INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Aldelberto A. Cordova
[redacted]
Bourbonnais, IL [redacted]

July 2, 2023

VIA U.S. MAIL and E-Mail

Ann Carlson
Office of the Chief Counsel
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

Re: 2023 Mercedes GLC Defect Petition for 48V Power Management System Recall Expansion / New Recall Request]
Model 2023 GLC300 4-Matic
VIN [redacted]

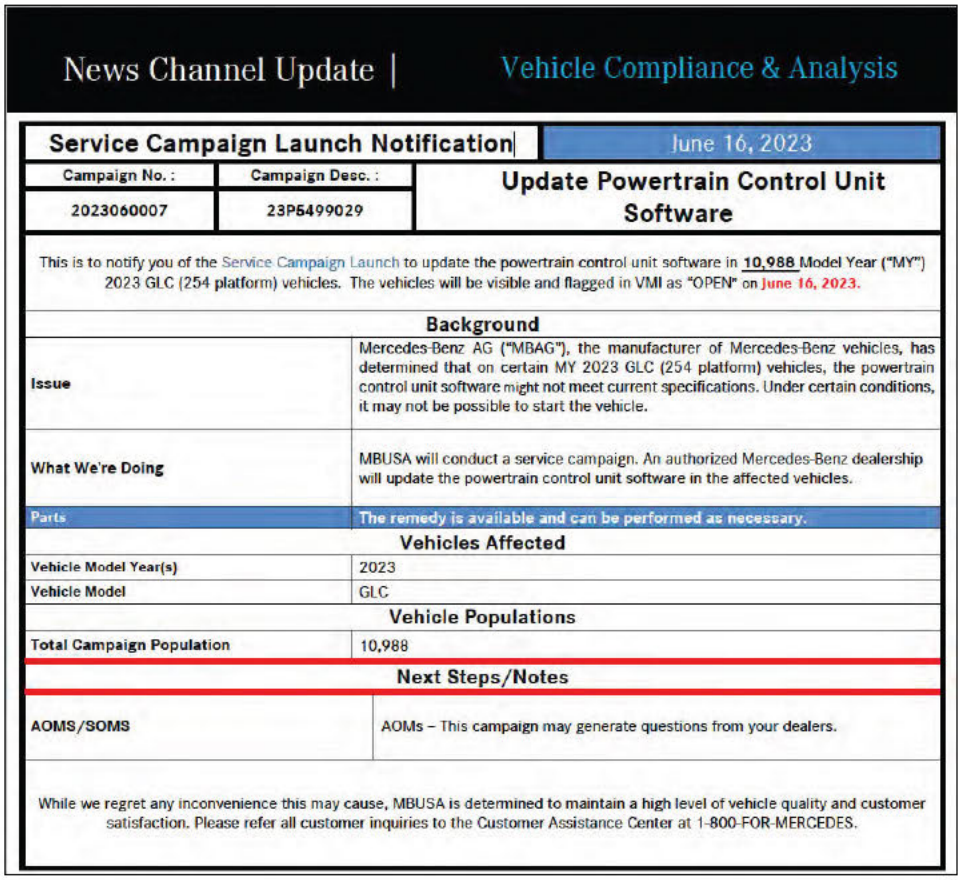
Dear Ms. Carlson,

The purpose of this correspondence is to both request a focused review of the ISG 48-volt on-board electrical system utilized across various Mercedes models as well as for an expansion of the recall or new recall to include the 2023 300 GLC based on the June 16, 2023 Mercedes Service Campaign Bulletin 2023060007 "Update Powertrain Control Unit Software" (Attachment 1). It is unknown if the NHTSA has received this bulletin yet (Figure 1). The current recall applies to 3,281 individual vehicles across 8 models. The current ISG 48-volt issue experienced applies to a total campaign population of 10,988 vehicles across one heavily marketed new GLC 300 model.

In my wife's case, our issues with the ISG 48-volt began before the vehicle was even off of the dealer's lot. We were assured by the manager that this was common and due to the showroom vehicle not being driven, and that the check engine light would turn off once the battery charged. Because this was conveyed with confidence as a normal occurrence we went ahead and accepted the vehicle. We were not knowledgeable about the larger ISG 48-Volt issues plaguing MBUSA for the years prior to us walking into the showroom on May 12 and taking delivery of the vehicle on May 13, the on-going litigation against MBUSA regarding the defective ISG 48-volt technology, the Mercedes Boards detailing similar issues (Attachment 2) or the May 8, 2023 PR release of the current Mercedes-Benz recall due to ISG 48-volt technology issues. It's unbelievable that in the midst of all the issues related to the unreliable ISG 48-Volt technology platform that a Mercedes manager sees the same charge and battery warning light we see and instead of taking precautions to ensure the reliability of the vehicle, conveys confidently, an explanation that gets the vehicle off the lot. It was returned for repairs on Monday May 15th (Attachment 3). The vehicle has gone through every permutation of ISG 48-Volt issues as can be corrected by XENTRY instructions (Attachment 4).

It's unknown whether or not there was/ is formal training to ensure sales metrics regarding ISG 48-Volt vehicles was provided to move these vehicles and deal with issues later at the cost of customer satisfaction. Are check engine lights reset, and our accidently came back on? What is clear is that MBUSA did not create an internal diagnostic program for incoming inventory to determine the vehicle population that had ISG 48-volt issues and to not release them even though sales could suffer. The responsible approach.

Figure 1. June 16 Campaign Bulletin



News Channel Update | Vehicle Compliance & Analysis

Service Campaign Launch Notification — June 16, 2023

Campaign No. :	Campaign Desc. :	Update Powertrain Control Unit Software
2023060007	23P5499029	

This is to notify you of the Service Campaign Launch to update the powertrain control unit software in 10,988 Model Year ("MY") 2023 GLC (254 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on June 16, 2023.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the powertrain control unit software might not meet current specifications. Under certain conditions, it may not be possible to start the vehicle.
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealership will update the powertrain control unit software in the affected vehicles.
Parts	The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s)	2023
Vehicle Model	GLC

Vehicle Populations

Total Campaign Population	10,988

Next Steps/Notes

AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Background

Integrated starter generator (ISG) 48-volt on-board electrical system technology (standard): The engines found in the recalled vehicles as well as the GLC 300 4MATIC are supplemented with an Integrated Starter Generator (ISG). This integrated electric motor system assists the combustion engine by adding up to 23 hp and 148 lb-ft of torque for short periods of time. The ISG also assists when accelerating and supplies the battery with power by means of high-efficiency recuperation. The platform was developed and effectively used to support the Mercedes F1 Petronas Team, but has been plagued by many issues in the domestic vehicle market (Attachment 5, List of MBUSA Recalls associated with ISG 48V System).

Mercedes vehicles under recall due to ISG 48-V Issues

Vehicle Model	ISG 48-Volt Recall	Quantity
2022 Mercedes-AMG EQS 53	✅	3,281
2022 Mercedes-Benz EQS 450+	✅	
2022 & 2023 Mercedes-Benz EQS 450	✅	
2022 & 2023 Mercedes-Benz EQS 580	✅	
2022 & 2023 Mercedes-Benz S 580e	✅	
2023 Mercedes-Benz EQE 350	✅	
2023 Mercedes-Benz GLC 300	2023060007	10,988

Unfortunately, both MBUSA or Fields Automotive are not acting under any proactive 'duty to notify' perceived or otherwise that would ensure the safety of their consumer base. This strategy clearly weighs marketing brand reliability and repeat customer base against sales quota and the cost of a tow truck and uber. Because there is no current recall, waiting until catastrophic failure occurs is acceptable to MBUSA and the title of the campaign allows this ISG 48V issue to be detailed as a separate issues so as not to be considered related to current recall issues and add to greater consumer protection.

In this case, a simple electronic notification on the MBUSA customer software would be simple and effective if implemented. Why with this technology at its disposal was there no notification? One could logically speculate that a potential reason may be because MBUSA had existing data pertaining to the many IGS 48-V 2023 GLC issues pre-release and made a conscious decision to release the vehicles with a known issue, especially with the on-going similar issues observed on other models involved in full recall. Instead MBUSA planned on using the extra time to create an automation solution and identify every permutation as a new and separate defect. If this was a pre-existing issue based on engineering data, would this breach impact "truth in lending" standards for any banks financing purchases or be a gross breach of "Misrepresentation" regulatory requirements creating an umbrella for all purchasers of the 2023 GLC 300?

NHTSA Risk-Based Process for Safety Defect Analysis

DOT Audit report ST2023031, "NHTSA Has Not Fully Established and Applied Its Risk-Based Process for Safety Defect Analysis" (Attachment 6) provides twelve (12) recommendations that would add to the effectiveness of the organization. Two Key and Critical Parameters not discussed that are very germane to the effectiveness of the risk assessment platform (modified FMEA) when brought on-line is the inclusion of "Occurrence." and standards for defining the unit operations where the defect occurs i.e. the current standard allows for the compartmentalization of ISG 48-V issues into many different permutations that cannot be linked even though they are all ISG 48-V issues. This approach is not an acceptable best practice and favors the manufacturer or consumer safety.

Probability

Industry standards for FMEA risk scores look at three components, probability, severability, and occurrence. This is a best practice across all industries following six sigma principles. The auto industry uses 6 sigma lean manufacturing and there are journal case studies following Mercedes Benz's use of six-sigma practices. A simple Google seach yields the three components necessary to generate a RPN number, except by the NHTSA RPN system (Attachment 7).

"The production system used by Mercedes-Benz Cars (MBC) also has a long tradition and has become one of the driving factors behind the success of the premium Mercedes-Benz brand – with a pronounced focus on technology, innovation, quality, safety, and sustainability. In 2000, this system was bundled as a closed system for the first time – the Mercedes-Benz Production System (MPS) – by leveraging different developments in the company. This laid the foundation for lean management principles in production and, somewhat later on, in administration."[1]

"Six Sigma green and black belts are additional qualifications. Six Sigma is a methodological add-on in the production system and finds particular application in the MPS when it comes to sustaining and stabilizing processes as well as systematic problem solving processes. (Page 40) [1]

If Mercedes utilizes proper 6-sigma practices and FMEA risk assessment utilizing Detectability (D), Severity (S), and Occurrence (O), and by virtue of a function request can provide a production number data to calculate an accurate Risk Priority Number (RPN). The RPN for the current defect experienced becomes astronomical when looking at the population impacted. An example

[1] LEAN TRANSFORMATION AT MERCEDES-BENZ by Joachim Follmann, Sebastian Laack, Helmut Schütt and Axel Uhl

occurrence rating is provided. The population on the campaign notification is 10,988 units. Are there any doubts this was not a known defect.

Typical Occurrence rankings for known / similar technology are as follows:

- 1: Prevented through product / process design; error proofed
- 2: 1 in 1,000, 000
- 3: 1in 100,000
- 4: 1 in 10,000
- 5: 1 in 2,000
- 6: 1 in 500
- 7: 1 in 100
- 8: 1 in 50
- 9: 1 in 20
- 10: 1 in 10

If all of the auto manufacturers follow lean manufacturing principles assessing design and manufacturing processes in a six sigma or six sigma-like RPN calculation, why would the NHTSA remove a critical component of the score when the data is readily available. *The current approach is unfairly biased for the benefit of the auto manufacturer.* Having the frequency as an output when the failure rate data is available leads to inaccurate and incorrectly weighted RPNs.

Categorization

As technology has evolved and automation has increased the complexity of vehicle operation, there has been a very apparent shift to over specifying failure mode buckets. Vehicles in the past would not categorize a technical bulletin recall as a 8th gear recall so as not to be confused with a co-existing 4th gear defect. It was a defective transmission with multiple potential failures. The recalls were based on the discrete componentry associated with the transmission as a system.

The current ISG 48V System recalls are split across starter buttons, loos cables, automation logic errors, peltier cooling pumps, defective batteries across multiple technical bulletins concerned with the ISG 48-V system. In effect the manufacturer can use the theory of infinity to distance associated defects. This approach tends to obfuscate what the consumer experiences which is a ISG 48V malfunction that leads to vehicle operation issues. It also prevents a true systemic assessment of the ISG 48V system that should work in its totality. This approach allows for vehicle quality to decline and the time for repair to be extended or for the sale of defective vehicles.

Due to the sheer volume of issues, technical reports and recalls, an average consumer is likely to make the obvious observation that the ISG 48V platform is not as robust or reliable as it should be, leading to customer impact and safety risks.

<u>Customer Safety & Impact to Customer</u>

One does not have to search very hard to assess the impact the 2023 GLC 300 ISG 48V platform issues. There are multiple Mercedes Benz board on the internet that share the exact same experience. The sheer volume begs the question of how this could not have been a known issue before release or that the release testing was clearly not adequate (Reference Attachment 2).

The safety score severity would be the highest score achieved meaning if the system went out even once during operation it would rank a high score. Added to that are the multitude of associated and indirect events that could cause harm to the consumer. I was personally detained 4-hours because of the malfunction in a nice area. What indirect safety issues arise due to where the break down occurs. What if patient visits

are missed or a surgery unattended in an ER. The recent request to Ann Carlson requesting the National Highway Traffic Safety Administration (NHTSA) use its authority to institute a recall of unsafe Hyundai and Kia vehicles manufactured between 2011 and 2022 whose easily-bypassed ignition switches and lack of engine immobilizers make them particularly vulnerable to theft is the perfect example that demonstrates the severity associated outside of vehicle accidents or fires that could be due to overheating and cooling malfunctions (Attachment 8).

Why would the local dealership or MBUSA (unknown) have a directive to not proactively communicate impacted customers. When a driver starts having to operate a vehicle differently to keep a vehicle operating, they operate it differently testing starts and stop functions. This leads to events. How can anyone take this risk for the customer when it is simple to send a notification to impacted clients. These defects did not start yesterday.

Conclusion

Our experience is slightly different in that we were convinced there would be no issue and told the check engine light would reset itself. Perhaps this lays the foundation for misrepresentation. What we do know is that the experience of purchasing a Mercedes Benz has become a very negative experience for us. We know that we paid top dollar for an unreliable vehicle and regret the purchase. This is not buyer's remorse, but the realization that we bought a vehicle relying on a defective ISG 48V platform.

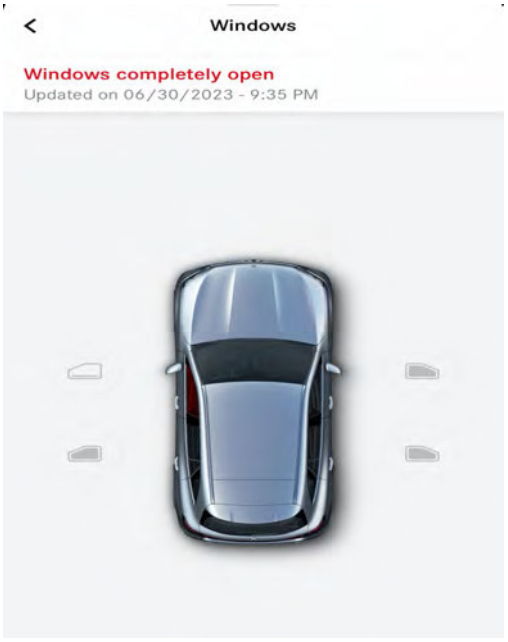
The fact that we were not notified at purchase about the issues had with the ISG 48V platform and the dealer did not even check the error codes to ensure we were not receiving a potential lemon vehicle, but was more concerned with sales metrics and depositing a $68K check into the Fields Auto Group account is disheartening. It's not the way to build brand loyalty, just the opposite. I complied with the suggested process by reaching out to the dealership, there was no solution provided or suggested to our concerns. The biggest question every customer should ask is why they were not notified of this campaign bulletin on June 16, 2023, and they should ask themselves if this is the quality standard expected when they made their purchase.

Based on my recollection of a discussion and the contemporaneous notes regarding a very blunt conversation with Ken Kowai, the GM of Mercedes-Benz of Orland Park Fields on June 30, 2023, there is no directive to proactively notify customers of the campaign issues, but to wait until a debilitating event to occur (like we had just experienced) to have vehicles towed or brought in and serviced. When pressed as to the ethics of this approach I was informed as a justification, that if it was his vehicle, he would be subject to the same constraints and that he was messaging what he was directed to and following the chain of command (unknown if the chain of command is specifically Fields' owned Mercedes-Benz dealerships or MBUSA directly). He also asked to have senior drivers drive the vehicle 35 miles to the Orland shop. More drivers, there was no point to have even bought a new vehicle.

From the consumer side there has not been anything transparent regarding the risks of the ISG 48V platform. Had the sales manager not stated the check engine light would turn off as soon as the battery was charged, we would not have made the purchase. Had we been informed of the reliability issues we would not have made the purchase. At this point it is clear the dealership does not have any concerns with the customer experience in purchasing a new reliable GLC 300, the check is cashed. In fact, we found our vehicle in a storage bay with no temperature control and the drivers window wide open susceptible to rodents or insects. When our efforts to remotely close the window after hours were unsuccessful. When I visited the site in the morning the mechanics who had left the window open and had driven the car without even putting down service mats. By comparison the loaner vehicle has plastic wrap mats for protection. By this point we are both disgusted with the purchase and looking at trade options even though it will have a negative financial impact.

