



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 3, 2018

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK
18V-608

Subject: Rear Window may Loosen and Detach

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES BENZ/C300/2018
MERCEDES BENZ/C63 AMG/2018
MERCEDES BENZ/C63S AMG/2018
MERCEDES BENZ/C300 4MATIC/2018

Mfr's Report Date: September 11, 2018

NHTSA Campaign Number: 18V-608

Components:

VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 387

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2018 Mercedes-Benz C300, C300 4MATIC, C63 AMG, and C63S AMG vehicles. Incorrect bonding of the rear window may cause the window to loosen and detach from the vehicle.

Consequence:

If the window detaches from the vehicle, it can become a road hazard, increasing the risk of a crash.

Remedy:

MBUSA will notify owners, and dealers will rework the rear window bonding, free of charge. The recall is expected to begin November 2, 2018. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

The information in your report suggests that MBUSA may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement