

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: <b>New Recall Campaign Initial Notification</b> <b>Replace Front Stationary Sunroof Panel</b> <b>MY14-20 117, 156, 205, 222, 253, 292 (CLA-Class, GLA-Class, C-Class, S-Class GLC-Class, and GLE-Class Coupe)</b>	Date: March 26, 2021

## **IMPORTANT NEW RECALL CAMPAIGN INFORMATION**

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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Front Stationary Sunroof Panel</b>
TBA	21V197	21P2197366	
<p>This is to notify you of a new <b>Recall Campaign</b> to replace the front stationary sunroof panel on <b>15,096</b> MY 2014 - 2020 CLA-Class, GLA-Class, C-Class, S-Class, GLC-Class, and GLE-Class Coupe vehicles (117, 156, 205, 222, 253, and 292 platform, respectively). The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on <b>March 26, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>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.</p>		
<b>What We're Doing</b>	<p>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.</p>		
<b>Parts</b>	<p><b>Parts are not yet available. An additional notification will be sent when the remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2014-2020		
<b>Vehicle Model</b>	C-Class, CLA-Class, GLA-Class, GLC-Class, GLE-Class, S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	15,096		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY14-20 C-Class, CLA-Class, GLA-Class, GLC-Class, GLE-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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY14-20 C-Class, CLA-Class, GLA-Class, GLC-Class, GLE-Class, S-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

