

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: Recall Campaign Initial Notification Check Sliding Roof Bonding MY 01-11 C-Class, CLK-Class, E-Class and CLS-Class (203, 209, 211, and 219 platform)	DATE: November 26, 2024

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 Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			November 26, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Sliding Roof Bonding
TBA	24V874	24P2195442	
<p>This is to notify you of the new Recall Campaign to check the sliding roof bonding on 33,447 Model Year (“MY”) 2001-2011 C-Class, CLK-Class, E-Class and CLS-Class (203, 209, 211 and 219 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 November 26, 2024 under a new NHTSA ID. These VINs were previously flagged under 22V954.</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2001 - 2011 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles, the bonding between the glass sunroof panel and the sliding roof frame might not meet specifications. In this case, the adhesion of the bond might deteriorate gradually over time. Therefore, the specified durability requirements of the bond would not be guaranteed. As a consequence, a separation of the glass panel from the vehicle cannot be ruled out. This could increase the risk of a potential accident and/or injury for other road users. When the adhesion begins to deteriorate, the customer might observe a partially detached panel or excessive 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 check the glass panel bonding on the affected vehicles and replace the sliding roof, if necessary.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2001-2011		
Vehicle Model	C-Class, CLK-Class, E-Class, and CLS-Class		
Vehicle Populations			
Total Recall Population	33,447		
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 NetStar VMI and Xentry Portal. 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	Customer letters will be mailed on or before January 18, 2025.		
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 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 Care Center at 1-800-FOR-MERCEDES.</p>			

