



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 3, 2020

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

NEF-150JK  
19V-918

**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/C230/2003-2007  
MERCEDES BENZ/C240/2001-2005  
MERCEDES BENZ/C280/2006-2007  
MERCEDES BENZ/C32/2002-2004  
MERCEDES BENZ/C320/2001-2005  
MERCEDES BENZ/C350/2006-2007  
MERCEDES BENZ/C55/2005-2006  
MERCEDES BENZ/CLK320/2003-2005  
MERCEDES BENZ/CLK350/2006-2009  
MERCEDES BENZ/CLK500/2003-2006  
MERCEDES BENZ/CLK55/2003-2005  
MERCEDES BENZ/CLK550/2007-2009  
MERCEDES BENZ/CLS500/2006  
MERCEDES BENZ/CLS55/2006  
MERCEDES BENZ/CLS550/2007-2011  
MERCEDES BENZ/CLS63/2007-2011  
MERCEDES BENZ/E320/2003-2009  
MERCEDES BENZ/E450/2006  
MERCEDES BENZ/E500/2003-2006  
MERCEDES BENZ/E55/2003-2006  
MERCEDES BENZ/E550/2007-2009  
MERCEDES BENZ/E63/2007-2009  
MERCEDES-BENZ/E350/2006-2009

**Mfr's Report Date:** December 20, 2019

**NHTSA Campaign Number:** 19V-918

**Components:**

VISIBILITY:SUN ROOF ASSEMBLY

**Potential Number of Units Affected:** 744,852

**Problem Description:**

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2001-2011 vehicles. The bonding between the glass panel and the sliding roof frame may deteriorate, possibly resulting in the glass panel detaching from the vehicle. For a full list of the affected models visit: <https://static.nhtsa.gov/odi/rc1/2019/RMISC-19V918-4126.pdf>

**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 February 14, 2020. 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](http://www.safercar.gov).

Please further describe MBUSA's remedy plan for this recall. Per the chronology, the first reports of failure were received 11 years after the affected vehicle was produced. Given the time necessary for the defect to develop, please explain how MBUSA's remedy plan will ensure that all vehicles that may eventually develop the defect are adequately remedied.

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).

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](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement