



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 13, 2018

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

NEF-150JK  
18V-512

**Subject:** Panoramic Sunroof may Detach

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/GLE350/2018  
MERCEDES BENZ/GLE43/2018

**Mfr's Report Date:** August 3, 2018

**NHTSA Campaign Number:** 18V-512

**Components:**

VISIBILITY:SUN ROOF ASSEMBLY

**Potential Number of Units Affected:** 4

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2018 GLE350, GLE350 4Matic, and GLE43 AMG vehicles. During manufacturing, components of the panoramic sunroof may have been installed with a bonding primer that was incorrectly made, possibly affecting the long-term adhesion to the vehicle.

**Consequence:**

If the front cover and/or rear fixed glass are not properly adhered, they may detach, creating a road hazard and increasing the risk of a crash.

**Remedy:**

MBUSA will notify owners, and dealers will inspect the panoramic sunroof, replace it if necessary, free of charge. The recall is expected to begin September 30, 2018. 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 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.

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) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement