

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 Launch Notification Check Sliding Roof Bonding MY 01-11 C-Class, CLK-Class, E-Class and CLS-Class (203, 209, 211, and 219 platform)	DATE: December 20, 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 Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			December 20, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Sliding Roof Bonding
2024120001 2024120002 2024120003	24V874	24P7891012 24P7891013 24P7891014	
This is to notify you of the Recall Campaign Launch to check the sliding roof bonding on <u>33,447</u> 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 “OPEN” on December 20, 2024 under a new NHTSA ID. These VINs were previously flagged under 22V954.			
Background			
Issue	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.		
What We’re Doing	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.		
Parts	The remedy is available and can be performed.		
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		
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			
Customer Notification Timeline	Customer letters will be mailed January 10, 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.		
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.			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024120002, December 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, CLK, E-Class, and CLS (203, 209, 211, and 219 platform)
Model Year 2001 – 2011**

Check Sliding Roof Bonding

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. An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sliding roof, if necessary.

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 1 vehicle is affected.

Order No. P-RC-2024120002

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Check Sliding Sunroof Bonding

Models: 203, 209, 211, 219 with code 413 (PANORAMIC SLIDING SUNROOF – GLASS ROOF)

Check/Test Procedure

- i** A suitable lifting tool (engine crane) is required for the check.
If the lifting tool (engine crane) does not fit under the vehicle because the ground clearance is too low, move the vehicle so that its front axle is on a suitable object (e.g. wooden beam).
1. Perform a function test by fully opening and closing the panoramic sliding sunroof and roller sunblind.
The sliding sunroof must function correctly before continuing!

i This check serves as a comparison to ensure that the customer cannot claim compensation for any preexisting problems (e.g. cosmetic damage, inadvertent reversing, sluggishness, etc.) after the **Check/Test Procedure** is performed. If any preexisting problems for the sliding sunroof are found during this function test, inform the customer.

i The panoramic sliding sunroof and roller sunblind must be fully closed before continuing.
 2. The suction cup tool will be used for this check. Clean the sliding sunroof glass panel and suction cup tool.

i Special caution must be exercised during the check.
 3. Position suction cup tool (**Figure 1**) and pull as **vertically** as possible (tolerance of ± 10 degrees) using lifting tool.

i The hanging scale **must always** be adjusted per the Operator's Manual before use.
Specified force **500N/700N (Figure 2)**.

NOTE: Do not convert the specified force! This **must** be measured in Newtons (N) or there is potential for damage.

i Before the start of the measurement, the "(auto) hold function" of the hanging scale **must** be deactivated, if applicable (see operating instructions).
The "hold function" must **not** be activated so that the current tractive force is always displayed!

i Position suction cup tool at 4 positions in the sequence **1, 2, 3, 4: (Figure 2)**.

i The specified force must be monitored during the first minute and adjusted if necessary (tolerance ± 10 N). The specified force must not be exceeded. Pull as vertically as possible (tolerance ± 10 degrees) with the specified force for each location. There **must not** be a person inside the vehicle during the check, and the vehicle **must not** be touched when possible.

i The holding time per position must be exactly **10 minutes!**
During the first minute, the holding force must be further monitored at each position and readjusted if necessary (tolerance ± 10 N).

i The technician can leave and perform a different task **after the first minute** if the holding force remains within the tolerance. The test **does not have to be** monitored during the entire period (5 x 10 min).

Attention, danger: Wear safety glasses and stay clear of the area above the suction cup tool (head/face) during the check!

