

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 Launch Notification</b> <b>Check Sliding Roof Bonding – Phase 2</b> <b>MY01-11 Various Models</b>	DATE: July 10, 2020

**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			July 10, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Sliding Roof Bonding – Phase 2
2020040011	19V918	19P7891003	
<p>This is to notify you of a <b>Recall Campaign Update</b> regarding the bonding between the glass panel and the sliding roof frame on an additional <b>681,843</b> 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 <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on July 10, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	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.		
<b>What We’re Doing</b>	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.		
<b>Parts</b>	<p><b>The remedy is available and can be performed. Please note that the estimated replacement rate is 2%. Parts should only be ordered in the event a replacement is required. Sunroofs will not be allocated to dealers and are NON-RETURNABLE.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2001-2011		
<b>Vehicle Model</b>	C-Class, CLK-Class, E-Class, CLS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	66,085 (Phase 1)+ 681,843 (Phase 2)		
<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 MY01-11 C-Class, CLK-Class, E-Class, CLS-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 Xentry Portal Workshop. 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 MY01-11 C-Class, CLK-Class, E-Class, CLS-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 in phases beginning mid-July 2020.		
<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.		
<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>			





Mercedes-Benz

Campaign No. 2020040011, June 2020

Phase 2 update 7/10/2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class, CLK-Class, E-Class, and CLS-Class (203, 209, 211, and 219 platform)**  
**Model Years 2001-2011**  
**Sliding Roof Bonding - Phase 2**

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. An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sliding roof, as necessary.

Prior to performing this Recall 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 Recall 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 641,843 vehicles are involved.

Order No. P-RC-2020040011

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/test procedure A

1. Move sliding sunroof to tilt position and check production date (**figure 1**).

**i** The production date **must** be on or **after 01-16-2006** or on or **before 07-09-2006**.



**Figure 1** (The production date in the sample picture is **06 year / 5 month / 15 day**)(5-15-2006)


- A.** Production date between 01-16-2006 and 07-09-2006: Carry out **check/test procedure B**.
- B.** Production date **not** between 01-16-2006 and 07-09-2006: **End measure**.


**i** The **findings** from the check/test procedure must be recorded **in writing in the workorder**.

## Check/test procedure B


 A suitable lifting tool (engine crane) and Special Tools (W 000 588 01 99 00) is required for the check.


1. Perform function test for sliding sunroof.

 For this purpose, fully open and close sliding sunroof. The sliding sunroof must function correctly. 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 cup suction tool. Point out to the customer that their sliding sunroof is not functioning correctly.

 Any repairs to the sliding sunroof identified above, are the customers responsibility and are not covered by this campaign.

2. Clean the sliding roof panel and cup suction tool.


 The sliding sunroof must be closed.


 Special caution must be exercised during the check. The cup suction tool may be used for this check.


3. Position cup suction tool (**figure 2**) and pull as **vertically** as possible (tolerance of  $\pm 10$  degrees) using lifting tool.

 Specified force 500 N/700 N (**figure 3**).

 Before the start of the measurement, the "(auto) hold function" of the hanging scale (see operator's manual) **must** be deactivated.

**No "hold function" may be activated so that the current pulling force is always displayed.**  Position cup suction at 5 positions in the sequence **1, 2, 3, 4, 5: (Figure 3)**.

 The specified force must be monitored during the first minute and adjusted if necessary (tolerance  $\pm 10$  N). **The specified force must not be exceeded.** Pull as vertically as possible (tolerance  $\pm 10$  degrees) at the specified force. There must not be a person inside the vehicle during the check, and the vehicle must not be touched if possible.

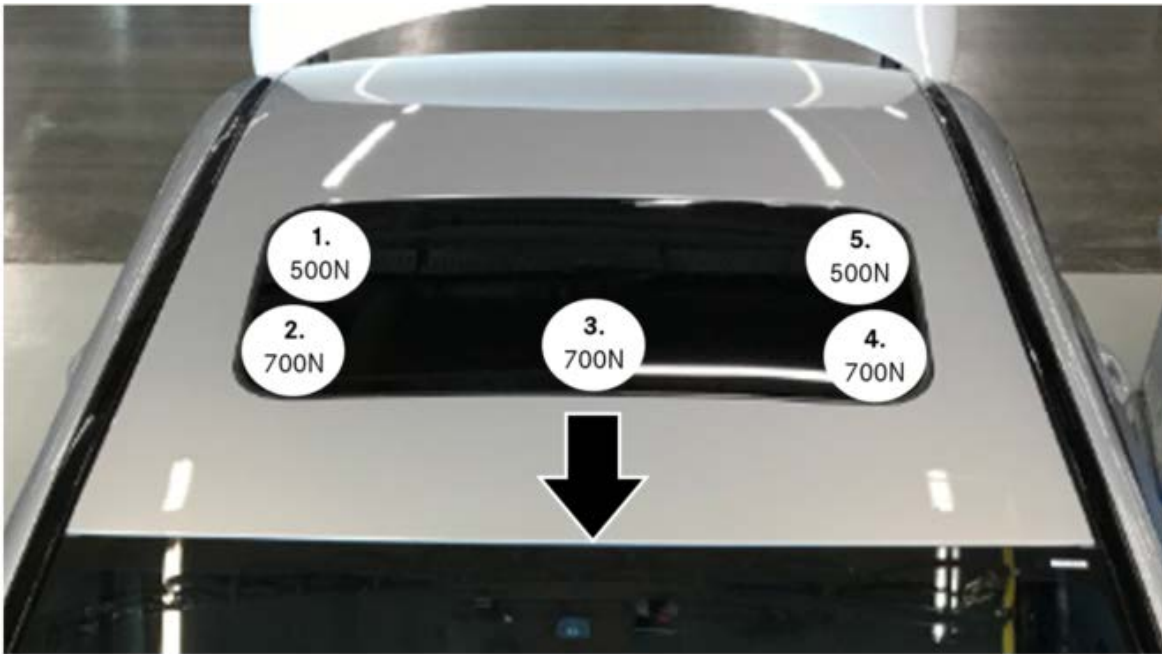
 The holding time per position must be exactly **10 min**.

