

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: <b>Recall Campaign Notification - Updated Work Instructions</b> <b>Replace Front Stationary Sunroof Panel</b> <b>MY14-20 117,156, 205, 222, and 253 (C-Class, CLA-Class, GLA-Class, GLC-Class, and S-Class)</b>	Date: August 20, 2021

## 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

Department Manager, Vehicle Compliance & Analysis



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Front Stationary Sunroof Panel</b>
2021070010	21V197	21P7790003	
<p>This is to notify you of a <b>Recall Campaign</b> launch to replace the front stationary sunroof panel on <b>14,909</b> Model Year ("MY") 2014-2020 117, 156, 205, 222, and 253 (C-Class, CLA-Class, GLA-Class, GLC-Class, and S-Class) 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 "OPEN" on <b>August 20, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2014 - 2020 CLA-Class, GLA-Class, C-Class, S-Class, GLC-Class, and GLE-Class Coupe (117, 156, 205, 222, 253, and 292 platform, respectively) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior replacement. In this case, the adhesion of the front panel to the vehicle body might deteriorate gradually over time, which could cause the front panel to partially or fully detach from the vehicle, increasing the risk of a crash and/or injury to other road users.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary Recall Campaign. 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.</p>		
<b>Parts</b>	Parts are available and can be ordered as necessary.		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2014-2020		
<b>Vehicle Model</b>	C-Class, CLA-Class, GLA-Class, GLC-Class, and S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	14,909		
<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 MY14-20 C-Class, CLA-Class, GLA-Class, GLC-Class, S-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.</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 MY14-20 C-Class, CLA-Class, GLA-Class, GLC-Class, S-Class 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 approximately two weeks after the remedy becomes available.		
<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.		



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.





Mercedes-Benz

Campaign No.2021070010, August 2021  
Revision A 09/03/2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class, CLA-Class, GLA-Class, GLC-Class, GLE-Class, S-Class  
Model year 2014-2020**

### **Replace Front Stationary Sunroof Panel**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2014 - 2020 CLA-Class, GLA-Class, C-Class, S-Class, GLC-Class, and GLE-Class Coupe (117, 156, 205, 222, 253, and 292 platform, respectively) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior replacement. In this case, the adhesion of the front panel to the vehicle body might deteriorate gradually over time, which could cause the front panel to partially or fully detach from the vehicle, increasing the risk of a crash and/or injury to other road users. 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.

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 always 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.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 14,909 vehicles are affected.

Order No. P-RC-2021070010

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records

### Check front fixed panel of the panoramic sliding sunroof, replace if necessary

Model 117, 156, 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

- 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.

**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**.

**Primary Parts Information (Figure 3)**

Qty.	Part Name	Part Number
<b>New part top sliding roof - fixed PC panel</b>		
As required (1)	Front fixed panel plus included ancillary parts (model C117.3)	A 117 780 00 22 39
As required (1)	Front fixed panel plus included ancillary parts (model WVS205.0/1/2 and VX253.1/9)	A 205 780 00 22 40
As required (1)	Front fixed panel plus included ancillary parts (model C205.3)	A 205 780 33 00 39
As required (1)	Front fixed panel plus included ancillary parts (model C292)	A 292 780 09 00 39
As required (1)	Adhesive (model 117, 205, 253, and 292)	A 009 989 85 71 09
As required (1)	Cleaner (model 117, 205, 253, and 292)	A 005 989 19 71
As required (1)	Primer (model 117, 205, 253, and 292)	A 009 989 75 71 09
<b>New part top sliding roof – fixed glass panel</b>		
As required (1)	Front fixed panel (model 156)	A 156 780 12 00
As required (1)	Front fixed panel (model 222)	A 222 780 62 00
As required (1)	Repair kit one-compound adhesive, cleaner, primer for front fixed panel (model 156 and 222)	A 000 989 49 05

Baumuster	C117.3	WVS205.0/1/2 and VX253.1/9	C205.3	C292	156	222
Front Panel	A 117 780 00 22 39	A 205 780 00 22 40	A 205 780 33 00 39	A 292 780 09 00 39	A 156 780 12 00	A 222 780 62 00
Adhesive	+ A 009 989 85 71 09	+ A 009 989 85 71 09	+ A 009 989 85 71 09	+ A 009 989 85 71 09	+ A 000 989 49 05 (One-component adhesive, primer & cleaner included)	+ A 000 989 49 05 (One-component adhesive, primer & cleaner included)
Cleaner	+ A 005 989 19 71	+ A 005 989 19 71	+ A 005 989 19 71	+ A 005 989 19 71	-/-	-/-
Primer	+ A 009 989 75 71 09	+ A 009 989 75 71 09	+ A 009 989 75 71 09	+ A 009 989 75 71 09	-/-	-/-
Panel Material	Polycarbonate	Polycarbonate	Polycarbonate	Polycarbonate	Glass	Glass

**Figure 3**

**i** Note:

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

**Warranty Information**

- Operation: (02-0538) Check front fixed panel of panoramic roof Model 156 and 222**
- (02-0539) Replace front fixed panel of panoramic roof (after check) Model 156**
- (02-0539) Replace front fixed panel of panoramic roof (after check) Model 222.0/1**
- (02-0539) Replace front fixed panel of panoramic roof (after check) Model 222.9**
- (02-0541) Replace front fixed panel of panoramic roof Model 117 and 176**
- (02-0541) Replace front fixed panel of panoramic roof Model 205 and 253**
- (02-0541) Replace front fixed panel of panoramic roof Model 292**

Damage Code	Operation Number	Labor Time (hrs.)
77 900 03	02-0538 <b>Model 156 and 222</b>	0.1
	02-0539 <b>Model 156</b>	1.5
	02-0539 <b>Model 222.0/1</b>	1.7
	02-0539 <b>Model 222.9</b>	1.8
	02-0541 <b>Model 117 and 176</b>	1.5
	02-0541 <b>Model 205 and 253</b>	1.8
	02-0541 <b>Model 292</b>	1.7

**i** Notes:

- Always check ASRA 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. The sublet line should only include the labor and those materials (if applicable) not supplied by the dealer and not available from MBUSA.
- 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.**