Figure 2. Vehicle Care at Fields Mercedes Benz (No Mats and Window Open)





Based on the sheer volume of affected vehicles as well as continued issues related to the ISG 48V platform leading to vehicle failure and the June 16, 2023 Mercedes Service Campaign Bulletin 2023060007 "Update Powertrain Control Unit Software" there should be no need to even create a risk assessment. This defect common to the 2023 GLC 300 should lead to an immediate recall with all vehicle owners notified immediately due to the safety risks instead of the compliant sixty days associated with new recalls. I would also request a serious and focused safety review on the Mercedes ISG 48-Volt platform that has impacted too many vehicle models. It is hard to believe this was an unknown issue or even that there is a singular corrective action available now in regard to the 2023 GLC 300 model. The solutions provided by MBUSA have been band-aid corrections over similar defects without care for the consumer purchase experience and have created questions in regards to MBUSA's personal accountability and ethics and doubts as to there being a holistic fix.

Best regards,

[redacted]

Aldelberto A. Cordova

CC Dimitris Psillakis, CEO and Head of Marketing & Sales North America , MBUSA
Britta Seeger, Head of Marketing & Sales MBUSA
Monique Harrison GM, Head of Brand Marketing MBUSA
Eric J. Soskin, DOT Inspector General
David Pouliott, Assistant Inspector General for Surface Transportation Audits
Mercedes-Benz Customer Assistance Centre team
Kwame Raoul , Office of the Attorney General, Illinois
Andrea Joy Campbell, Massachusetts Attorney General
Anthony G. Brown, Maryland Attorney General
Dan Nessel, Michigan Attorney General
Keith Ellison, Minnesota Attorney General
Matthew J. Platkin, New Jersey Attorney General
Raul Torrez, New Mexico Attorney General
Letitia James, New York Attorney General
Ellen F. Rosenblum, Oregon Attorney General
Michelle A. Henry, Pennsylvania Attorney General
Peter F. Neronha, Rhode Island Attorney General
Charity R. Clark, Vermont Attorney General
Bob Ferguson, Washington Attorney General
Megan O'Connor, Levin & Perconti
Vince Megna, Esq.

Attachment 1

June 16, 2023 Mercedes Service Campaign Bulletin
2023060007 “Update Powertrain Control Unit Software”

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: **Service Campaign Launch Notification** **Update Powertrain Control Unit Software** **MY23 GLC (254 platform)**	DATE: June 16, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis

Service Campaign Launch Notification

June 16, 2023

Campaign No. :	Campaign Desc. :	Update Powertrain Control Unit Software
2023060007	23P5499029	

This is to notify you of the Service Campaign Launch to update the powertrain control unit software in **10,988** Model Year ("MY") 2023 GLC (254 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **June 16, 2023.**

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the powertrain control unit software might not meet current specifications. Under certain conditions, it may not be possible to start the vehicle.
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealership will update the powertrain control unit software in the affected vehicles.
Parts	**The remedy is available and can be performed as necessary.**

Vehicles Affected

Vehicle Model Year(s)	2023
Vehicle Model	GLC

Vehicle Populations

Total Campaign Population	10,988

Next Steps/Notes

AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Service Campaign Bulletin



Campaign No. 2023060007, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**
Model Year 2023

Update Powertrain Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the powertrain control unit software might not meet current specifications. Under certain conditions, it may not be possible to start the vehicle. An authorized Mercedes-Benz dealership will update the powertrain control unit software in the affected vehicles.

Prior to performing this Campaign:

- VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 10,988 vehicles are affected.

Order No. P-SC-2023060007

Service Campaign Bulletin

Update Powertrain Control Unit Software

- Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure step 2**.

If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762 and 02-5058** may be invoiced ***only on one of the workshop orders***.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **powertrain** control unit **(PTCU)** software.
   To do this, select menu item "Quick test view → N127 'Powertrain' control unit → Adaptations → Control unit update → Update of control unit software".
   Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

Note: *The following allowable labor operation should be used when submitting a warranty claim for this repair*:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 990 29	02-9334	Update powertrain control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

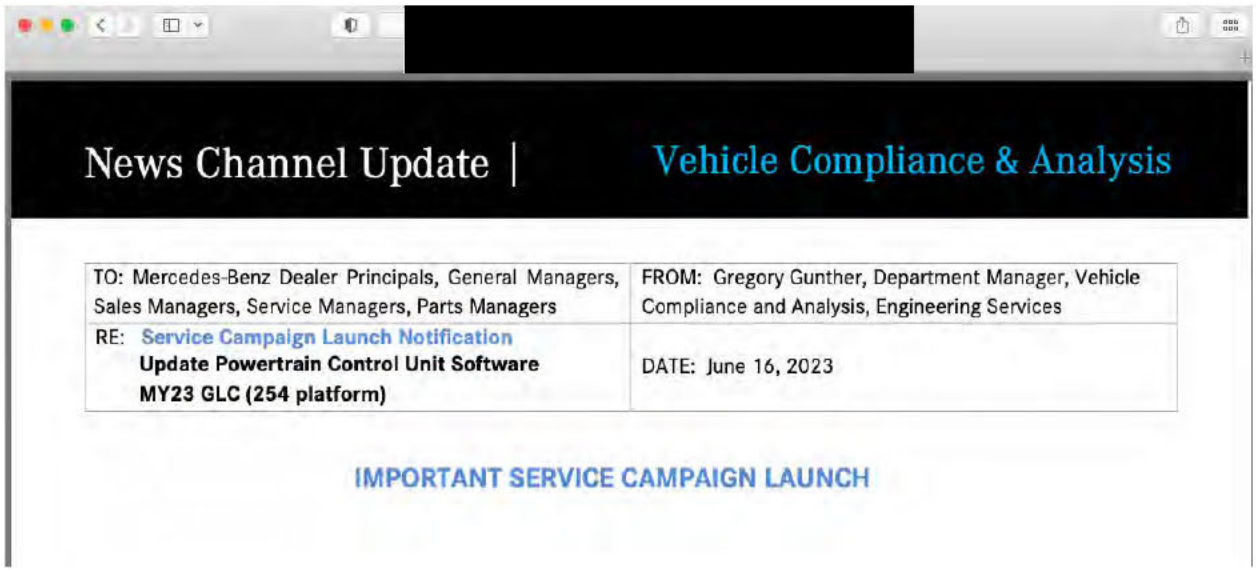
* Invoice operation item only once for each workshop order.

Note: *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*

Attachment 2

Mercedes Message Boards detailing similar issues

[redacted]



News Channel Update | Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification **Update Powertrain Control Unit Software** **MY23 GLC (254 platform)**	DATE: June 16, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

[redacted]

2023 GLC will not start

Reply Subscribe

View First Unread

Thread Tools

Search this Thread

Rate Thread

05-25-2023, 11:17 AM

#1

[redacted]

Newbie
Thread Starter

Join Date: May 2023
Posts: 4
Likes: 0
Received 3 Likes on 2 Posts
2023 GLC

2023 GLC will not start

I purchased a **2023 GLC** two weeks ago and twice it has not started. When I open the door, it starts beeping and flashing a screen saying the parking brake is not on. When I push the start button, the engine makes a noise like it is trying to turn over and the car scrolls through a series of messages regarding all the functions that are not working, says the 12v system has failed, the vehicle is inoperative and do not change the transmission. The car keeps beeping and flashing messages for several minutes and then shuts down. After a few minutes, it will start normally. Anyone else having this experience? Ideas?

Reply Like

05-25-2023, 12:09 PM

#2

[redacted]

Junior Member

Join Date: May 2023
Posts: 17
Likes: 0
Received 8 Likes on 5 Posts
2023 GLC 300

unfortunately this is a common problem with the hybrid system. You need to tow it to the dealer asap, it's just going to get worse

Agitation in

Alzheimer's dementia

Frequently Asked Questions

Reply Like

05-25-2023, 06:32 PM **#3**

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]

*I purchased a **2023 GLC** two weeks ago and twice it has not started. When I open the door, it starts beeping and flashing a screen saying the parking brake is not on. When I push the start button, the engine makes a noise like it is trying to turn over and the car scrolls through a series of messages regarding all the functions that are not working, says the 12v system has failed, the vehicle is inoperative and do not change the transmission. The car keeps beeping and flashing messages for several minutes and then shuts down. After a few minutes, it will start normally. Anyone else having this experience? Ideas?*

Hopefully it was just a discharged battery and not really the dreaded 48V issue, if it is then it is baffling to hear that a problem first existed in late 2019 or so (48V) on the V167 GLE still occurs on a **2023 GLC**.

Agitation in

Alzheimer's dementia

Patient & Caregiver Site

Reply Like

05-26-2023, 09:46 AM **#4**

[redacted]

Junior Member

Join Date: May 2023
Posts: 22

Likes: 0
Received 1 Like on 1 Post
Glc 300
Went through a similiar problem .. **2023** model has issues with main controller unit not grounded and needs to be replaced. Have them check it...

Agitation in
Alzheimer's dementia Resources and Organizations

Reply Like

05-26-2023, 09:55 AM **#5**

[redacted]
MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064
Quote:
Originally Posted by [redacted]
*Went through a similiar problem .. **2023** model has issues with main controller unit not grounded and needs to be replaced. Have them check it...*
Thanks for chiming in, super glad it is not a 48V issue.

Reply Like

The following users liked this post:
jmehala10 (06-16-2023)

05-26-2023, 11:14 AM **#6**

[redacted]
Thread Starter

Join Date: May 2023
Posts: 4
Likes: 0
Received 3 Likes on 2 Posts

2023 GLC

Quote:

Originally Posted by [redacted]

*I purchased a **2023 GLC** two weeks ago and twice it has not started. When I open the door, it starts beeping and flashing a screen saying the parking brake is not on. When I push the start button, the engine makes a noise like it is trying to turn over and the car scrolls through a series of messages regarding all the functions that are not working, says the 12v system has failed, the vehicle is inoperative and do not change the transmission. The car keeps beeping and flashing messages for several minutes and then shuts down. After a few minutes, it will start normally. Anyone else having this experience? Ideas?*

UPDATE: My dealer says they have had similar reports from other owners and have ordered a diagnostic tool to help identify the problem, which they believe is electrical.

Reply Like

The following users liked this post:

[redacted] (06-16-2023)

05-26-2023, 11:29 AM **#7**

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064

Quote:

Originally Posted by [redacted]

UPDATE: My dealer says they have had similar reports from other owners and have ordered a diagnostic tool to help identify the problem, which they believe is electrical.

Interesting comment from your dealership with the diagnostic tool, what is it really? I thought Xentry/STAR/DAS will be enough to figure it out? Or is the diagnostic tool really a tracking device that throws parameters and to verify function?

05-26-2023, 11:31 AM

#8

[redacted]
Newbie
Thread Starter

Join Date: May 2023
Posts: 4
Likes: 0
Received 3 Likes on 2 Posts
2023 GLC
I'll let you know. My service appointment is scheduled for June 5th.

Reply Like

05-26-2023, 11:38 AM

#9

[redacted]
MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064
Quote:
Originally Posted by [redacted]
I'll let you know. My service appointment is scheduled for June 5th.
I see, thanks OP.

Reply Like

05-26-2023, 12:20 PM

#10

[redacted]
Senior Member

Join Date: Nov 2007
Location: Delray Beach, Fl
Posts: 298
Likes: 8
Received 33 Likes on 30 Posts
2023 (X254) GLC300 RWD White

Quote:
Originally Posted by [redacted]
*I purchased a **2023 GLC** two weeks ago and twice it has not started. When I open the door, it starts beeping and flashing a screen saying the parking brake is not on. When I push the start button, the engine makes a noise like it is trying to turn over and the car scrolls through a series of messages regarding all the functions that are not working, says the 12v system has failed, the vehicle is inoperative and do not change the transmission. The car keeps beeping and flashing messages for several minutes and then shuts down. After a few minutes, it will start normally. Anyone else having this experience? Ideas?*

Thanks for the heads-up. So far my X254 has not experienced this issue. But if it does as "[redacted] says head for the dealership.

Reply Like

05-27-2023, 12:45 PM **#11**

[redacted]
MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]
Thanks for the heads-up. So far my X254 has not experienced this issue. But if it does as '[redacted] says head for the dealership.
Hopefully you don't have to experience this issue as well.

Reply Like

05-27-2023, 07:43 PM **#12**

[redacted]
Junior Member

Join Date: May 2023
Posts: 17
Likes: 0
Received 8 Likes on 5 Posts
2023 GLC 300
Mine started throwing check engine light codes again today. P0606 when i plugged it in. Back to the dealership it goes next week. Seriously starting to regret buying this vehicle....

not even 3 weeks old and about to be in the shop for the 2nd time. Also, my carplay disconnects every single day on the way to and from work (wired or not), very annoying. Starting to see why people stick by their "boring" Toyotas

Last edited by [redacted] 05-27-2023 at 07:47 PM.

Reply Like

The following 2 users liked this post by [redacted]
[redacted] (06-13-2023), [redacted] (06-16-2023)

05-28-2023, 08:56 AM **#13**

[redacted]
Junior Member

Join Date: May 2023
Posts: 22
Likes: 0
Received 1 Like on 1 Post

Glc 300

GLC 300 **2023** has main controller unit issues and once it is solved all these electric/ electronics issues will go away. Getting engine light for few hours or a day is okay as it's complex machinery and engine attempts to put itself for high performance. Heated hood and engine light is not uncommon ... i had engine light for a day and then it went away. Get your main controller unit checked as it needs to be grounded properly. MB germany has enough data now.



Reply Like

05-28-2023, 10:27 AM

#14

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]

Mine started throwing check engine light codes again today. P0606 when i plugged it in. Back to the dealership it goes next week. Seriously starting to regret buying this vehicle....

not even 3 weeks old and about to be in the shop for the 2nd time. Also, my carplay disconnects every single day on the way to and from work (wired or not), very annoying. Starting to see why people stick by their "boring" Toyotas

To be fair, the previous generation (X253) **GLC** didn't have these issues especially after a couple of model years after the first, there is tons of new tech on this new X254, that might even be experimental so it does take time to resolve issues.

The best (latest tech in the case of your vehicle) or nothing is their slogan. If you want tried-and-true yes you could consider Toyota but you could had looked at the previous generation **GLC**.

That said though, since you already purchased this vehicle, I will just hope your issues gets resolved shortly so you don't hate it anymore than you already have.

Reply Like

05-28-2023, 10:28 AM **#15**

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064

Quote:

Originally Posted by **Sachinkv13**

GLC 300 2023 has main controller unit issues and once it is solved all these electric/ electronics issues will go away. Getting engine light for few hours or a day is okay as it's complex machinery and engine attempts to put itself for high performance. Heated hood and engine light is not uncommon ... i had engine light for a day and then it went away. Get your main controller unit checked as it needs to be grounded properly. MB germany has enough data now.

Good to hear that MB is aware of the issues and that there is a fix, hopefully that does it.

Reply Like

The following users liked this post:

[redacted] (06-16-2023)

05-29-2023, 01:02 AM **#16**

[redacted]

Junior Member

Join Date: May 2023
Posts: 17
Likes: 0
Received 8 Likes on 5 Posts
2023 GLC 300

Quote:

Originally Posted by [redacted]

*To be fair, the previous generation (X253) **GLC** didn't have these issues especially after a couple of model years after the first, there is tons of new tech on this new X254, that might even be experimental so it does take time to resolve issues.*

*The best (latest tech in the case of your vehicle) or nothing is their slogan. If you want tried-and-true yes you could consider Toyota but you could had looked at the previous generation **GLC**.*

That said though, since you already purchased this vehicle, I will just hope your issues gets resolved shortly so you don't hate it anymore than you already have.

lets see i have a corvette made by GM that has all new tech with the damn engine in a place it hasn't been in 60 years, zero problems. i have a subaru that actually has more tech than this **GLC** by far, but is dog**** slow and costs half as much as this car, so I bought the **GLC** because i hated how slow it was, and it can't go 3-4 days without wanting to blow up. What exactly, cutting-edge tech is in this thing that you want to make excuses for? A huge ipad that disconnects every day from my phone? This car is cool, but there's no real "tech" behind it. It's not even a "real" hybrid. Doesn't give it any more power or better gas mileage (1MPG), it just makes it so the auto stop/start isn't so brutal. There's zero excuse to have a brand new car for 3 weeks, and it's been in the shop for 2 of them. who cares how fancy it supposedly is, if it leaves you stranded once a week on the way to work. My local dealer doesn't even want to give a loaner out except for "extreme" cases. I'm just trying to see the benefit here of buying a Mercedes. There's always the lemon law, at least



Reply Like

The following 2 users liked this post by [redacted] [redacted] (06-13-2023), [redacted] (06-16-2023)

05-29-2023, 08:57 AM **#17**

[redacted]
Senior Member

Join Date: Mar 2021
Posts: 335
Likes: 1
Received 122 Likes on 66 Posts
2021 GLE , 2022 GLC , 2022 GLC

Sorry to hear about the issues some **2023 GLC** owners are experiencing. When you depend on your vehicle almost daily, recurring problems can become much

more than just an inconvenience. Have not yet pulled the trigger on the **2023**, have an order in with no obligation to fulfill. I am more seriously considering the 2022, much bigger savings especially with such high interest rates, tried and true reliability (for a MB), and in my opinion just as nice looking, especially the exterior. We all realize that the **2023** will have many recalls, will experience problems that only become apparent when vehicle is used in actual everyday driving situations, and will go through some growing pains until it becomes about half as reliable as a Japanese car, which is MB benchmark for reliability. I bought a GLE in its second model year and seem to have many fewer issues than when it first came out. I bought the 350, not the 450 which has too many issues with its 48v battery. Best of luck with your new **GLC** and eventually it will all be worked out.

