



Mercedes-Benz

Campaign No.2021070010, August 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.

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 element of panoramic sliding sunroof, replace if necessary

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

Model 222 with code 398



Code 413 corresponds to PANORAMIC SLIDING SUNROOF/PANORAMIC ROOF.



Code 398 corresponds to PANORAMIC ROOF WITH VARIABLE TRANSPARENCY.

Check/test procedure



Check/test procedure must **only** be performed for the **models 156 (without WHC LE4) and 222**.



The material condition of the fixed element must be checked.

1. Fixed element (**Figure 1**) made from glass. ⇒ **no repair needed**



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

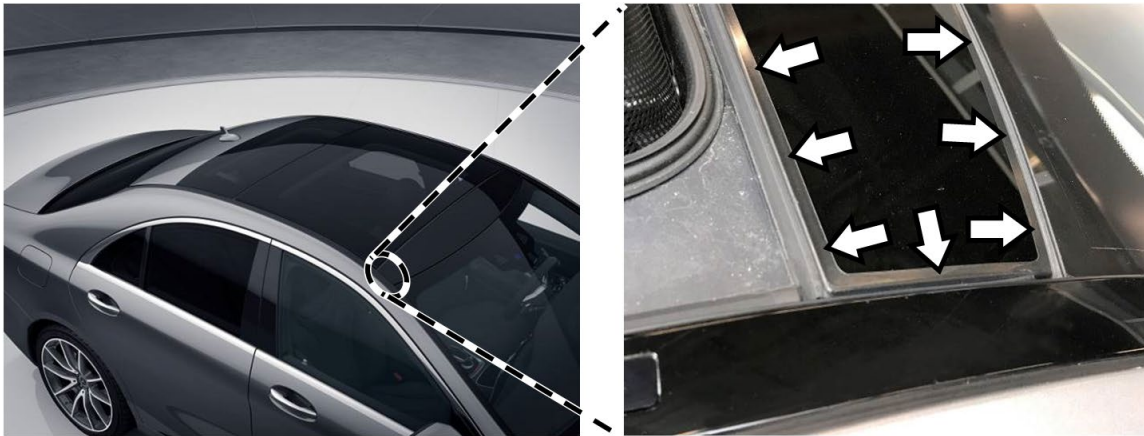


Figure 1

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



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

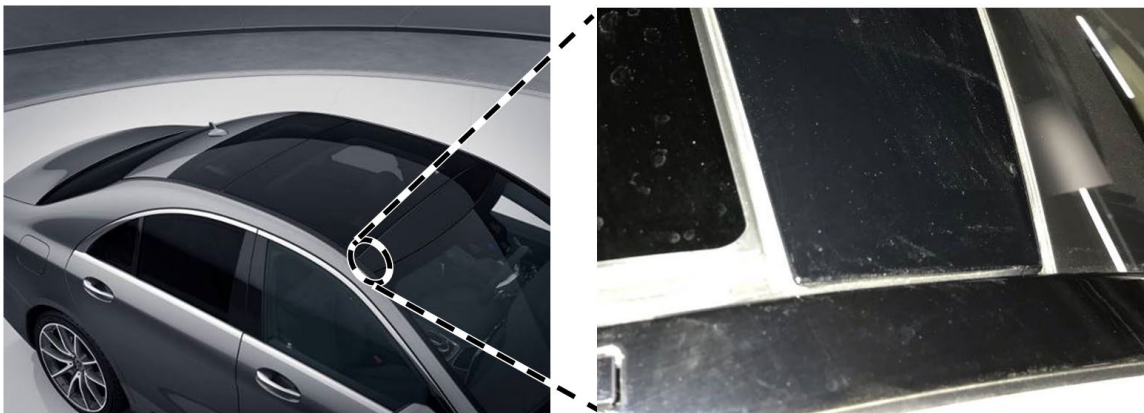




Figure 2


- a. The fixed element is made from **polycarbonate**: Perform **work procedure**.
- b. The fixed element is made from **glass**: **End measure**.

Work procedure

1. Replace front fixed element of panoramic sliding sunroof.

 For basic data for **model 117, 156 and 176**, see **AR77.21-P-0803NKA**.

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

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

Primary Parts Information

Qty.	Part Name	Part Number
New part top sliding roof PC panel		
As required (1)	Front fixed element plus included ancillary parts (model C117.3)	A 117 780 00 22 39
As required (1)	Front fixed element plus included ancillary parts (model WVS205.0/1/2 and VX253.1/9)	A 205 780 00 22 39
As required (1)	Front fixed element plus included ancillary parts (model C205.3)	A 205 780 33 00 39
As required (1)	Front fixed element plus included ancillary parts (model C292)	A 292 780 09 00 39
New part top sliding roof glass panel		
As required (1)	Front fixed element (model 156 without WHC LE4)	A 156 780 12 00
As required (1)	Front fixed element (model 222)	A 222 780 62 00
As required (1)	Repair adhesive kit for front fixed element (model 156 without WHC LE4 and 222)	A 000 989 49 05

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 element of panoramic roof Model 156 and 222

(02-0539) Replace front fixed element of panoramic roof (after check) Model 156

(02-0539) Replace front fixed element of panoramic roof (after check) Model 222.0/1

(02-0539) Replace front fixed element of panoramic roof (after check) Model 222.9

(02-0541) Replace front fixed element of panoramic roof Model 117 and 176

(02-0541) Replace front fixed element of panoramic roof Model 205 and 253

(02-0541) Replace front fixed element of panoramic roof Model 292

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

Note

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.