

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>Replace Front Stationary Roof Panel – Wave 2</b> <b>Model Year (“MY”) 2014 – 2020 C-Class, CLA, GLA, GLC, S-Class, GLE Coupe (205, 117, 156, 253, 222, and 292 platform)</b>	DATE: July 12, 2024

**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



<b>Recall Campaign Launch Notification</b>			<b>July 12, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Front Stationary Roof Panel – Wave 2</b>
2024010012	23V854	23P2197658	

This is to notify you of the **Recall Campaign Launch** to replace the front stationary roof panel on **2,975** Model Year (“MY”) 2014 – 2020 C-Class, CLA, GLA, GLC, S-Class, GLE Coupe vehicles (205, 117, 156, 253, 222, and 292 platform). The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. **1,179** Affected VINs were flagged in VMI as “OPEN” on **March 1, 2024**. An Additional **1,796** affected VINs will be flagged as “OPEN” on **July 12, 2024**.

**Background**

<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2014 – 2020 C-Class (205 platform), CLA (117 platform), GLA (156 platform), GLC (253 platform), S-Class (222 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 bonding adhesion of the front panel to the vehicle body might deteriorate gradually over time and could result in the front panel partially or fully detaching 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 inspect and potentially remove the bonded panel and install a new front panel by following the detailed repair instructions and using the approved primer, cleaner and adhesive.

**Parts**      **The remedy is available and can be performed.**

**Vehicles Affected**

<b>Vehicle Model Year(s)</b>	2014-2020
<b>Vehicle Model</b>	C-Class, CLA, GLA, GLC, S-Class, GLE Coupe

**Vehicle Populations**

<b>Total Recall Population</b>	1,179 (Wave 1) + 1,796 (Wave 2)
<b>Total Vehicles in Dealer Inventory</b>	0

**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.**

**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).**

**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.**

**Next Steps/Notes**

<b>Customer Notification Timeline</b>	Customer letters for Wave 1 were mailed on March 22, 2024. Customer letters for Wave 2 will be mailed on approximately July 26, 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 being offered for this campaign.

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.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024010012, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, S-Class, CLA, GLA, GLC, and GLE Coupe  
Model Year 2014-2020**

## **Replace Front Stationary Sunroof Panel - Wave 2**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2014 – 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 bonding adhesion of the front panel to the vehicle body might deteriorate gradually over time and could result in the front panel partially or fully detaching from the vehicle, which could increase the risk of a crash and/or injury for other road users. An authorized Mercedes-Benz dealer will inspect and potentially remove the bonded panel and install a new front panel by following the detailed repair instructions and using the approved primer, cleaner and adhesive.

**The WIS instructions must be closely followed, and the approved adhesive components must be used with the respective panels!**

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 2,975 vehicles are affected.

Order No. P-RC- 2024010012

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

## Replace Front Stationary Sunroof Panel – Wave 2

Models 117, 156, 176, 205, 222, 253, and 292 with code 413  
Model 222 with code 398

- i** Code 413 corresponds to PANORAMIC SLIDING SUNROOF/PANORAMIC ROOF.
- i** Code 398 corresponds to PANORAMIC ROOF WITH VARIABLE TRANSPARENCY.

**Note:** View panel replacement video prior to performing this procedure:

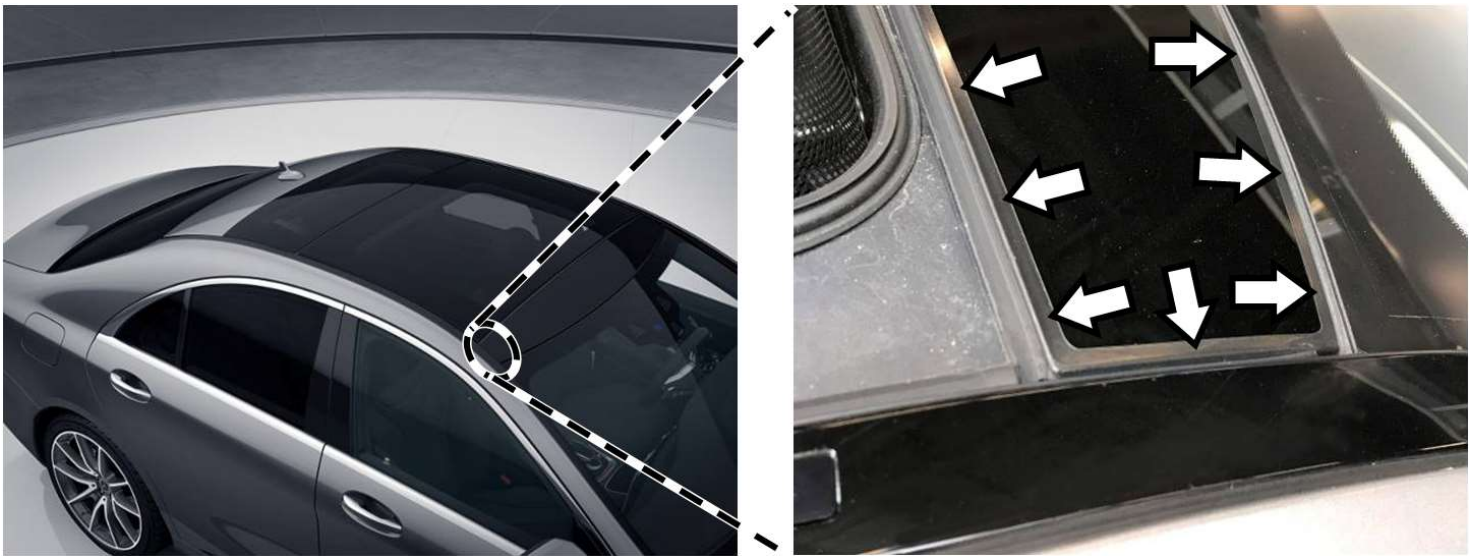
- **Location:** The Learning Link.
- **Course Code:**
- X0025E-US.TTA-0001 Video is for reference purposes, be sure to follow work sequence and instructions in this Procedure.

**Check/Test Procedure (Only for Models 156 and 222. All other models skip ahead to Work Procedure.)**

- i** Check/test procedure must ***only*** be performed for the **models 156 and 222.**
- i** The material condition of the fixed panel must be checked.

1. Fixed panel (**Figure 1**) made from glass. ⇨ **no repair needed.**

- i** The fixed panel made from glass is foam-padded, the padding (**arrows, Figure 1**) is visible at the edge.



**Figure 1**

2. Fixed panel (**Figure 2**) made from polycarbonate (PC) ⇒ **repair is needed.**

**i** The fixed panel made from polycarbonate is **not** foam-padded.



**Figure 2**

- a. The fixed panel is made from **polycarbonate**: Perform **Work Procedure**.
- b. The fixed panel is made from **glass**: **End measure**.

### **Work Procedure**

1. Replace front fixed panel of panoramic sliding sunroof.

**IMPORTANT: Per WIS, the vehicle must not be driven for at least 10 hours after gluing in the front stationary element.**

**i** For basic data for **model 117 and 156\***, see AR77.21-P-0803NKA.

**i** For basic data for **model 205, 222\*** and 253, see AR77.21-P-0803LF.

**i** For basic data for **model 292**, see AR77.21-P-0803GQC.

**\*Note: Models 156 and 222 : Replace polycarbonate fixed panel with Glass panel\***

## Primary Parts Information

### Replacement Parts

Qty.	Part Name	Part Number
As required (1)*	Front fixed polycarbonate panel. <b>(Model C117.3)</b>	A 117 780 00 22 39
As required (1)*	Front fixed polycarbonate panel. <b>(Models WVS205.0/1/2 and VX253.1/9)</b>	A 205 780 00 22 39
As required (1)*	Front fixed polycarbonate panel. <b>(Model C205.3)</b>	A 205 780 33 00 39
As required (1)*	Front fixed polycarbonate panel. <b>(Model C292)</b>	A 292 780 09 00 39
As required (1)	Cleaner	A 005 989 19 71
As required (1)	Primer	A 009 989 75 71
As required (1)	Adhesive	A 009 989 85 71

