

# Part 573 Safety Recall Report

# 23V-854

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JUL 12, 2024**NHTSA Recall No. :** 23V-854**Manufacturer Recall No. :** 2024010012**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 : 2,976

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2015-2020 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : GAS

Descriptive Information : 1597 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2015-2015 Mercedes-Benz S550e

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : 4 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2015-2015 Mercedes-Benz C400

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 53 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2017-2020 Mercedes-Benz AMG C43

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : GAS

Descriptive Information : 46 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2016-2016 Mercedes-Benz C450

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 39 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2015-2020 Mercedes-Benz AMG C63

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : GAS

Descriptive Information : 43 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2014-2019 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 429 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2014-2018 Mercedes-Benz AMG CLA45

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 17 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2015-2019 Mercedes-Benz GLA250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 78 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2015-2015 Mercedes-Benz AMG GLA45

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 6 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 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 : 134 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 12 : 2018-2019 Mercedes-Benz GLC350e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : 8 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 13 : 2017-2019 Mercedes-Benz AMG GLC43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 4 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 14 : 2019-2019 Mercedes-Benz AMG GLC63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 1 Vehicle

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 15 : 2017-2019 Mercedes-Benz AMG GLE43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 56 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 16 : 2016-2016 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 18 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 17 : 2017-2019 Mercedes-Benz AMG GLE63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 7 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 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 : 368 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 19 : 2018-2020 Mercedes-Benz S560

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 9 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 20 : 2015-2016 Mercedes-Benz S600

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 12 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 21 : 2014-2016 Mercedes-Benz AMG S63

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 24 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 22 : 2015-2015 Mercedes-Benz AMG S65

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 3 Vehicles

The recall population was determined through repair records.

Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 23 : 2016-2018 Mercedes-Benz C350e  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : HYBRID ELECTRIC

Descriptive Information : 20 Vehicles

The recall population was determined through repair records.  
Vehicles outside of the recall population have not had a prior repair.

Production Dates : JUN 05, 2013 - FEB 21, 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 C-Class (205 platform), CLA (117 platform), GLA (156 platform), S-Class (222 platform), GLC (253 platform), GLE Coupe (292 platform) vehicles with a panoramic sunroof, the stationary roof panel located between the windshield and the panoramic sunroof might not have been bonded correctly during a prior repair.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the adhesion of the bonding 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, which could increase the risk of a crash and/or injury for other road users.

Description of the Cause : Due to a deviation in the workshop 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 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A117780002239



Component Name 2 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A117780020039

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Component Name 3 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A176780002239

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Component Name 4 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A205780002240

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Component Name 5 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A205780330039

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Component Name 6 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A2227806200

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Component Name 7 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A292780090039

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Component Name 8 : PANORAMIC ROOF

Component Description : PANORAMIC ROOF

Component Part Number : A156780002239

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## Supplier Identification :

### Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

## Chronology :

In June 2020, MBAG received isolated cases from the field describing instances in which the front roof panel forward of the panoramic sunroof had allegedly detached from the vehicle. MBAG launched an investigation and was able to verify from its internal documentation that in these isolated cases the wrong 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 and found 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'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 one 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 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.
PANORAMIC ROOF    A117780002239
PANORAMIC ROOF    A117780020039
PANORAMIC ROOF    A176780002239
PANORAMIC ROOF    A205780002240

PANORAMIC ROOF	A205780330039
PANORAMIC ROOF	A2227806200
PANORAMIC ROOF	A292780090039
PANORAMIC ROOF	A156780002239

Identify How/When Recall Condition was Corrected in Production : MBAG created a global Service Information to ensure awareness for potential improper repairs of the front panel and its consequences. This information was implemented together with the publication of the recall on August 19, 2021.

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on December 21, 2023. Owners were notified of the voluntary recall campaign on February 12, 2024. Owners of wave 1 vehicles were notified of the launch recall campaign on March 22, 2024. Owners of Wave 2 vehicles will be notified of the launch recall campaign on July 26, 2024. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 21, 2023 - NR

Planned Owner Notification Date : FEB 12, 2024 - NR

\* NR - Not Reported