



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 25, 2024

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

NEF-107DG
24V-874

Subject: Glass Sunroof Panel 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/AMG E53/2007-2009
MERCEDES BENZ/C230/2002-2007
MERCEDES BENZ/C240/2001-2005
MERCEDES BENZ/C280/2006-2007
MERCEDES BENZ/C320/2001-2005
MERCEDES BENZ/C350/2006-2007
MERCEDES BENZ/CLK320/2003-2005
MERCEDES BENZ/CLK350/2006-2009
MERCEDES BENZ/CLK500/2003-2007
MERCEDES BENZ/CLK550/2007-2009
MERCEDES BENZ/CLS500/2006
MERCEDES BENZ/CLS550/2007-2011
MERCEDES BENZ/E320/2003-2009
MERCEDES BENZ/E500/2003-2006
MERCEDES BENZ/E550/2007-2009
MERCEDES-BENZ/AMG C32/2002-2004
MERCEDES-BENZ/AMG C55/2005-2006
MERCEDES-BENZ/AMG CLK55/2003-2005
MERCEDES-BENZ/AMG CLS55/2006
MERCEDES-BENZ/AMG CLS63/2007-2011
MERCEDES-BENZ/AMG E55/2003-2006
MERCEDES-BENZ/AMG E63/2007-2008
MERCEDES-BENZ/E350/2006-2009

Mfr's Report Date: November 19, 2024

NHTSA Campaign Number: 24V-874

Components:

VISIBILITY:SUN/MOON ROOF ASSEMBLY

Potential Number of Units Affected: 33,456

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2001-2011 C-Class, CLK, E-Class, and CLS vehicles. Please see the recall report for a complete list of models and model years. The glass sunroof panel may not be properly secured and can detach.

Consequence:

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

Remedy:

Dealers will inspect and replace the sunroof panel as necessary, free of charge. Owner notification letters are expected to be mailed January 18, 2025. Owners may contact MBUSA customer service at 1-800-367-6372. This recall is an expansion of previous NHTSA recall number 22V-954.

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 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 Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



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