

Part 573 Safety Recall Report

17V-715

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** NOV 29, 2017**NHTSA Recall No. :** 17V-715**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway
Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 9,379

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2017-2018 Mercedes-Benz GLC 300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 253.948 0G4J 3670 Vehicles The recall population was determined through production records. Vehicles not recalled meet the bonding requirements.

Production Dates : MAR 07, 2017 - AUG 04, 2017

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2017-2018 Mercedes-Benz GLC 300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 253.949 0G4K 5507 Vehicles The recall population was determined through production records. Vehicles not recalled meet the bonding requirements.

Production Dates : MAR 07, 2017 - AUG 04, 2017

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3 : 2017-2018 Mercedes-Benz GLC 43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 253.964 0G6E 202 Vehicles The recall population was determined through production records. Vehicles not recalled meet the bonding requirements.

Production Dates : MAR 07, 2017 - AUG 04, 2017

VIN Range 1 : Begin : NR End : NR Not sequential

Description of Defect :

Description of the Defect : Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC vehicles (253 platform), the panoramic sunroof frontal and the side panels might not meet the bonding specifications. As a consequence the panels could separate from the vehicle while driving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A displaced panel could increase the risk of a crash and/or injury for following traffic.

Description of the Cause : Due to a supplier production deviation, a certain batch of panoramic sunroofs might not meet the bonding requirements.

Identification of Any Warning
that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Webasto Roof Systems US

Address : 1757 Northfield Dr
Rochester Hills MICHIGAN

Country : United States

Chronology :

In June 2017, DAG initiated investigations based on two individual field reports describing instances where customers allegedly experienced the subject condition described above. No third party damages or personal injuries were reported. Subsequently, parts of the affected vehicles were requested for further analysis.

In July 2017, joint testing with the supplier on the requested parts showed that the adhesive component requirements were outside specification.

In August 2017, further investigations were performed to check the potentially affected sunroof components at the supplier and a deviation from production specifications was found for specific panoramic sunroof panels.

In September 2017, DAG reviewed logistics documents together with the supplier to determine which panoramic sunroof assemblies might potentially be affected.

In October 2017, further analysis was done to identify potentially affected vehicles in the field.

In November 2017, DAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : As a precautionary measure an authorized Mercedes-Benz dealer will check the panoramic sunroof panel bonding on the affected vehicles and rework the sunroof, if necessary. Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Panel bonding is ensured.

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of the supplier ensures that this complaint can no longer occur from August 16, 2017 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the voluntary recall campaign in December 2017. A copy of all communications will be provided when available. Owners will be notified in December 2017, and/or approximately one week after recall launch to the dealers

Planned Dealer Notification Date : DEC 01, 2017 - NR

Planned Owner Notification Date : DEC 08, 2017 - NR

* NR - Not Reported