

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 Check Sliding Roof Bonding MY01-11 C-Class, CLK-Class, E-Class and CLS-Class (203, 209, 211 and 219 platform)	DATE: January 20, 2023

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



Recall Campaign Launch Notification			January 20, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Sliding Roof Bonding
2023010004	22V954	22P7891007	
2023010005		22P7891008	
2023010006		22P7891009	
<p>This is to notify you of a Recall Campaign Launch to check the sliding roof bonding on 123,696 Model Year (“MY”) 2001-2011 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as “OPEN” on January 20, 2023.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“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 sunroof panel and the sliding roof frame might not meet specifications. In this case, the adhesion of the bond might deteriorate gradually over time. Therefore, the specified durability requirements of the bond would not be guaranteed. As a consequence, a separation of the glass panel from the vehicle cannot be ruled out. This could increase the risk of a potential accident and/or injury for other road users. When the adhesion begins to deteriorate, the customer might observe a partially detached panel or excessive wind noises in the area of the sunroof while driving.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sliding roof, if necessary		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2001-2011		
Vehicle Model	C-Class, CLK-Class, E-Class and CLS-Class		
Vehicle Populations			
Total Recall Population	123,696		
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 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 rental car companies to rent vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on February 3, 2023.		
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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023010005, January 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (203 platform)**
Model Year 2002-2005

Check Sliding Roof Bonding

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“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 sunroof panel and the sliding roof frame might not meet specifications. In this case, the adhesion of the bond might deteriorate gradually over time. Therefore, the specified durability requirements of the bond would not be guaranteed. As a consequence, a separation of the glass panel from the vehicle cannot be ruled out. This could increase the risk of a potential accident and/or injury for other road users. When the adhesion begins to deteriorate, the customer might observe a partially detached panel or excessive wind noises in the area of the sunroof while driving.

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.

Approximately **23,729** vehicles are affected.

Order No. P-RC-2023010005

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.

Recall Campaign Bulletin

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Check panoramic sliding sunroof, replace if necessary

i Code 413 corresponds to panoramic sliding sunroof – glass roof.

Check/test procedure A

1. **Open** panoramic sliding sunroof **approx. 3 cm** and check manufacturing date (Figure 1).

i Carry out check with a mirror as shown in Figure 2.

i To position the mirror, the wind deflector must be pushed downward by hand.

i Vehicles with a registration date that does **not** match with the manufacturing date of the panoramic sliding sunroof can also be affected.



Figure 1 (The manufacturing date in the sample picture is 08 day / 10 month / 5 year) (10/08/2005)



Figure 2

- a. Manufacturing date is **on or after 06/30/2005**: Carry out **check/test procedure B**.
- b. Manufacturing date is **on or before 06/29/2005**: **End measure**.

i The **findings** from the check/test procedure must be recorded **in writing in the workshop order** and then stored **in a tamperproof manner**.

Check/test procedure B

- i** A suitable lifting tool (engine crane) is required for the check.
If the lifting tool (engine crane) does not fit under the vehicle because the ground clearance is too low, move the vehicle so that its front axle is on a suitable object (e.g. wooden beam).
1. Perform function test of panoramic sliding sunroof.

i To do so, open and close panoramic sliding sunroof completely. The panoramic sliding sunroof must function correctly.
This check serves as a comparison; it ensures that the customer cannot claim compensation for any preexisting noticeable problems (e.g. reversing, sluggishness, etc.) after the check performed with the suction cup tool. Notify the customer if any preexisting problems exists concerning their panoramic sliding sunroof.

i The panoramic sliding sunroof must be closed again after the function test.
 2. Clean the glass cover of the panoramic sliding sunroof and the suction cup tool.

i Special caution must be exercised during the check.

i The suction cup tool may be used for this check.
 3. Position suction cup tool (Figure 3) and pull as **vertically** as possible (tolerance of ± 10 degrees) using lifting tool.

i The hanging scale **must** be adjusted as per the operating instructions before use.

i Specified force **500N /700N** (Figure 4).

