



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-197

Subject: Roof 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/AMG C43/2017-2020
MERCEDES-BENZ/AMG C63/2015-2019
MERCEDES-BENZ/AMG CLA45/2014-2018
MERCEDES-BENZ/AMG GLA45/2015-2016
MERCEDES-BENZ/AMG GLC43/2017-2019
MERCEDES-BENZ/AMG GLE43/2017-2019
MERCEDES-BENZ/AMG GLE63/2016-2019
MERCEDES-BENZ/AMG S63/2014-2020
MERCEDES-BENZ/AMG S65/2015
MERCEDES-BENZ/C300/2015-2020
MERCEDES-BENZ/C350E/2016-2018
MERCEDES-BENZ/C400/2015
MERCEDES-BENZ/C450/2016
MERCEDES-BENZ/CLA250/2014-2019
MERCEDES-BENZ/GLA250/2015-2020
MERCEDES-BENZ/GLC300/2016-2020
MERCEDES-BENZ/GLC350E/2019
MERCEDES-BENZ/GLC63 AMG/2018
MERCEDES-BENZ/GLE450/2016
MERCEDES-BENZ/S450/2018-2020
MERCEDES-BENZ/S550/2014-2017
MERCEDES-BENZ/S560/2018-2019
MERCEDES-BENZ/S600/2015-2016

Mfr's Report Date: March 19, 2021

NHTSA Campaign Number: 21V-197

Components:

STRUCTURE:BODY:ROOF AND PILLARS

Potential Number of Units Affected: 15,096

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2017-2020 C300 Coupe, C43 Coupe AMG, C43 AMG, 2015-2020 C300, GLA250, 2016-2018 C350e, CLA45 Coupe AMG, 2015 C400, S65 AMG, 2015-2019 C63 AMG, 2016 C450, 2015-2016 GLA45 AMG, S600, 2016-2020 GLC300, 2017-2019 GLC43 AMG, GLE43 Coupe AMG, 2014-2019 CLA250 Coupe, 2014-2015 CLA45 AMG, 2018 GLC63 AMG, 2014-2017 S550, 2018-2020 S450, 2016-2019 GLE63 Coupe AMG, 2016 GLE450 Coupe, 2014-2020 S63 AMG, 2018-2019 S560, and 2019 GLC350e vehicles equipped with a panoramic sunroof. The front roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior repair.

Consequence:

The adhesive bonding of the front panel might deteriorate, possibly causing the front panel to detach from the vehicle and become a road hazard, increasing the risk of a crash.

Remedy:

MBUSA will notify owners, and dealers will replace the front panel, free of charge. The recall is expected to begin May 14, 2021. 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.

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. We look forward to working with you.

Sincerely,



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