

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**

Replace Front Stationary Sunroof Panel

MY14-20 117,156, 205, 222, and 253 (C-Class, CLA-Class, GLA-Class, GLC-Class, and S-Class)

Date: August 20, 2021

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Front Stationary Sunroof Panel
2021070010	21V197	21P7790003	
<p>This is to notify you of a Recall Campaign launch to replace the front stationary sunroof panel on 14,909 Model Year ("MY") 2014-2020 117, 156, 205, 222, and 253 (C-Class, CLA-Class, GLA-Class, GLC-Class, and S-Class) 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 August 20, 2021.</p>			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2014 - 2020 CLA-Class, GLA-Class, C-Class, S-Class, GLC-Class, and GLE-Class Coupe (117, 156, 205, 222, 253, and 292 platform, respectively) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior replacement. In this case, the adhesion of the front panel to the vehicle body might deteriorate gradually over time, which could cause the front panel to partially or fully detach from the vehicle, increasing the risk of a crash and/or injury to other road users.		
What We're Doing	MBUSA will conduct a voluntary Recall Campaign. An authorized Mercedes-Benz dealer will remove the bonded panel and will install a new front panel by following the detailed repair instructions and using the approved primer, cleaner and adhesive.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2014-2020		
Vehicle Model	C-Class, CLA-Class, GLA-Class, GLC-Class, and S-Class		
Vehicle Populations			
Total Recall Population	14,909		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY 14-20 C-Class, CLA-Class, GLA-Class, GLC-Class, S-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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY 14-20 C-Class, CLA-Class, GLA-Class, GLC-Class, S-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 two weeks 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.





Mercedes-Benz

Campaign No.2021070010, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, CLA-Class, GLA-Class, GLC-Class, GLE-Class, S-Class
Model year 2014-2020****Replace Front Stationary Sunroof Panel**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2014 - 2020 CLA-Class, GLA-Class, C-Class, S-Class, GLC-Class, and GLE-Class Coupe (117, 156, 205, 222, 253, and 292 platform, respectively) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior replacement. In this case, the adhesion of the front panel to the vehicle body might deteriorate gradually over time, which could cause the front panel to partially or fully detach from the vehicle, increasing the risk of a crash and/or injury to other road users. An authorized Mercedes-Benz dealer will remove the bonded panel and will install a new front panel by following the detailed repair instructions and using the approved primer, cleaner and adhesive.

Prior to performing this Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire 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 14,909 vehicles are affected.

Order No. P-RC-2021070010

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.

Check front fixed element of panoramic sliding sunroof, replace if necessary

Model 117, 156, 176, 205, 222, 253 and 292 with code 413

Model 222 with code 398

- i** Code 413 corresponds to PANORAMIC SLIDING SUNROOF/PANORAMIC ROOF.
- i** Code 398 corresponds to PANORAMIC ROOF WITH VARIABLE TRANSPARENCY.

Check/test procedure

- i** Check/test procedure must **only** be performed for the **models 156 (without WHC LE4) and 222**.
 - i** The material condition of the fixed element must be checked.
1. Fixed element (**Figure 1**) made from glass. ⇒ **no repair needed**
 - i** The fixed element made from glass is foam-padded, the padding (**arrows, Figure 1**) is visible at the edge.

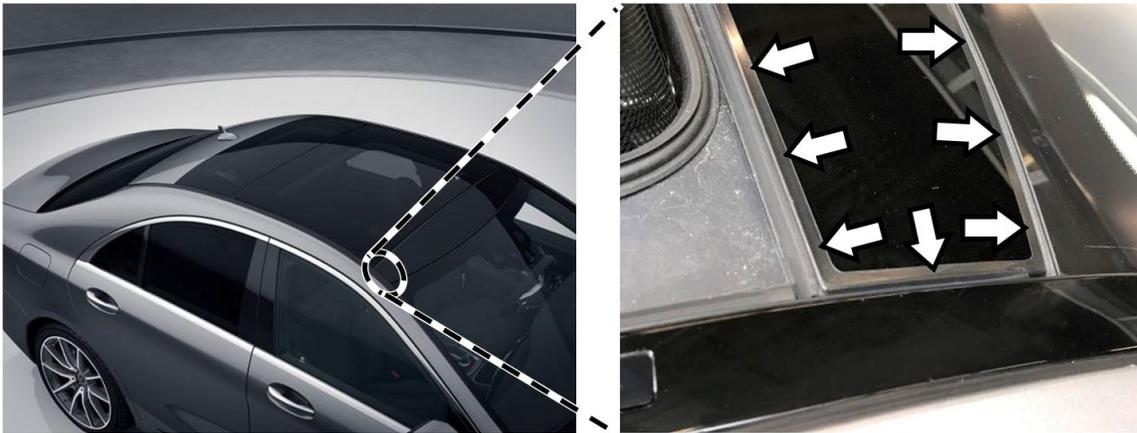


Figure 1

2. Fixed element (**Figure 2**) made from polycarbonate. ⇒ **repair is needed**
 - i** The fixed element made from polycarbonate is **not** foam-padded.

