

# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023010005, January 2023

Revision C 04/30/2025

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

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## Check panoramic sliding sunroof, replace if necessary

### Revision Notes:

- Information about **TIPS case** creation added.
- Note and figures 2A to 2E in **Check/Test Procedure A** added.

- i** Code 413 corresponds to panoramic sliding sunroof – glass roof.
- i** If it is not possible to perform the work as described in these instructions, the further repair procedure must be clarified via **TIPS case**, specifying the codeword **22P7891008**.

### 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)

- i** If the emergency opening function of the panoramic sliding sunroof is **not** operational (**Figure 2**), remove the pleated rubber on the **right and left**.  
 To do so, pull out the pleated rubber upwards (**Figure 2A**) and pull it out of the front guide (**Figure 2B**) in the direction of the arrow. Then tilt the rail (**Figure 2C, A**) out to the front by hand and remove the holder (**Figure 2D, B**). To remove the holder, first unclip it at the rear with a screwdriver and press it upwards (**Figure 2D, B**). Then press the holder to the front in the direction of the arrow (**Figure 2E, B**) and take it out.

Now on both sides loosen the front two glass panel screws (**Figure 2E, 1**) and center glass panel screws (**Figure 2E, 2**) and lift the sliding sunroof by hand just enough to be able to read off the production date.

- Nm** Screws of tilting/sliding roof panel: **5Nm**.



