

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Sliding Roof Bonding MY01-11 Various Models	DATE: December 31, 2019

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

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	Sliding Roof Bonding
TBA	19V9 18	19P2 197200	

This is to notify you of a new **Recall Campaign** regarding the bonding between the glass panel and the sliding roof frame in **744,850** Model Year (“MY”) 2001-2011 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on December 31, 2019.

Background

Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 01-11 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles, the bonding between the glass panel and the sliding roof frame might not meet specifications. In this case, the adhesion of the bonding could deteriorate gradually over time. If the bonding adhesion were to deteriorate, the durability requirements might not be met which could lead to a separation of the glass panel from the vehicle. A displaced panel could increase the risk of a potential crash or injury for other road users.
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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, as necessary.
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Parts	A remedy is not yet available. An additional notification will be sent once a remedy is available.
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Vehicles Affected

Vehicle Model Year(s)	2001-2011
Vehicle Model	C-Class, CLK-Class, E-Class, CLS-Class

Vehicle Populations

Total Recall Population	744,850
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 MY01-11 GLC-Class 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 Star TekInfo. 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.

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY01-11 GLC-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline	Customer letter will be mailed approximately one week after the remedy becomes available.
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.

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.