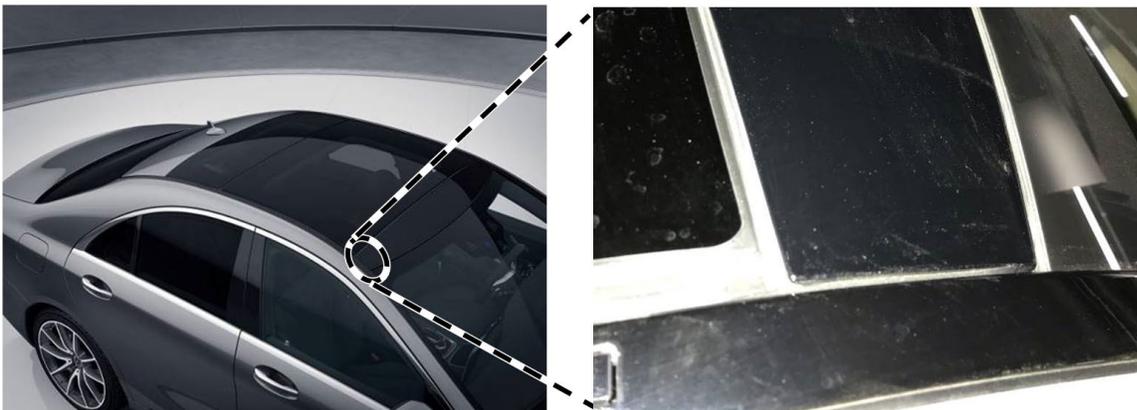


Figure 2

- a. The fixed element is made from **polycarbonate**: Perform **work procedure**.
- b. The fixed element is made from **glass**: **End measure**.

Work procedure

1. Replace front fixed element of panoramic sliding sunroof.

 For basic data for **model 117, 156 and 176**, see **AR77.21-P-0803NKA**.

 For basic data for **model 205, 222 and 253**, see **AR77.21-P-0803LF**.

 For basic data for **model 292**, see **AR77.21-P-0803GQC**.

Primary Parts Information

Qty.	Part Name	Part Number
New part top sliding roof PC panel		
As required (1)	Front fixed element plus included ancillary parts (model C117.3)	A 117 780 00 22 39
As required (1)	Front fixed element plus included ancillary parts (model WVS205.0/1/2 and VX253.1/9)	A 205 780 00 22 39
As required (1)	Front fixed element plus included ancillary parts (model C205.3)	A 205 780 33 00 39
As required (1)	Front fixed element plus included ancillary parts (model C292)	A 292 780 09 00 39
New part top sliding roof glass panel		
As required (1)	Front fixed element (model 156 without WHC LE4)	A 156 780 12 00
As required (1)	Front fixed element (model 222)	A 222 780 62 00
As required (1)	Repair adhesive kit for front fixed element (model 156 without WHC LE4 and 222)	A 000 989 49 05

 **Note:**

- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-0538) Check front fixed element of panoramic roof Model 156 and 222

(02-0539) Replace front fixed element of panoramic roof (after check) Model 156

(02-0539) Replace front fixed element of panoramic roof (after check) Model 222.0/1

(02-0539) Replace front fixed element of panoramic roof (after check) Model 222.9

(02-0541) Replace front fixed element of panoramic roof Model 117 and 176

(02-0541) Replace front fixed element of panoramic roof Model 205 and 253

(02-0541) Replace front fixed element of panoramic roof Model 292

Damage Code	Operation Number	Labor Time (hrs.)
77 900 03	02-0538 Model 156 and 222	0.1
	02-0539 Model 156	1.5
	02-0539 Model 222.0/1	1.7
	02-0539 Model 222.9	1.8
	02-0541 Model 117 and 176	1.5
	02-0541 Model 205 and 253	1.8
	02-0541 Model 292	1.7

 **Note**

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.