

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11559480
Date: Monday, December 18, 2023 1:36:59 PM

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From: [REDACTED]
Sent: Wednesday, December 13, 2023 12:16 PM
To: nhtsa.webmaster@dot.gov
Cc: [REDACTED]
Subject: Update to add to ODI#11559480

[External Email]

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This is [REDACTED] who opened a complaint on a 2019 Mercedes GLC-350e on 12/11 related to my car having cracked glass (that is getting worse each day) probably related to a recall where my specific VIN number was not included. I'm dealing with MB corporate and local dealer on that that their corporate customer service directed me to you to file the initial complaint.

Upon further inspection and interaction with a glass company that does the work for the local MB dealer, a NEW and possibility related issue was found that they suggested be added to the documentation.

The left/passenger side roof drip molding is also cracked. This is also a stationary panel that is part of the panoramic sunroof assembly. It also looks like glass but isn't. Only the passenger side is cracked and a picture is included below.

Cracked passenger side roof drip molding: 2019 MB GLC350e



In addition, the front stationary panel cracks that I reported on 12/11 have extended and spread significantly. The glass shop feels this is due to a DEFECT directly related to the issues noted in the recall. They are the contracted company that the local dealer (MB-New Orleans) uses for their glass work and they have work on many MB cars affected by the recall.

Here's a picture today 12/13 of the front panel showing multiple cracks that are actively getting worse! Top of the picture is the FRONT edge and bottom of the picture is the rear part of the glass panel. splitting crack on the back side (bottom of pic) is new from just yesterday!



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