



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 26, 2021

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

NEF-107JK  
21V-196

**Subject:** Glass Panel May Detach From Vehicle

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/C230/2006-2007  
MERCEDES BENZ/C280/2006-2007  
MERCEDES BENZ/C350/2006-2007  
MERCEDES BENZ/C55/2006  
MERCEDES BENZ/CLK350/2006-2007  
MERCEDES BENZ/CLK500/2006  
MERCEDES BENZ/CLK550/2007  
MERCEDES BENZ/CLS500/2006  
MERCEDES BENZ/CLS55/2006  
MERCEDES BENZ/CLS550/2007  
MERCEDES BENZ/CLS63/2007  
MERCEDES BENZ/E320/2006-2007  
MERCEDES BENZ/E500/2006  
MERCEDES BENZ/E55/2006  
MERCEDES BENZ/E550/2007  
MERCEDES BENZ/E63/2007  
MERCEDES-BENZ/E350/2006-2007

**Mfr's Report Date:** March 19, 2021

**NHTSA Campaign Number:** 21V-196

**Components:**

VISIBILITY:SUN/MOON ROOF ASSEMBLY

**Potential Number of Units Affected:** 1,909

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2006-2007 C350, C230, C280, CLK350, E320CDI, E350 Wagon, E350, 2006 C55 AMG, CLK500, CLS500, CLS55 AMG, E500 Wagon, E500, E55 AMG, 2007 CLK550, CLS550, CLS63 AMG, E550,



E63 AMG, and E63 Wagon AMG vehicles. The bonding between the glass panel and the sliding roof frame may deteriorate, possibly causing the glass panel to detach from the vehicle.

**Consequence:**

A detached glass panel can separate from the vehicle and become a road hazard, increasing the risk of a crash.

**Remedy:**

MBUSA will notify owners, and dealers will inspect the glass panel bonding and replace the sliding roof, as necessary, free of charge. The recall is expected to begin May 14, 2021. Owners may contact MBUSA customer service at 1-800-367-6372. This recall is an expansion of recall number 19V-918.

**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](http://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.

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.

Mercedes-Benz USA, LLC's contact for this recall will be Jennifer Kruger who may be reached by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement