

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: <b>Recall Campaign Initial Notification</b> <b>Update the Sunroof Control Unit Software</b> <b>MY20 GLS (167 platform)</b>	DATE: November 8, 2023

## **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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			November 8, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Update the Sunroof Control Unit Software
TBA	23V733	23P2197644	
<p>This is to notify you of the <b>new Recall Campaign</b> to update the sunroof control unit software on <b>8</b> Model Year (“MY”) 2020 GLS (167 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 “PENDING” on <b>November 8, 2023</b>.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2020 GLS (167 platform) vehicles, the sunroof control unit software might not meet current production specifications. In this case, the sunroof might automatically close when the vehicle's "car-wash-mode" is activated. The car-wash-mode is activated via the central touch display or the touchpad in the center console. Although anti-pinch protection is in place, using the actuation device test procedure in FMVSS 118, S6(a)(1) might allow the sunroof to automatically close, which is contrary to the requirements of the regulation. The unintended auto-closure of the sunroof might pose a risk of injury.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the sunroof control unit software on the affected vehicles.</p>		
Parts	<p><b>Remedy is not available at this time.</b></p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLS		
Vehicle Populations			
Total Recall Population	8		
Total Vehicles in Dealer Inventory	0		
<p><b>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.</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 vehicles covered by this notification until the vehicle has been repaired.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before December 31, 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.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<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>			