Reply Like

The following users liked this post:

[redacted] (06-16-2023)

05-29-2023, 09:51 AM **#18**

[redacted]

MBWorld God!

FCOTM WINNER



Join Date: Jul 2010
Location: North Carolina
Posts: 30,120
Likes: 4,415
Received 3,091 Likes on 2,591 Posts
2012 CLS63 Gone MB's (2011e550, 2011e63, 2014s550)

Quote:
Originally Posted by [redacted]
I'll let you know. My service appointment is scheduled for June 5th.

That's so lame. And that date seems too far away for the dealer to bring you in.....I'd think they'd make more of an effort to get you in! I hope it gets resolved easily!!

Reply Like

05-30-2023, 05:03 AM **#19**

[redacted]
Newbie

Join Date: May 2023
Posts: 2
Likes: 0
Received 0 Likes on 0 Posts
2023 Mercedes GLC 300
2023 GLC will not start—same problem.

Quote:
Originally Posted by [redacted]
*I purchased a **2023 GLC** two weeks ago and twice it has not started. When I open the door, it starts beeping and flashing a screen saying the parking brake is not on. When I push the start button, the engine makes a noise like it is trying to turn over and the car scrolls through a series of messages regarding all the functions that are not working, says the 12v system has failed, the vehicle is inoperative and do not change the transmission. The car keeps beeping and flashing messages for several minutes and then shuts down. After a few minutes, it will start normally. Anyone else having this experience? Ideas?*

Yes- Same Problem: I bought a **2023** Mercedes **GLC** just 2 weeks ago. I came back to my parked car and it wouldn't startup. The steering wheel was locked—and when I pushed the start button with my foot on the brake as usual, because it's keyless, it didn't start, instead a persistent beeping sound, flashing alerts that the system was inoperable. One message said "Service required. Do Not Shift Gears." I kept trying and trying —even going in and out of the car—locking the car, reopening it, closing the doors to no avail. After 20 minutes, the screen went blank entirely, no power. I waited another 5 minutes, retry-ed again, then miraculously the car started up. I scheduled an appointment at the dealer. May not be necessary. I'm thinking, maybe I accidentally locked the steering wheel, didn't straighten the wheels properly when parking, maybe more likely FORGOT to put the vehicle in PARK. Others suggest key interference (I had one of the apple tracker gadgets on my key), defective auxiliary battery, defective brake

light switch, but this is a brand new car!!!!. I am hoping I discovered a simple fix, the wheels need to be straight when parking, make sure vehicle is in PARK, do all operations slowly and— don't move steering wheel once parked. Hopefully that will do it!

Last edited by [redacted] *05-30-2023 at 05:27 AM.*

Reply Like

05-30-2023, 10:02 AM **#20**

[redacted]

MBWorld Fanatic!



Join Date: Oct 2010
Location: Corona Del Mar, CA
Posts: 6,321
Likes: 2,335
Received 2,815 Likes on1,631 Posts
2022 S580 Sedan, 2019 SL450, 2019 E450 Luxury Wagon

This is absolutely NUTS! I'm sure we all remember seeing those ads over the years, showing new MB models in the frozen Arctic, then in blistering Sub-Saharan Africa, being tested at extremes, showing us how utterly thorough MB tests their new vehicles. How about testing them in the REAL world BEFORE bringing them to market? My 2022 S580, a $153,700.00 luxury sedan, just went completely dead in traffic. It was at the dealer for a solid THIRTY DAYS before they pronounced it "fixed." This is absolutely ridiculous and unacceptable. How about before they bring out ANYMORE new models, they get the ones already in customer's hands working properly? Is that too much to ask?

Reply Like

The following 2 users liked this post by [redacted] (06-21-2023), [redacted] (06-16-2023)

05-30-2023, 10:06 AM

#21

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]

*lets see i have a corvette made by GM that has all new tech with the damn engine in a place it hasn't been in 60 years, zero problems. i have a subaru that actually has more tech than this **GLC** by far, but is dog**** slow and costs half as much as this car, so I bought the **GLC**because i hated how slow it was, and it can't go 3-4 days without wanting to blow up. What exactly, cutting-edge tech is in this thing that you want to make excuses for? A huge ipad that disconnects every day from my phone? This car is cool, but there's no real "tech" behind it. It's not even a "real" hybrid. Doesn't give it any more power or better gas mileage (1MPG), it just makes it so the auto stop/start isn't so brutal. There's zero excuse to have a brand new car for 3 weeks, and it's been in the shop for 2 of them. who cares how fancy it supposedly is, if it leaves you stranded once a week on the way to work. My local dealer doesn't even want to give a loaner out except for "extreme" cases. I'm just trying to see the benefit here of buying a Mercedes. There's always the lemon law, at least*

Sorry I was thinking about the 43 models with the F1 derived e-turbo and rear axle steering confused about it.

Reply Like

05-30-2023, 10:07 AM

#22

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353

Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064
Quote:
Originally Posted by [redacted]
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I understand your frustration totally given yours is an S-Class as well.