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

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



Figure 2



**Figure 3** (test sequence 1, 2, 3, 4, 5 – arrow specifies front of vehicle)

- i** The sliding roof panel is lifted out of the roof frame noticeably at the rear test positions 1 and 5 (**figure 4**).
- i** If the sliding roof panel detaches from the padding of the tilting/sliding roof frame at one of the test positions (see **figure 5**), the sliding roof panel must be replaced.

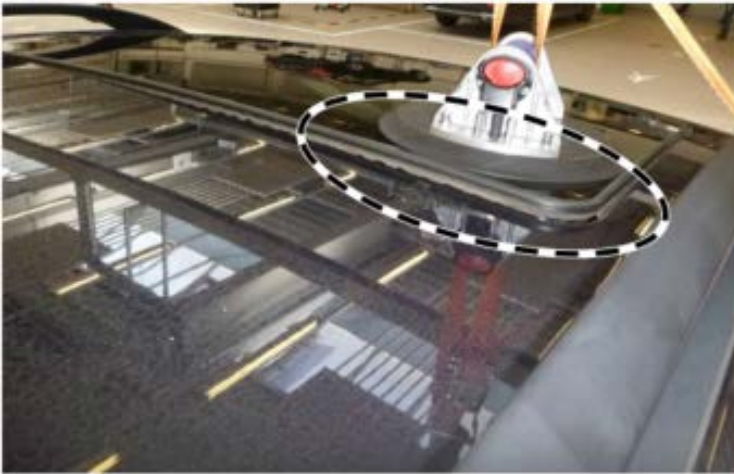


Figure 4

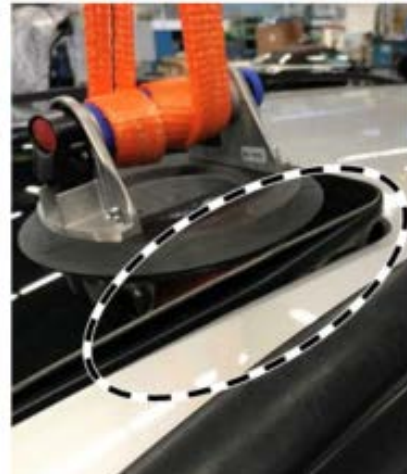


Figure 5 (**NOT OK**)

- C.** If the sliding roof panel detaches from the padding: Carry out **work procedure**.
- D.** If the sliding roof panel does **not** detach from the padding: **End measure**.

- i** The **findings** from the check/test procedure must be recorded **in writing in the workorder**.

4. Perform function test for sliding sunroof.

- i** To do this, open and close the sliding sunroof (tilt and slide positions).

## Work procedure

1. Replace sliding sunroof.

**i** The accordion boot **need** not be removed completely. It is sufficient to slide it back (**figure 6**).

**i** It is not necessary to prepare the strip of cardboard.

The WIS documentation will be adapted.

Model 203: **AR77.20-P-1000P**

Model 209: **AR77.20-P-1000Q**


Model 211: **AR77.20-P-1000T**

Model 219: **AR77.20-P-1000TX**







**Figure 6**

**i** **Note:**

- Use Xentry 03/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

2. Connect XENTRY Diagnosis.

3. Perform teach-in run for anti-pinch protection at sliding sunroof.

**i** To do this, select menu item "Quick test view  Overhead control panel  Control unit adaptations  Tilting/sliding roof  Normalization of anti-pinch protection for tilting/sliding roof".

**i** Then follow the user guidance in XENTRY Diagnosis.

4. Disconnect XENTRY Diagnosis.

### Primary Parts Information

Qty.	Part Name	Part Number
1 (As required)	Sliding roof panel (model 203, 211)	A 211 780 03 00
1 (As required)	Sliding roof panel (model 209)	A 209 780 02 00
1 (As required)	Sliding roof panel (model 219)	A 219 780 01 00

Please note that the estimated replacement rate is 20%. Parts should only be ordered in the event a replacement is required. Sunroofs will not be allocated to dealers and are non-returnable.

### Warranty Information

#### With check date

**Operation:** Check manufacturing date of sliding sunroof (02-1632)

Damage Code	Operation Number	Labor Time (hrs.)
78 910 03 8	02-1632	0.1

#### With check date and test sliding sunroof

**Operation:** Check manufacturing date of sliding sunroof (02-1632)  
Check sliding sunroof (02-1638)

Damage Code	Operation Number	Labor Time (hrs.)
78 910 03 8	02-1632	0.1
	02-1638 (203)	0.8
	02-1638 (209 211 219)	0.7

#### With check date, test, and replace sliding sunroof

**Operation:** Check manufacturing date of sliding sunroof (02-1632)  
Check sliding sunroof (02-1638)  
Replace sliding sunroof (after check)(02-1639)

Damage Code	Operation Number	Labor Time (hrs.)
78 910 03 7	02-1632	0.1
	02-1638 (203)	0.8
	02-1638 (209 211 219)	0.7
	02-1639 (203)	1.0
	02-1639 (209 211 219)	0.8

\*Includes: Perform teach-in run for anti-pinch protection at sliding sunroof (XENTRY connected)

### Note

Operation Number labor times are subject to change.

### Special Tools

Quantity	Designation	Part no.
1	Tool kit*	W 000 588 01 99 00

\*Kit includes scale, suction cup, and strap