Figure 2



Figure 2A



Figure 2B

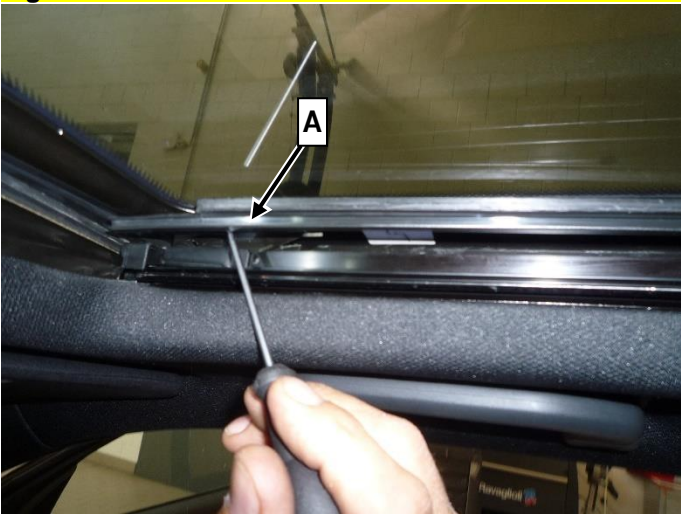


Figure 2C

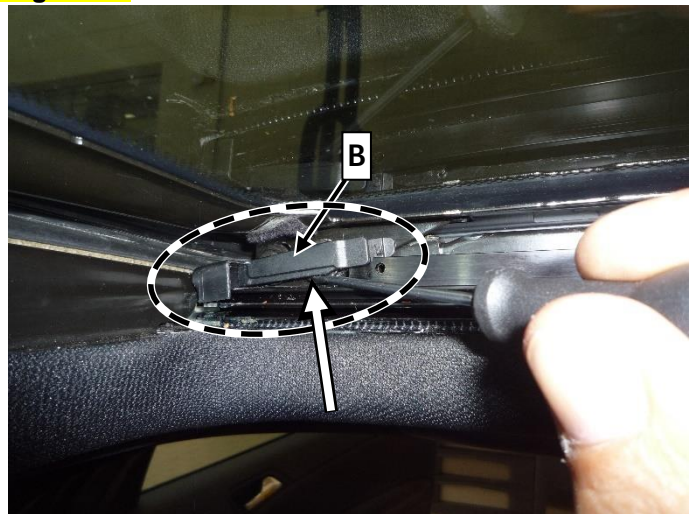


Figure 2D

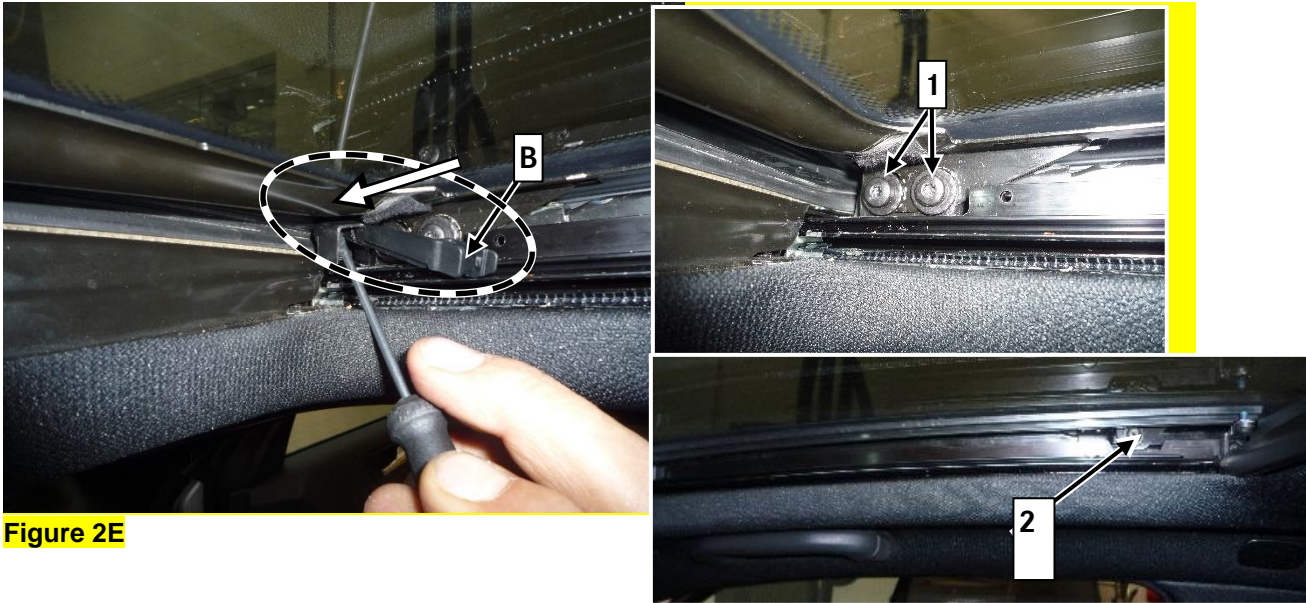


Figure 2E



Figure 3

- 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 and roller sunblind.
    - i** To do this, completely open and close panoramic sliding sunroof and roller sunblind. The panoramic sliding sunroof and the roller sunblind 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 cup suction tool. In the event of problems, point out an incorrectly functioning panoramic sliding sunroof and/or roller sunblind to the customer.
    - i** The panoramic sliding sunroof and roller sunblind 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  $\pm 10$  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  $\pm 10$  N). The specified force must not be exceeded. Pull as vertically as possible (tolerance  $\pm 10$  degrees) with the specified force. No person should 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  $\pm 10$  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 4

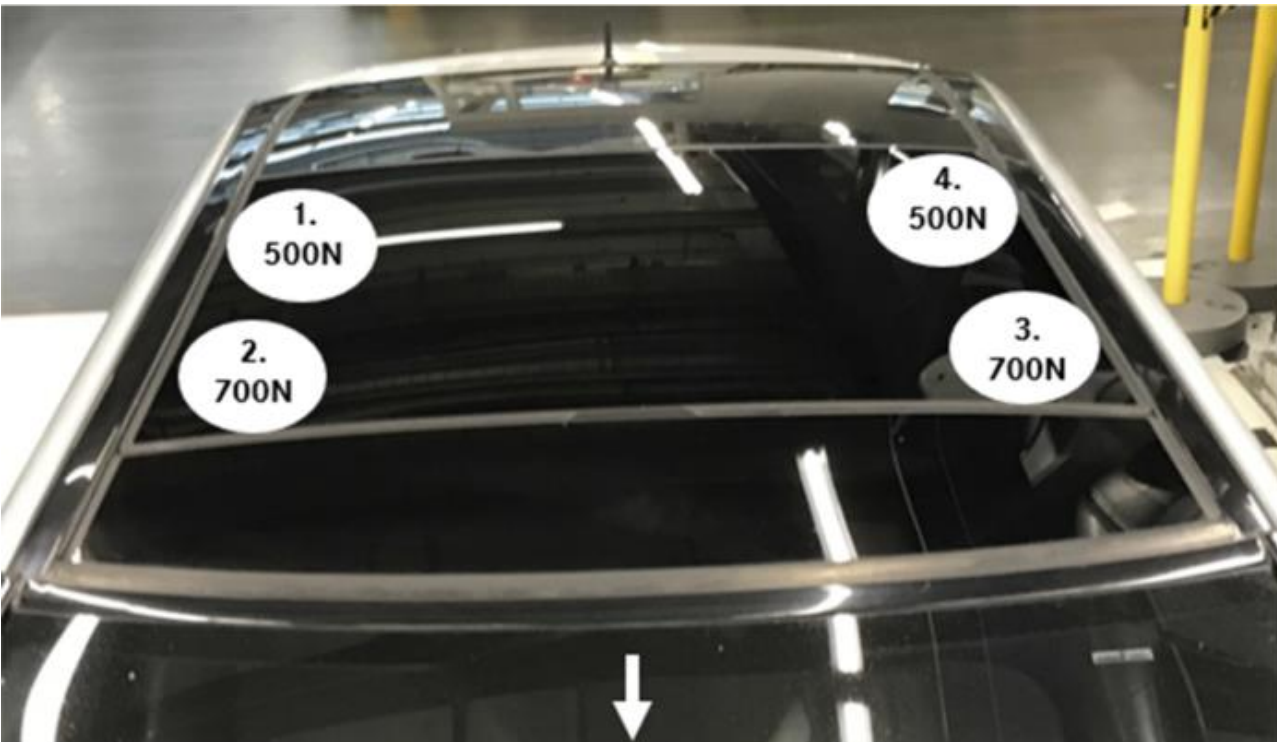


Figure 5 (test sequence 1, 2, 3, 4 – arrow indicates direction of travel)

**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 6, 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).

### 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	12-1586	Check manufacturing date of panoramic sliding sunroof	0.1
	12-1587	Check panoramic sliding sunroof	0.8
	12-1588	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.

**i** If the emergency opening function of the panoramic sliding sunroof is **not** operational, the additional inspection costs can be invoiced via ancillary costs.

**Special tools**

Qty.	Part Name	Part Number
As required (1*)	Tool kit - cup suction tool	W 000 588 01 99 00

\* Tool kit - cup suction tool **W 000 588 01 99 00** is also used for measures P-RC-2020040011, P-RC-2021040012, P-RC-2023010004, and P-RC-2023010006. **The special tool should thus already be available in most dealers.**