

# Part 573 Safety Recall Report

# 21V-197

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** MAR 19, 2021**NHTSA Recall No. :** 21V-197**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 : 15,096

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2020 Mercedes-Benz C300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2020 C300 Coupe 679 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2015-2020 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2015-2020 C300 8875 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2016-2018 Mercedes-Benz C350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2020 C350 112 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 4 : 2015-2015 Mercedes-Benz C400

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2015 C400 138 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 5 : 2015-2019 Mercedes-Benz C63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2015-2019 C63 AMG 136 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 6 : 2017-2020 Mercedes-Benz C43 Coupe AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2020 C43 Coupe AMG 74 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 7 : 2017-2020 Mercedes-Benz C43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2020 C43 AMG 180 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 8 : 2016-2016 Mercedes-Benz C450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2016 C450 217 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 9 : 2015-2020 Mercedes-Benz GLA250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2015-2020 GLA250 306 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 10 : 2015-2016 Mercedes-Benz GLA45 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2015 GLA45 AMG 30 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 11 : 2016-2020 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2016-2020 GLC300 765 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 12 : 2017-2019 Mercedes-Benz GLC43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2019 GLC43 AMG 32 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 13 : 2014-2019 Mercedes-Benz CLA250 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2014-2019 CLA250 Coupe 1968 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 14 : 2014-2015 Mercedes-Benz CLA45 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2014-2015 CLA45 AMG 44 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 15 : 2016-2018 Mercedes-Benz CLA45 Coupe AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2016-2018 CLA45 Coupe AMG 23 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 16 : 2018-2018 Mercedes-Benz GLC63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018 GLC63 AMG 1 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 17 : 2015-2015 Mercedes-Benz S65 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2015 S65 AMG 7 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 18 : 2014-2017 Mercedes-Benz S550

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2014-2017 S550 1228 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 19 : 2018-2020 Mercedes-Benz S450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2020 S450 10 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 20 : 2016-2019 Mercedes-Benz GLE63 Coupe AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2016-2019 GLE63 Coupe AMG 32 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 21 : 2016-2016 Mercedes-Benz GLE 450 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2016 GLE450 Coupe 70 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 22 : 2014-2020 Mercedes-Benz S63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2014-2020 S63 AMG 52 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 23 : 2015-2016 Mercedes-Benz S600  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2015-2016 S600 21 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 24 : 2018-2019 Mercedes-Benz S560  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2019 S560 9 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 25 : 2017-2019 Mercedes-Benz GLE43 Coupe AMG  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2019 GLE43 Coupe AMG 83 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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

Vehicle 26 : 2019-2019 Mercedes-Benz GLC350e  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz 2019 GLC350e 4 Vehicles. The recall population was determined through warranty records. Vehicles outside of the recall have not had a prior service repair.

Production Dates : FEB 19, 2013 - AUG 04, 2020

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 Model Year (“MY”) 2014 – 2020 CLA-Class, GLA-Class, C-Class, S-Class, GLC-Class, and GLE-Class Coupe (117, 156, 205, 222, 253, and 292 platform, respectively) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior repair.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the adhesion of the front panel to the vehicle body might deteriorate gradually over time and could result in the front panel to partially or fully detach from the vehicle, increasing the risk of a crash and/or injury for other road users.

Description of the Cause : Due to a deviation in the workshop repair process, the front panels may not have been bonded according to specifications during a prior repair

Identification of Any Warning that can Occur : When the adhesion begins to deteriorate, the customer might observe a partially detached panel or excessive wind noises in the area of the sunroof while driving.

**Involved Components :**

Component Name 1 : Cover OSR

Component Description : Cover OSR

Component Part Number : A1177800022, A1567801200, A2057800022, A2057803300, A2227800022, A2227806200, A2927800900

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

Name : Mercedes-Benz AG

Address : NR

NR

Country : NR

**Chronology :**



In June 2020, NHTSA raised two VOQs to Mercedes-Benz describing instances in which the front roof panel forward of the panoramic sunroof had allegedly detached from the vehicle while it was traveling at highway speeds. MBAG launched an investigation and was able to verify from its internal documentation that in both cases the incorrect adhesive was used to bond the panels during a previous repair. MBAG also began to analyze its internal data related to detachment of the front roof panel to understand whether the incidents were indicative of a broader trend or isolated events and found a number of sporadic reports submitted between 2018 – 2020 involving claims of cracked or partially detached panels. MBAG also observed that all involved vehicles that had also undergone a prior service repair to the front roof panel. MBAG began to analyze whether there was a more systemic issue and whether it was related to a prior repair of the front roof panel. MBAG provided an update to NHTSA in December 2020 and NHTSA opened its Preliminary Investigation in January 2021. MBAG's technical analysis was carried out from late 2020 and into the first quarter of 2021 and included an analysis of possible deviations from the published repair instructions as not all vehicles that had undergone a prior service repair necessarily reported a subsequent issue with the bonding of the panel. Test setups were prepared by recreating various repair scenarios where an incorrect pre-treatment and bonding adhesives other than the specific adhesive that had been approved for this repair. Sample roof panels were also returned from the field and analyzed which indicated how the pre-treatment, cleaning and primer application were actually being applied by Mercedes-Benz workshops and any third-party sublets and confirmed that there were deviations from the repair procedures. Please see updated Chronology Supplement.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will remove the bonded panel and will install a new front panel by following the detailed repair instructions and using the approved primer, cleaner and adhesive. 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 :** Correct installation of the front panel. Cover OSR - A1177800022, A1567801200, A2057800022, A2057803300, A2227800022, A2227806200, A2927800900, A0099898571, A0099897571, A0059891971, A0009894905

**Identify How/When Recall Condition was Corrected in Production :** MBAG created a global Service Information to address the potential for improper repair of the front panel. Additionally MBUSA is communicating the topic to its authorized dealers regarding the proper repair procedures. This condition should no longer occur for repairs made as of the recall launch date. MBAG and MBUSA continue to evaluate and optimize the parts ordering and other processes to ensure the repair is being performed correctly and ensure only the authorized repair components are used, as well as dealer accountability for the repairs.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on March 26, 2021. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on May 14, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** MAR 26, 2021 - MAY 14, 2021

**Planned Owner Notification Date :** NR - NR

\* NR - Not Reported