

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 Initial Notification</b> <b>Replace Front Stationary Roof Panel</b> <b>Model Year ("MY") 2014 – 2020 C-Class, CLA, GLA, S-Class, GLC, GLE Coupe (205, 117, 156, 222, 253 and 292 platform)</b>	DATE: December 21, 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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			December 21, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Replace Front Stationary Roof Panel</b>
TBA	23V854	23P2197658	
<p>This is to notify you of the <b>new Recall Campaign</b> to replace the front stationary roof panel on <b>2,976</b> Model Year (“MY”) 2014 - 2020 C-Class, CLA, GLA, S-Class, GLC, GLE Coupe (205, 117, 156, 222, 253 and 292 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 “PENDING” on <b>December 21, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2014 - 2020 C-Class (205 platform), CLA (117 platform), GLA (156 platform), S-Class (222 platform), GLC (253 platform), and GLE Coupe (292 platform) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof might not have been bonded correctly during a prior repair. In this case, the adhesion of the bonding of the front panel to the vehicle body might deteriorate gradually over time and could result in the front panel to partially or fully detach from the vehicle, which could increase the risk of a crash and/or injury for other road users.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will remove the bonded panel and will install a new front panel by following the detailed repair instructions and using the approved primer, cleaner and adhesive.		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2014-2020		
<b>Vehicle Model</b>	C-Class, CLA, GLA, S-Class, GLC, GLE Coupe		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2,976		
<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 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>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on or before February 13, 2024.		
<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.		
<b>Customer Reimbursement</b>	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>			