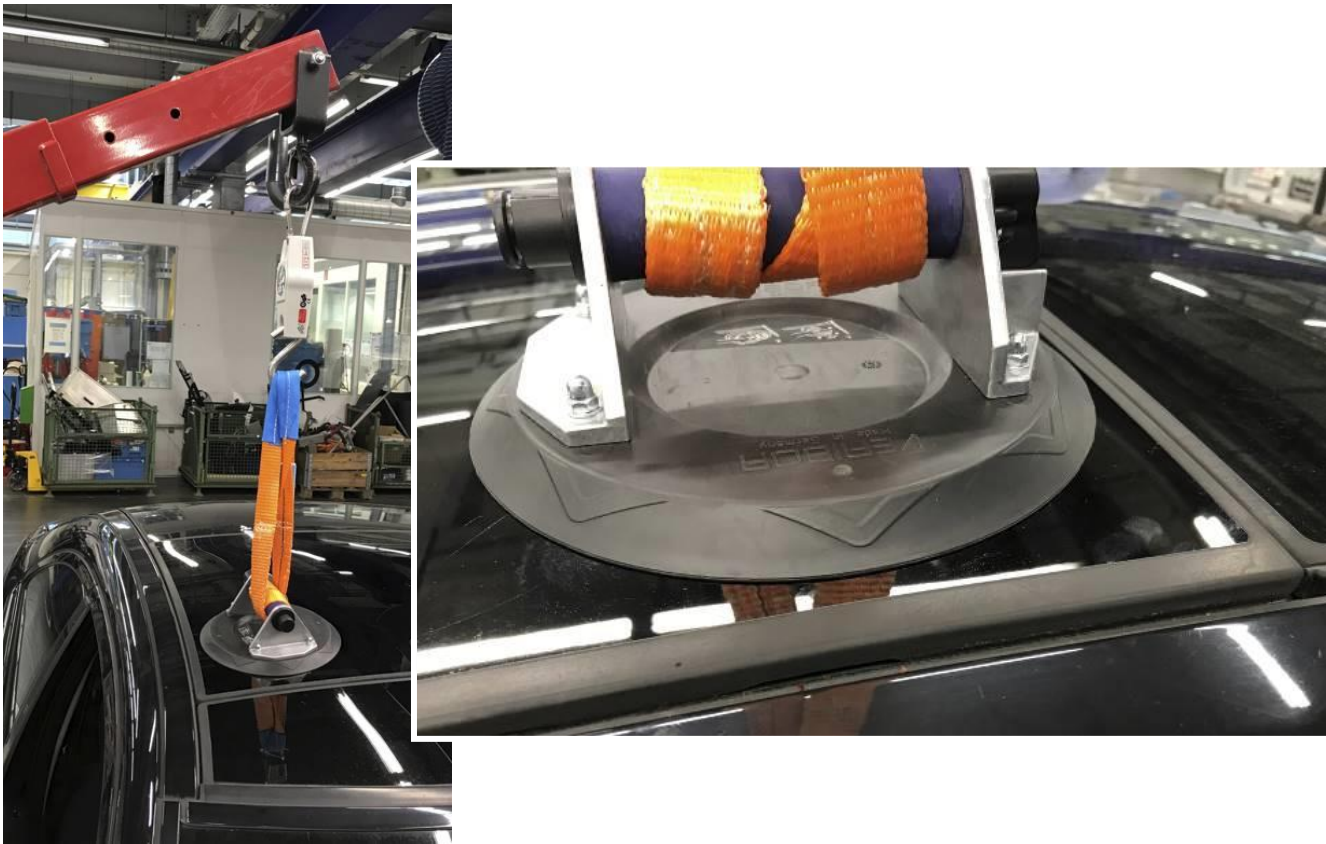


Figure 1

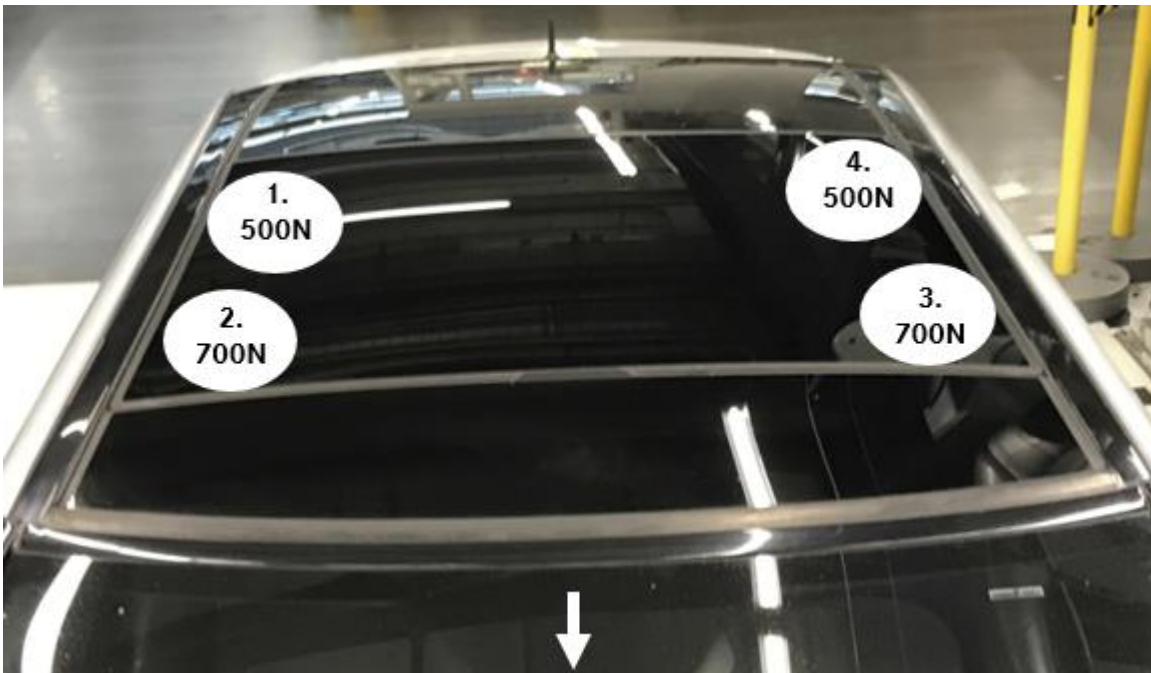


Figure 2 (test sequence 1, 2, 3, 4 – arrow indicates front of vehicle)

i If the panoramic sliding sunroof panel is detached from the padding of the sliding sunroof/tilting roof frame at one of the test points (**Figure 3**), the sliding sunroof panel must be replaced.

