



IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, [REDACTED]
Sunroof Glass Bonding
NHTSA Recall #19V918

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

February, 2020

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2001-2011 C-Class, CLK-Class, CLS-Class, and E-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

MBAG determined that on certain MY 2001-2011 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles, 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, and could lead to a separation of the sunroof glass panel from the vehicle. A detached panel could become a road hazard, increasing the risk of a crash or injury for other road users.

An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sun roof as necessary. Unfortunately, the parts to remedy this issue are currently not yet available. Please note that this recall is not related to alleged incidents of shattering sunroofs due to external influences (foreign objects).

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. 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 days to comply with federal regulations.

If a 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 <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

