

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 Roof Panel MY21 S-Class (223 platform)	DATE: March 3, 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 Initial Notification			March 3, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Front Stationary Roof Panel
2023020008	23V098	23P7891010	
<p>This is to notify you of a Recall Campaign Launch to replace the front stationary roof panel on 1 Model Year (“MY”) 2021 S-Class (223 platform) vehicle. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. The affected VIN will be flagged in VMI as “OPEN” on March 3, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on 1 Model Year (“MY”) 2021 S-Class (223 platform) vehicle, the fixed glass panel located between the windshield and the panoramic sunroof might not have been bonded according to specifications. The adhesion of the front fixed panel to the vehicle body might deteriorate gradually over time and could result in the front fixed panel partially or fully detaching from the vehicle, increasing the risk of a crash and/or injury for other road users. When the issue occurs, the customer might observe a partially detached front panel or wind noises in the area of the sunroof while driving.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front fixed panel on the affected vehicle.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	S-Class		
Vehicle Populations			
Total Recall Population	1		
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 car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	The customer letter will be mailed on or before April 18, 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 Mercedes-Benz 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. 2023020008, March 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model S-Class (223 platform)**
Model Year 2021

Replace Front Stationary Roof Panel

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on 1 Model Year (“MY”) 2021 S-Class (223 platform) vehicle, the fixed glass panel located between the windshield and the panoramic sunroof might not have been bonded according to specifications. The adhesion of the front fixed panel to the vehicle body might deteriorate gradually over time and could result in the front fixed panel partially or fully detaching from the vehicle, increasing the risk of a crash and/or injury for other road users. When the issue occurs, the customer might observe a partially detached front panel or wind noises in the area of the sunroof while driving. An authorized Mercedes-Benz dealer will replace the front fixed panel on the affected vehicle.

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 1 vehicle is affected.

Order No. P-RC-2023020008

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

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Replace front fixed element of panoramic sliding sunroof

Model 223

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

Work Procedure

1. Replace front fixed element of panoramic sliding sunroof.

i For basic data on **model 223** see AR77.21-P-0803S.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	CAP, SLIDING-TILTING ROOF. SHD, front fixed element (model 223)	A 223 780 22 00
As required (1)*	Adhesive, repair adhesive kit for front fixed element	A 009 989 85 71 09
As required (1)*	CLEANER, also order adhesive cleaner	A 005 989 19 71
As required (1)*	ACTIVATOR, also order adhesive activator	A 009 989 01 71 14
As required (1)*	PRIMER, also order adhesive primer	A 094 989 33 00

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 10	12-1635	Replace front fixed element for panoramic sliding sunroof (model 223) Includes: Perform teach-in run for automatic reversing function on panoramic sliding sunroof (XENTRY connected)	2.5

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.