and CLS vehicles. **Our records indicate that your vehicle is included in the affected population.**

### What is the issue?



The bonding between the glass panel and the sunroof frame might deteriorate gradually over time. If the bonding adhesion were to deteriorate, the durability requirements might not be met, which could lead to a separation of the sunroof glass panel from the vehicle. A detached sunroof glass panel could become a road hazard, which could increase the risk of a crash or injury for other road users.

### What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sunroof as necessary. **This vehicle repair will be provided at no cost to you.** While the repair time can be less than **3 hours**, your dealer can provide you with a better estimate of the overall time for this visit. As a matter of normal service process, the authorized Mercedes-Benz dealer will also check for other repair measures that might be applicable to your vehicle, which may increase the required working time. You will not be charged for other services or repairs unless so requested.

### Steps to take:



- Find your nearest authorized Mercedes-Benz dealer at [www.mbusa.com/recall](http://www.mbusa.com/recall) to schedule your recall repair.
- Please mention you are scheduling an appointment for Mercedes-Benz recall **2020040011**.
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,  
Mercedes-Benz USA

Don't wait. Find an authorized Mercedes-Benz dealer near you at [www.mbusa.com/recall](http://www.mbusa.com/recall) and schedule the recall repair right away.



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### What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit [www.mbusa.com/recall](http://www.mbusa.com/recall) (or scan the QR Code to the left), submit your VIN using the VIN recall lookup tool, and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

### Additional Information for Owners:

A VIN-based recall lookup tool is available at [www.mbusa.com/recall](http://www.mbusa.com/recall), which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall, please contact an authorized Mercedes-Benz dealer.

Should an authorized Mercedes-Benz dealer be unable to address your concerns, please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, Pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.nhtsa.gov>.

### Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall repair completed, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer.

Please speak with your dealer concerning this matter. Thank you for your cooperation.

Don't wait. Find an authorized Mercedes-Benz dealer near you at [www.mbusa.com/recall](http://www.mbusa.com/recall) and schedule the recall repair right away.

