

# Part 573 Safety Recall Report

# 21V-196

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** AUG 05, 2021**NHTSA Recall No. :** 21V-196**Manufacturer Recall No. :** 2021040012**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 11,356

Address : 13470 International Parkway

Estimated percentage with defect : 20 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2006-2006 Mercedes-Benz C55 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 C55 AMG 41 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2007-2007 Mercedes-Benz E63 Wagon AMG

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2007 E63 Wagon AMG 4 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2006-2007 Mercedes-Benz C280

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006-2007 C280 1,117 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 4 : 2006-2007 Mercedes-Benz C350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006-2007 C350 173 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 5 : 2006-2007 Mercedes-Benz CLK350

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006-2007 CLK350 434 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 6 : 2006-2006 Mercedes-Benz CLK500

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 CLK500 38 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 7 : 2007-2007 Mercedes-Benz CLK550

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz MY2007 CLK550 65 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 8 : 2006-2006 Mercedes-Benz CLS500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 CLS500 535 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 9 : 2006-2006 Mercedes-Benz CLS55 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 CLS55 AMG 121 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 10 : 2007-2007 Mercedes-Benz CLS550

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2007 CLS550 550 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 11 : 2006-2007 Mercedes-Benz E320CDI

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : DIESEL

Descriptive Information : Mercedes-Benz MY2006-2007 E320 661 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 12 : 2007-2007 Mercedes-Benz CLS63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2007 CLS63 AMG 82 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 13 : 2006-2007 Mercedes-Benz E350 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006-2007 E350 Wagon 206 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 14 : 2006-2007 Mercedes-Benz E350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006-2007 E350 3890 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 15 : 2006-2006 Mercedes-Benz E500 Wagon  
Vehicle Type : LIGHT VEHICLES  
Body Style : STATIONWAGON  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 E500 Wagon 26 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 16 : 2006-2006 Mercedes-Benz E500  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 E500 135 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 17 : 2006-2006 Mercedes-Benz E55 AMG  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006 E55 AMG 44 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 18 : 2007-2007 Mercedes-Benz E550  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz MY2007 E550 328 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

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

Vehicle 19 : 2007-2007 Mercedes-Benz E63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2007 E63 AMG 92 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 20 : 2006-2007 Mercedes-Benz C230

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY2006-2007 C230 2,814 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have sunroofs with bonding that meets current production specifications.

Production Dates : DEC 12, 2005 - SEP 14, 2006

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2006-2007 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles the bonding between the glass panel and the sliding roof frame might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the adhesion of this bonding might deteriorate gradually over time. If the bonding adhesion were to deteriorate, the durability requirements might not be met which could lead to a separation of the glass panel from the vehicle. A displaced panel could increase the risk of a potential crash or injury for other road users.

Description of the Cause : Due to a production deviation at a supplier, glass panels might have been bonded without proper application of the primer (bonding agent). The correct usage of the primer is necessary in order to ensure the specified strength of the bonded joint.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

**Involved Components :**

Component Name 1 : Sunroof

Component Description : Sunroof (203, 211 platform)

Component Part Number : A2117800300

Component Name 2 : Sunroof

Component Description : Sunroof (209 platform)

Component Part Number : A2097800200

Component Name 3 : Sunroof

Component Description : Sunroof (219 platform)

Component Part Number : A2197800100

**Supplier Identification :****Component Manufacturer**

Name : Webasto Roof & Components SE

Address : Krailinger Strasse 5

Stockdorf Foreign States 82131

Country : Germany

**Chronology :**

In the beginning of December 2017, MBAG launched initial investigations based on isolated field reports from outside the US claiming that the sliding roof detached from the vehicle. No damage or injuries were reported as a result of these events. The sliding roofs of the affected vehicles were requested and returned by the individual markets. The returned field parts were analyzed by the supplier as well as by an external laboratory. The analysis of the supplier and outside laboratory were inconclusive. Since these analyses did not indicate a potential root cause and this type of sliding roof was already out of production, MBAG began to look for vehicles from the global used car market to carry out further investigations. By November 2018, three sliding roofs were retrieved and analyzed. From these three sliding roofs, two did not indicate any issues. While one of the sliding roof panels exhibited indications of an impaired bonding, and the others did not, it was unclear why the bonding on this particular sliding roof was less strong than the other field samples. MBAG, along with the supplier, also undertook a thorough review of the supplier's production records to determine if there were any changes made during the course of production. That review concluded in May, 2019. MBAG found that the

supplier had changed the process of the primer application several times over the course of the full production period, including having changed the drying time for the bonding agent. MBAG then conducted testing featuring various test methods to determine whether reduction of drying time may have had an effect on bonding performance over time. MBAG additionally undertook to correlate the testing results, suggesting that there could be a diminution in bonding performance depending on the production period of sliding roofs.

Please see Chronology Supplement.

## Description of Remedy :

**Description of Remedy Program :** As a precautionary measure an authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sliding roof, as necessary.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA plans to provide notice about pre-notice reimbursement to owners since some of the involved vehicles would have been previously subject to the condition described.

**How Remedy Component Differs from Recalled Component :** Sliding roof with correct bonding of the glass panel.

Sunroof Cover + Screws (203, 211 platform) -A2117800400  
Sunroof Cover + Screws (209 platform) - A2097800300  
Sunroof Cover + Screws (219 platform) -A2197800200  
Front Panel - A2107840144  
Glass Cover - A2097840044  
Left side panel - A2157801540

**Identify How/When Recall Condition was Corrected in Production :** A review of the supplier's production records reveals that there were changes in its production processes that establish a clean point after September 14, 2006.

## Recall Schedule :

**Description of Recall Schedule :** Dealers were notified of the amendment to voluntary recall campaign on March 26, 2021. Dealers will be notified of the additional amendment to voluntary recall campaign on July 9, 2021. Owners were notified of the voluntary recall campaign approximately one week after launch to the dealers on May 07, 2021. Additional owners will be notified of the voluntary recall campaign on July 30, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** MAR 26, 2021 - NR

**Planned Owner Notification Date :** MAY 07, 2021 - NR

\* NR - Not Reported