

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Launch Notification</b> <b>Update the Sunroof Control Unit Software</b> <b>MY20 GLS (167 platform)</b>	DATE: December 1, 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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			December 1, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Update the Sunroof Control Unit Software
2023110007	23V733	23P7891011	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to update the sunroof control unit software on <b>8</b> Model Year 2020 GLS (167 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on <b>December 1, 2023</b>.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2020 GLS (167 platform) vehicles, the sunroof control unit software might not meet current production specifications. In this case, the sunroof might automatically close when the vehicle's "car-wash-mode" is activated. The car-wash-mode is activated via the central touch display or the touchpad in the center console. Although anti-pinch protection is in place, using the actuation device test procedure in FMVSS 118, S6(a)(1) might allow the sunroof to automatically close, which is contrary to the requirements of the regulation. The unintended auto-closure of the sunroof might pose a risk of injury.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the sunroof control unit software on the affected vehicles.</p>		
Parts	<p><b>The remedy is available and can be performed.</b></p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLS		
Vehicle Populations			
Total Recall Population	8		
Total Vehicles in Dealer Inventory	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 NetStar VMI and Xentry Portal. 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>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on December 15, 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.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<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. 2023110007, December 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLS (167 platform)**  
**Model Year 2020**

## **Update the Sunroof Control Unit Software**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2020 GLS (167 platform) vehicles, the sunroof control unit software might not meet current production specifications. In this case, the sunroof might automatically close when the vehicle's "car-wash-mode" is activated. The car-wash-mode is activated via the central touch display or the touchpad in the center console. Although anti-pinch protection is in place, using the actuation device test procedure in FMVSS 118, S6(a)(1) might allow the sunroof to automatically close, which is contrary to the requirements of the regulation. The unintended auto-closure of the sunroof might pose a risk of injury. An authorized Mercedes-Benz dealer will update the sunroof control unit software on the affected vehicles.

Prior to performing this Campaign:

- VMI must 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 8 vehicles are affected.

Order No. P-RC-2023110007

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## Update the Sunroof Control Unit Software

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- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis!
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure - step 2**.

**i** If two or more software updates or SCN coding is performed during one workshop visit, the operation items 02-4762 and 02-5058 may only be invoiced **once for each workshop order**.

### Work Procedure

1. Connect XENTRY Diagnosis.
  2. Perform SCN coding in **panoramic sliding sunroof** control unit.
    - i** To do this, select menu item "Quick test view – A98 'Panoramic sliding sunroof' (PSD) control module – Adaptations - Control unit update – Update of SCN coding".
    - i** Then follow the user guidance in XENTRY Diagnosis.
  3. Disconnect XENTRY Diagnosis.
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**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 11	02-9446	Perform SCN coding in panoramic sliding sunroof control unit (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* Invoice operation item only once for each workshop order.

**i** **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*