



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 22, 2023

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

NEF-107ES
23V-854

Subject: Roof Panel May Detach From Vehicle

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/AMG C43/2017-2020
MERCEDES-BENZ/AMG C63/2015-2020
MERCEDES-BENZ/AMG CLA45/2014-2018
MERCEDES-BENZ/AMG GLA45/2015
MERCEDES-BENZ/AMG GLC43/2017-2019
MERCEDES-BENZ/AMG GLC63/2019
MERCEDES-BENZ/AMG GLE43/2017-2019
MERCEDES-BENZ/AMG GLE63/2017-2019
MERCEDES-BENZ/AMG S63/2014-2016
MERCEDES-BENZ/AMG S65/2015
MERCEDES-BENZ/C300/2015-2020
MERCEDES-BENZ/C350E/2016-2018
MERCEDES-BENZ/C400/2015
MERCEDES-BENZ/C450/2016
MERCEDES-BENZ/CLA250/2014-2019
MERCEDES-BENZ/GLA250/2015-2019
MERCEDES-BENZ/GLC300/2016-2020
MERCEDES-BENZ/GLC350E/2018-2019
MERCEDES-BENZ/GLE450/2016
MERCEDES-BENZ/S550/2014-2017
MERCEDES-BENZ/S550E/2015
MERCEDES-BENZ/S600/2015-2016
MERCEDES-MAYBACH/S560/2018-2020

Mfr's Report Date: December 15, 2023

NHTSA Campaign Number: 23V-854

Components:

STRUCTURE:BODY:ROOF AND PILLARS

Potential Number of Units Affected: 2,976

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2014-2020 C-Class, CLA, GLA, S-Class, GLC, and GLE vehicles. Please refer to MBUSA's recall report for specific vehicle details. The front roof panel located between the windshield and the panoramic sunroof may not have been bonded correctly to the vehicle during a prior repair, allowing the front panel to detach from the vehicle.

Consequence:

A detached roof panel can become a road hazard, increasing the risk of a crash.

Remedy:

Dealers will replace the front panel, free of charge. Owner notification letters are expected to be mailed February 13, 2023. Owners may contact MBUSA customer service at 1-800-367-6372. This recall is an expansion of NHTSA recall number 21V-197.

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.nhtsa.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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Mercedes-Benz USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement