

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>Recall Campaign Initial Notification</b> <b>Replace Front Stationary Sunroof Panel</b> <b>MY21 S-Class</b> <b>(223 platform)</b>	DATE: February 24, 2023

## **IMPORTANT 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



Recall Campaign Initial Notification			February 24, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Replace Front Stationary Sunroof Panel</b>
TBD	23V098	23P2197586	
<p>This is to notify you of a <b>new Recall Campaign</b> to replace the front stationary sunroof panel on <b>1</b> Model Year (“MY”) 2021 S-Class (223 platform) vehicle. 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. The affected VIN will be flagged in VMI as “PENDING” on <b>February 24, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<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>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front fixed panel on the affected vehicle</p>		
<b>Parts</b>	<p><b>Remedy is not available at this time.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	1		
<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 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 vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	The customer letter will be mailed on or before April 18, 2023.		
<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>			