\* **Please always order the fixed panel plus one each of the required ancillary parts (Repair adhesive set: Cleaner A 005 989 19 71, Primer A 009 989 75 71, Adhesive A 009 989 85 71).**

### Replacement Parts - Models 156 and 222 (Replaces Polycarbonate Panel)

Qty.	Part Name	Part Number
As required (1)*	Front fixed glass panel <b>(Model 156)</b>	A 156 780 12 00
As required (1)*	Front fixed glass panel <b>(Model 222)</b>	A 222 780 62 00
As required (1)	Repair adhesive kit for front fixed panel <b>(Models 156 and 222)</b>	A 000 989 49 05

\* **Please always order the fixed panel plus the repair adhesive kit (Repair adhesive kit A 000 989 49 05).**

**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.

Baumuster	C117.3	WVS205.0/1/2 & VX253.1/9	C205.3	C292	156	222
Front Panel	A 117 780 00 22 39	A 205 780 00 22 39	A 205 780 33 00 39	A 292 780 09 00 39	<b>A 156 780 12 00</b>	<b>A 222 780 62 00</b>
Cleaner	A 005 989 19 71	A 005 989 19 71	A 005 989 19 71	A 005 989 19 71	<b>A 000 989 49 05 (One-component adhesive, primer, &amp; cleaner included)</b>	<b>A 000 989 49 05 (One-component adhesive, primer, &amp; cleaner included)</b>
Primer	A 009 989 75 71	A 009 989 75 71	A 009 989 75 71	A 009 989 75 71		
Adhesive	A 009 989 85 71	A 009 989 85 71	A 009 989 85 71	A 009 989 85 71		
Panel Material	Polycarbonate	Polycarbonate	Polycarbonate	Polycarbonate	<b>Glass</b>	<b>Glass</b>

**Figure 3**

**i** **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

### **Warranty Information**

<b>Damage Code</b>	<b>Operation Number</b>	<b>Description</b>	<b>Labor Time (hrs.)</b>
<b>77 900 04</b>	<b>12-1975</b>	Check front fixed panel of panoramic roof. <b>(Models 156 and 222)</b>	0.1
	<b>12-1976</b>	Replace front fixed panel of panoramic roof (after check) <b>(Model 156)</b>	1.5
	<b>12-1976</b>	Replace front fixed panel of panoramic roof (after check) <b>(Models 222.0/1)</b>	1.7
	<b>12-1976</b>	Replace front fixed panel of panoramic roof (after check) <b>(Model 222.9)</b>	1.8
	<b>12-1977</b>	Replace front fixed panel of panoramic roof. <b>(Models 117)</b>	1.5
	<b>12-1977</b>	Replace front fixed panel of panoramic roof. <b>(Models 205 and 253)</b>	1.8
	<b>12-1977</b>	Replace front fixed panel of panoramic roof. <b>(Model 292)</b>	1.7



#### **Notes:**

- *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.*
- Per Warranty Policy 10.12 It is the dealership's responsibility to ensure that any sublet repairs which they commission are performed up to Mercedes-Benz standards and follow all Mercedes-Benz procedures and work instructions (including making available all MB products required for the repair). When submitting a warranty claim for a sublet repair where the parts are being supplied by the dealer to the third party performing the repair, the dealer RO must reflect these parts and the dealer must list them separately on the claim. This not only pertains to the panel, but also the MB products required for installation (i.e. Cleaner/Primer/Adhesive). The sublet line should only include labor.
- **By submitting a claim for reimbursement for work completed by a third party, the dealer agrees to indemnify MBUSA for any issues that may arise from such third party work that was not performed according to the WIS instructions with the required replacement panel, and adhesive, cleaner and primer.**