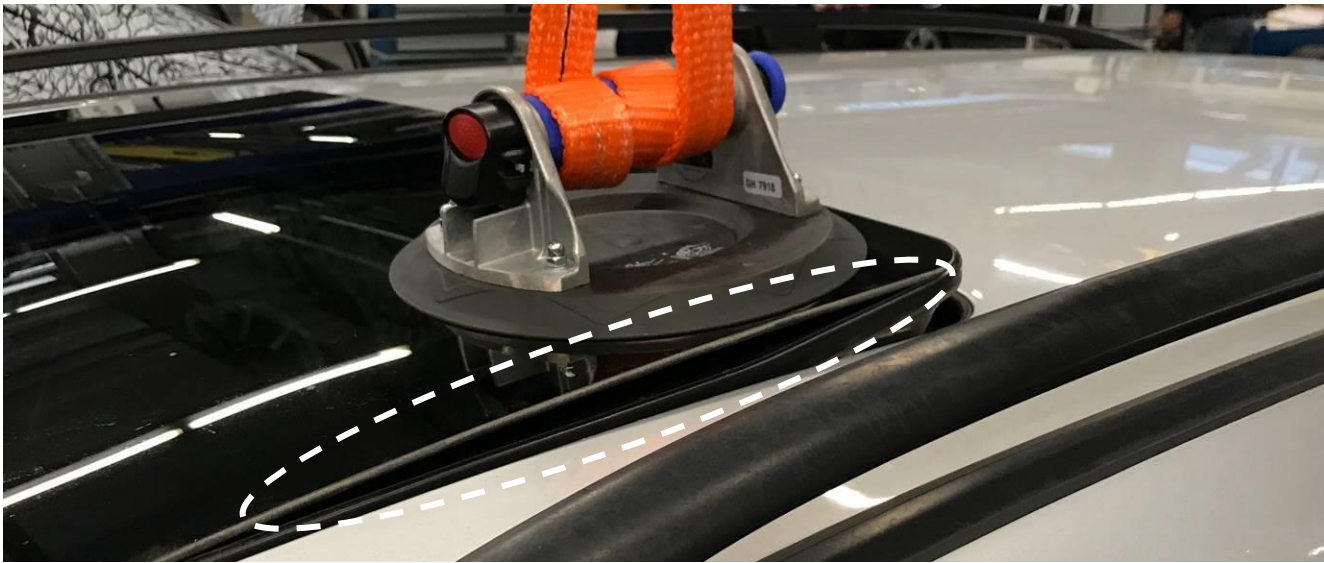


Figure 3, not OK (shown on a sliding sunroof/tilting roof)

- a. If the panoramic sliding sunroof panel is detached from the padding: Carry out **Work Procedure**.
- b. If the panoramic sliding sunroof panel is **not** detached from the padding: Perform **Operation Step 4** and **End Measure**.

4. Perform function test of panoramic sliding sunroof.

i To do so, fully open and close panoramic sliding sunroof (tilt and slide positions).

Work Procedure

1. Replace panoramic sliding sunroof panel (AR77.21-P-0500PB).

2. Connect XENTRY Diagnosis.

3. Perform teach-in run for automatic reversing function on sliding sunroof.

i To do this, select menu item "Quick test view – Overhead control panel – Control unit adaptations – Sliding sunroof – Normalization of automatic reversing function for sliding sunroof".

i Then follow the user guidance in XENTRY Diagnosis.

4. Disconnect XENTRY Diagnosis.

Special Tools Information

Qty.	Part Name	Part Number
As required (1*)	Tool kit – suction cup tool & hanging scale	W 000 588 01 99 00

* Tool kit - cup suction tool **W 000 588 01 99 00** is identical for the campaigns 2020040011, 2021040012, 2023010005, and 2023010006. The special tool should therefore already be available in most dealers.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Panoramic sliding sunroof panel	A 203 780 01 21
As required (1)	Screws (repair kit)	A 203 780 02 16

 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.

 **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 13	12-1589	Check panoramic sliding sunroof (Check/Test Procedure)	0.8
	12-1590	Replace panoramic sliding sunroof (after check) Includes: Perform teach-in run for automatic reversing function on panoramic sliding sunroof (XENTRY connected)	1.6

 **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.