



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** PE 21-001  
**Date Opened:** 01/08/2021  
**Investigator:** Steven Posada **Reviewer:** Jeff Quandt  
**Approver:** Stephen Ridella  
**Subject:** Front Roof Panel Detachment

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Mercedes-Benz USA, LLC  
**Products:** Certain 2015 Mercedes-Benz C-Class  
**Population:** 5,300 (Estimated)  
**Problem Description:** Consumers have reported incidents of front roof panel detachment while driving at highway speeds.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	7	TBD	TBD
<b>Crashes/Fires:</b>	0	TBD	TBD
<b>Injury Incidents:</b>	0	TBD	TBD
<b>Number of Injuries:</b>	0	TBD	TBD
<b>Fatality Incidents:</b>	0	TBD	TBD
<b>Number of Fatalities:</b>	0	TBD	TBD

## ACTION / SUMMARY INFORMATION

**Action:** A Preliminary Evaluation has been opened.

### Summary:

ODI has received seven complaints alleging incidents of front roof panel detachment while driving in 2015 Mercedes-Benz C-Class vehicles. The subject panel is the fixed glass panel that extends across the width of the roof forward of the sliding roof panel. The detachments occurred at speeds ranging from 60 to 65 miles per hour. Each of the incident vehicles had received a service replacement of the front roof panel prior to the detachment incident. The replacements were performed to address customer concerns with the appearance of the polycarbonate panel (e.g., crazing or delamination). On average, the detachment incidents occurred approximately 23 months after receiving the service replacements. The subject vehicles for this investigation are all 2015 Mercedes-Benz C-Class vehicles that have received service replacements of the subject front roof panel.

The Office of Defects Investigation has opened this Preliminary Evaluation to evaluate the scope, frequency and consequences of the alleged defect.

The reports cited above can be reviewed at [NHTSA.gov](http://NHTSA.gov) under the following reference numbers: 11352686, 11351629, 11349158, 11341541, 11324100, 11311591, 11222127.