i Before the start of the measurement, the "(auto) hold function" of the hanging scale (see operating instructions) **must** be deactivated.
No "hold function" may be activated so that the current tractive force is always displayed.

i Position suction cup tool at 4 positions in the sequence **1, 2, 3, 4:** (Figure 4).

i The specified force must be monitored during the first minute and adjusted if necessary (tolerance ± 10 N). The specified force must not be exceeded. Pull as vertically as possible (tolerance ± 10 degrees) with the specified force. Not person sh be inside the vehicle during the check, and the vehicle must not be touched if possible.

i The holding time per position must be exactly **10 min!**
After the first minute, the holding force per position must be further monitored and readjusted if necessary (tolerance ± 10 N).

i The technician can leave after the first minute if the holding force remains within the tolerance. The test **does not have to be** monitored during the entire period (5 x 10 min). The technician can perform a different task during the test.

Attention, danger: Wear safety glasses and stay clear of the area above the cup suction tool (head/face) during the check.



Figure 3

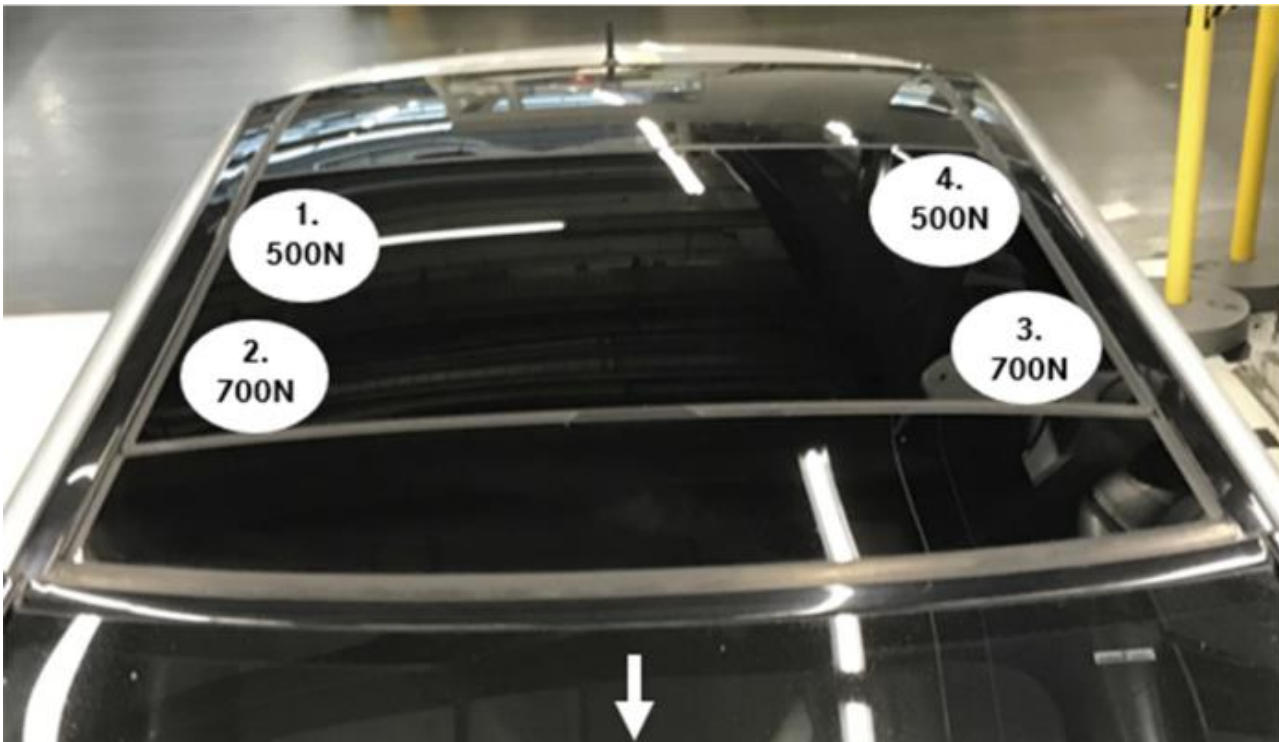


Figure 4 (test sequence 1, 2, 3, 4 – arrow indicates direction of travel)

i If the panoramic sliding sunroof panel detaches from the padding of the tilting/sliding sunroof frame at one of the test positions (see Figure 5), the glass cover must be replaced.

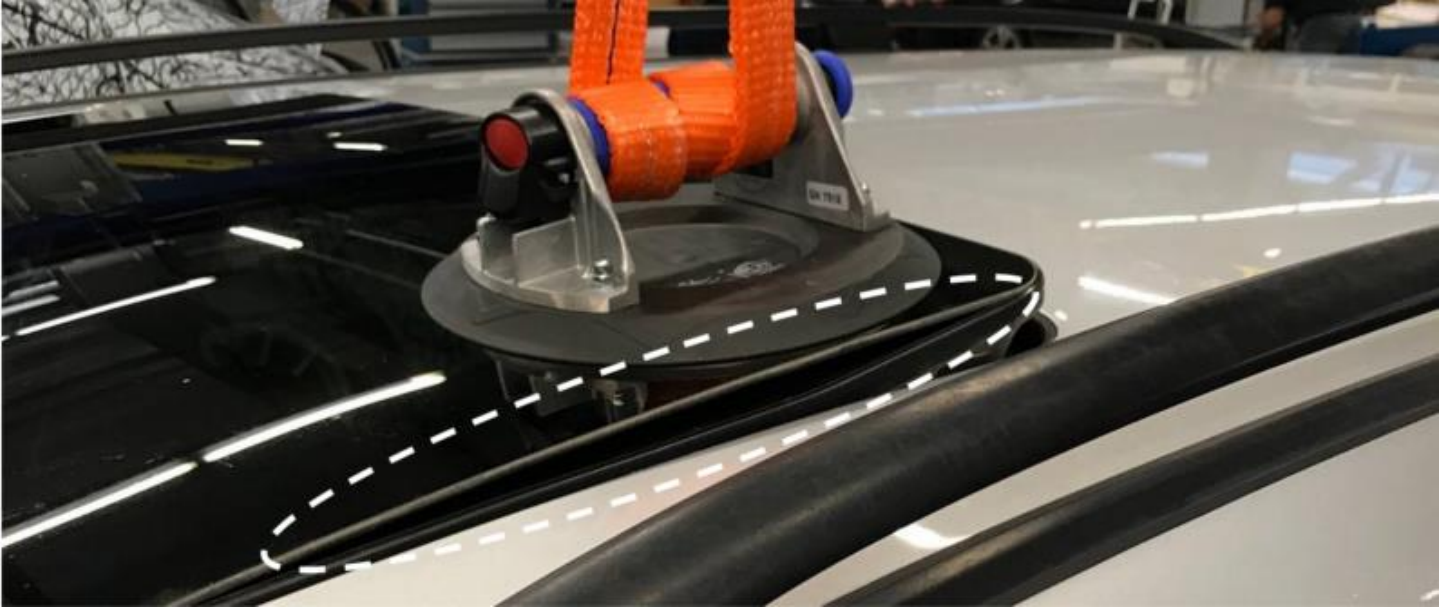


Figure 5, not OK (shown on an SHD)

- c. If the panoramic sliding roof panel detaches from the padding: Carry out **work procedure**.
- d. If the panoramic sliding roof panel **does not** detach from the padding: Carry out operation step 4 and **end measure**.

4. Perform function test of panoramic sliding sunroof.

i To do this, open and close panoramic sliding sunroof (tilt and slide positions).

Work Procedure

1. Replace panoramic sliding sunroof cover (AR77.21-P-0500PB).
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Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Panoramic sliding sunroof cover model 203	A 203 780 01 21
As required (1)	Screws (repair kit)	A 203 780 02 16

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

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

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
78 910 08	02-1586	Check manufacturing date of panoramic sliding sunroof	0.1
	02-1587	Check panoramic sliding sunroof	0.8
	02-1588	Replace panoramic sliding sunroof (after check)	1.6

i **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.

Special tools

Qty.	Part Name	Part Number
1	Tool kit	W 000 588 01 99 00