

Part 573 Safety Recall Report

24V-874

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** DEC 20, 2024**NHTSA Recall No. :** 24V-874**Manufacturer Recall No. :** 2024120001/2/3**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 :** 33,456**Estimated percentage with defect :** 10 %**Vehicle Information :****Vehicle 1 :** 2003-2007 Mercedes-Benz C230 Sedan**Vehicle Type :** LIGHT VEHICLES**Body Style :** 4-DOOR**Power Train :** GAS**Descriptive Information :** Mercedes-Benz 2003-2007 C-class 3,944 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.**Production Dates :** MAY 18, 2000 - JUL 19, 2010**VIN Range 1 : Begin :** NR **End :** NR☐ Not sequential**Vehicle 2 :** 2002-2006 Mercedes-Benz C230 Coupe**Vehicle Type :** LIGHT VEHICLES**Body Style :** 2-DOOR**Power Train :** GAS**Descriptive Information :** Mercedes-Benz Model Year 2002-2006 C-Class 9,655 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.**Production Dates :** MAY 18, 2000 - JUL 19, 2010**VIN Range 1 : Begin :** NR **End :** NR☐ Not sequential

Vehicle 3 : 2001-2005 Mercedes-Benz C240 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2001-2005 C-class 2,540 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2003-2005 Mercedes-Benz C240 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz 2003-2005 C-class 292 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2006-2007 Mercedes-Benz C280

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2006-2007 C-class 912 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2002-2004 Mercedes-Benz AMG C32

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2002-2004 AMG C-class 87 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2001-2005 Mercedes-Benz C320 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2001-2005 C-class 1,368 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2003-2005 Mercedes-Benz C320 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2003-2005 C-class 684 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 9 : 2002-2004 Mercedes-Benz C320 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2002-2004 C-Class 159 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 10 : 2006-2007 Mercedes-Benz C350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2006-2007 C-Class 143 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 11 : 2005-2006 Mercedes-Benz AMG C55

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2005-2006 AMG C-Class 66 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 12 : 2003-2005 Mercedes-Benz CLK320

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2003-2005 CLK-Class 462 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 13 : 2006-2009 Mercedes-Benz CLK350

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2006-2009 CLK-Class 499 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 14 : 2003-2007 Mercedes-Benz CLK500

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2003-2007 CLK-Class 382 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 - JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 15 : 2007-2009 Mercedes-Benz CLK550

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2007-2009 CLK-Class 78 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 16 : 2003-2005 Mercedes-Benz AMG CLK55

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2003-2005 CLK-Class 55 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 17 : 2006-2006 Mercedes-Benz CLS500

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2006 CLS-Class 702 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 18 : 2007-2011 Mercedes-Benz CLS550

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2007-2011 CLS-Class 663 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 19 : 2006-2006 Mercedes-Benz AMG CLS55

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2006 AMG CLS-Class 105 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 20 : 2007-2011 Mercedes-Benz AMG CLS63

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2007-2011 AMG CLS-Class 62 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 21 : 2003-2005 Mercedes-Benz E320 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2003-2005 E-Class 2,896 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 22 : 2004-2005 Mercedes-Benz E320 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2004-2005 E-Class 283 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 23 : 2005-2009 Mercedes-Benz E320 BLUETEC/CDI

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : DIESEL

Descriptive Information : Mercedes-Benz Model Year 2005-2009 E-Class 907 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 24 : 2006-2009 Mercedes-Benz E350 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2006-2009 E-Class 4,074 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 25 : 2006-2009 Mercedes-Benz E350 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2006-2009 E-Class 292 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 26 : 2003-2006 Mercedes-Benz E500 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2003-2006 E-Class 1,496 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 27 : 2004-2006 Mercedes-Benz E500 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2004-2006 E-Class 169 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 28 : 2003-2006 Mercedes-Benz AMG E55 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2003-2006 E-Class 243 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 29 : 2005-2006 Mercedes-Benz AMG E55 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2005-2006 E-Class 13 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 30 : 2007-2009 Mercedes-Benz E550

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2007-2009 E-Class 184 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 31 : 2007-2008 Mercedes-Benz AMG E63 Sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2007-2008 E-Class 35 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 32 : 2007-2009 Mercedes-Benz E53 Wagon

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz Model Year 2007-2009 AMG E-Class 6 vehicles The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the bonding of the glass panel.

Production Dates : MAY 18, 2000 -JUL 19, 2010

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") 2001 – 2011 C-Class, CLK (209 platform), E-Class (211 platform) and CLS (219 platform) vehicles, the bonding between the glass sunroof 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 the bond might deteriorate gradually over time. Therefore, the specified durability requirements of the bond would not be guaranteed. As a consequence, a separation of the glass panel from the vehicle cannot be ruled out. This could increase the risk of a potential accident and/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 and/or ventilation 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 : 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 : Sunroof cover

Component Description : (Type 203, 211)

Component Part Number : A2117800300

Component Name 2 : Sunroof cover

Component Description : (Type 209)

Component Part Number : A2097800200

Component Name 3 : Sunroof cover

Component Description : (Type 219)

Component Part Number : A2197800100

Component Name 4 : Sunroof cover

Component Description : (Type CL203)

Component Part Number : A2037800121

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 panel detached from the vehicle. No damage or injuries were reported as a result of these events. The sliding roof assemblies 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 not as strong compared to 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 a reduced drying time may have affected the bonding performance over time. MBAG additionally undertook further investigations to correlate the testing results, suggesting that there could be a diminution in bonding performance depending on the production period of sliding roofs.

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, if 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 :	Correct installation of the glass panel. Remedy Parts: Sunroof cover (type 203, 211) + screws A2117800400 Sunroof cover (type 209) + screws A2097800300 Sunroof cover (type 219) + screws A2197800200 Sunroof cover (Type CL203) A2037800121 Front panel A2107840144 Cover to glass cover A2097840044 Paneling left side A2157801540 Fairing right side A2157801640 Screws CL203 A2037800216
Identify How/When Recall Condition was Corrected in Production :	A change in the production procedure of our supplier ensures that this issue can no longer occur from December 27, 2010 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on November 26, 2024. Owners will be notified of the voluntary recall campaign on January 10, 2025. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	NOV 26, 2024 - NR
Planned Owner Notification Date :	JAN 10, 2025 - NR

* NR - Not Reported