



Mercedes-Benz

star bulletin



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**Subject: Model 163, 164, 170, 171, 199, 203, 208, 209, 210, 211, 215, 219, 220, 230, 463
All Model Years
Cracked Windshields Due to Stone Chipping**

A large percentage of windshields submitted for warranty reimbursement reveal damage from an outside influence. In most cases the damage was caused by a stone or rock striking the windshield. This type of damage is not a warrantable repair.

Thoroughly inspect the damage before removing the windshield. Examine the damage with a flashlight and magnifying glass. If that inspection evidences damage from a stone or rock chip, that damage is the customer's responsibility.

A warranty claim is only appropriate for damage occurring as a result of a defect in design, manufacture or installation.

Refer also to the information in the MB "Warranty Policy and Procedures Manual" Section 4 – Glass Replacement due to Stress Cracks, which states:

Glass is warranted against stress cracks for 12 months/ 12,000 miles. Unless positive physical proof of a manufacturing responsibility can be established, glass breakage is not claimable.

In the next few days QEC will be issuing a NetStar Message regarding parts return procedures for windshields.

MBUSA reserves the right to deny a claim if the damage is not due to a warrantable defect.

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