

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 Launch Notification Check Sliding Roof Bonding MY01-11 C-Class, CLK-Class, E-Class and CLS-Class (203, 209, 211 and 219 platform)	DATE: January 20, 2023

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



Recall Campaign Launch Notification			January 20, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Sliding Roof Bonding
2023010004	22V954	22P7891007	
2023010005		22P7891008	
2023010006		22P7891009	
<p>This is to notify you of a Recall Campaign Launch to check the sliding roof bonding on 123,696 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 were flagged in VMI as “OPEN” on January 20, 2023.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“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	123,696		
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 Star TekInfo. 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 rental car companies to rent vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on February 3, 2023.		
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.		
<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 Assistance Center at 1-800-FOR-MERCEDES.</p>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023010004, January 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (203 platform)**
Model Year 2006

Check Sliding Roof Bonding

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“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.

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.

Approximately 4 vehicles are affected.

Order No. P-RC-2023010004

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.

Recall Campaign Bulletin

Check panoramic sliding sunroof and replace, if necessary

i Code 413 corresponds to panoramic sliding sunroof.

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 function test of panoramic sliding sunroof.

i To do so, open panoramic sliding sunroof all the way then close it again. The panoramic sliding sunroof must function correctly here.

This check serves as a comparison; it ensures that the customer cannot claim compensation for any preexisting noticeable problems (e.g. reversing, sluggishness, etc.) after the check performed with the suction cup tool. Notify the customer if any preexisting problems exists concerning their panoramic sliding sunroof.

i The panoramic sliding sunroof must be fully closed again after the function test.

2. Clean sliding sunroof panel on panoramic sliding sunroof and suction cup tool.

i Special caution must be exercised during the check.

i The suction cup tool may be used for this check.

3. Position suction cup tool (figure 1) and pull up as **vertically** as possible (tolerance of ± 10 degrees) using lifting tool.

i The hanging scale **must always** be adjusted as per the Operator's Manual before use.

i Specified force **500N / 700N** (Figure 2).

i Before the start of the measurement, the "(auto) hold function" of the hanging scale (see Operator's Manual) **must always** be deactivated!

The "hold function" must **not** be activated so that the current tractive force is always displayed.

i Position suction cup tool at 4 points 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 of ± 10 N). The specified force must not be exceeded. Pull up as vertically as possible (tolerance ± 10 degrees) with the specified force. No person should be seated inside the vehicle during the check, and the vehicle must not be touched if possible.

i The holding time per position must be exactly **10 min!**

After the first minute, the holding force per position must be further monitored and readjusted, if necessary (tolerance ± 10 N).

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

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



Figure 1

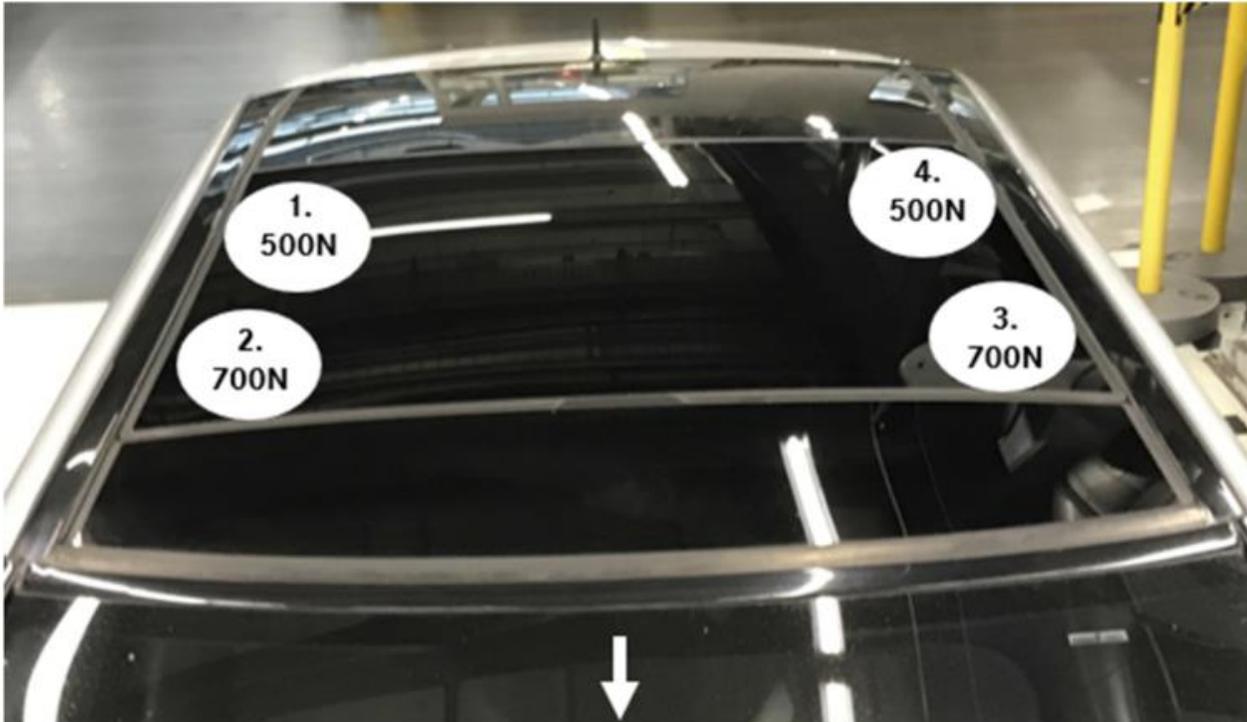


Figure 2 (Test sequence 1, 2, 3, 4 - arrow indicates direction of travel)

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 (see Figure 3), replace the sliding sunroof panel.



Figure 3, not OK (shown here on a sliding sunroof)

- a. If the panoramic sliding sunroof panel is detached from the padding: Perform **work procedure**.
- b. If the panoramic sliding sunroof panel is **not** detached from the padding: Perform operation step 4 and **end the measure**.

4. Perform function test of panoramic sliding sunroof.

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

Work Procedure

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

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

i 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.

i **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 07	12-1589	Check panoramic sliding sunroof	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

i **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.

Special tools

Qty.	Part Name	Part Number
1	Tool kit	W 000 588 01 99 00