Reply Like

The following users liked this post:
[redacted] (05-31-2023)

05-30-2023, 10:08 AM **#23**

[redacted]
MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064
Quote:
Originally Posted by [redacted]
*Yes- Same Problem: I bought a **2023** Mercedes **GLC** just 2 weeks ago. I came back to my parked car and it wouldn't startup. The steering wheel was locked—and when I pushed the start button with my foot on the brake as usual, because it's keyless, it didn't start, instead a persistent beeping sound, flashing alerts that the system was inoperable. One message said "Service required. Do Not Shift Gears." I kept trying and trying —even going in and out of the car—locking the car, reopening it, closing the doors to no avail. After 20 minutes, the screen went blank entirely, no power. I waited another 5 minutes, retry-ed again, then miraculously*

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Ugh that sounds frustrating, sorry to hear that.



Reply | Like

05-30-2023, 10:10 AM

#24

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064

Quote:

Originally Posted by [redacted]

*Sorry to hear about the issues some **2023 GLC** owners are experiencing. When you depend on your vehicle almost daily, recurring problems can become much more than just an inconvenience. Have not yet pulled the trigger on the **2023**, have an order in with no obligation to fulfill. I am more seriously considering the 2022, much bigger savings especially with such high interest rates, tried and true reliability (for a MB), and in my opinion just as nice looking, especially the exterior. We all realize that the **2023** will have many recalls, will experience problems that only become apparent when vehicle is used in actual everyday driving situations, and will go through some growing pains until it becomes about half as reliable as a Japanese car, which is MB benchmark for reliability. I bought a GLE in its second model year and seem to have many fewer issues than when it first came out. I bought the 350, not the 450 which has too many issues with its 48v battery. Best of luck with your new **GLC** and eventually it will all be worked out.*

Might not be a bad decision to go with last generation. It is unfortunately pretty common for first model year (at least for MB) to have issues, that is just how it is.

That said, it isn't for all MB launches, I believe there were a lot too of solid first model year launches with little issues, but the X254 isn't one of them.

Reply Like

05-30-2023, 09:02 PM **#25**

[redacted]
Senior Member

Join Date: Jul 2021
Posts: 390
Likes: 37
Received 125 Likes on 92 Posts
2021 Glb35 AMG (2013 GLK 350)

You should definitely go for the service appointment to see what caused it. I had "Service required. Do Not Shift Gears." in 5th day with GLB35. It happened after I shifted to rear gear after starting the car. After the car restart, everything was running fine. MB hot line recommended to tow the car to a dealership though it was running fine. It happened second time 11 months later. At that time MB had a transmission software update to fix the problem with auto parking brake release. So far it didn't repeat again. However MB took nearly 9-10 months to have the transmission update ready and I didn't even know about it until the second incident. Maybe a software update is needed for your problem.
2022 **GLC** loaner that I got at that time had a steering wheel vibration at the road joints, cracks, etc and MB service said there was an software update to fix it. I was surprised to see that at the end of life cycle of a model. Hopefully your problem will not happen again and MB can fix it quickly.

Quote:
Originally Posted by [redacted]
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wheels properly when parking, maybe more likely FORGOT to put the vehicle in PARK. Others suggest key interference (I had one of the apple tracker gadgets on my key), defective auxiliary battery, defective brake light switch, but this is a brand new car!!!!. I am hoping I discovered a simple fix, the wheels need to be straight when parking, make sure vehicle is in PARK, do all operations slowly and— don't move steering wheel once parked. Hopefully that will do it!



Reply Like

The following users liked this post:

[redacted] (06-19-2023)

05-30-2023, 09:24 PM **#26**

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]
You should definitely go for the service appointment to see what caused it. I had "Service required. Do Not Shift Gears." in 5th day with GLB35. It happened after I shifted to rear gear after starting the car. After the car restart, everything was running fine. MB hot line recommended to tow the car to a dealership though it was running fine. It happened second time 11 months later. At that time MB had a transmission software update to fix the problem with auto parking brake release. So far it didn't repeat again. However MB took nearly 9-10 months to have the transmission update ready and I didn't even know about it until the second incident. Maybe a software update is needed for your problem. 2022 GLC loaner that I got at that time had a steering wheel vibration at the road joints, cracks, etc and MB service said there was an software update to fix it. I was surprised to see that at the end of life cycle of a model. Hopefully your problem will not happen again and MB can fix it quickly.

Yes that was surprisingly too, it was a common issue with the 2022 model year GLC specifically.

Good advice on asking for software updates though, in the case of that vibration

although it sounded like an hardware issue, it was actually like you mentioned, software.

[redacted]

Reply Like

05-31-2023, 10:30 AM

#27

[redacted]

Junior Member

Join Date: Aug 2013
Location: Boca Raton, Fl /Niskayuna, NY
Posts: 25
Likes: 2
Received 4 Likes on 2 Posts
2017 GLC300, 2013 GLK 250 bluetec, 2020 Lexus ux250h fsport, 2016 Lexus is250 2010 Lexus is250 awd

Yesterday my new Glc 300 4 matic gave me a critical low 12v battery issue. It said drive for 30-60 minutes or use a battery charger. I don't understand why it was low, as we've taken two four hour drives and then three 3 hour dives over the last five days. The only thing I can think of is I was using a plug in cooler on these trips. Perhaps it drained the battery. Any thoughts are appreciated, I did charge the battery to 100%.

Reply Like

05-31-2023, 01:51 PM

#28

[redacted]

Newbie

Join Date: May 2023

Posts: 2
Likes: 0
Received 0 Likes on 0 Posts
2023 Mercedes GLC 300

As per the guy who got a drained battery issue. This is kind of unrelated to the non start issue in that the cooler you were using probably was not the right amp power or working properly. But back to the non start issue, I was told, by a specialist, that long uninterrupted trips at a higher speed could prove helpful in keeping the battery up to snuff so that it can maintain the capability of starting the engine without the complications some folks are experiencing. Let's see..

Reply Like

05-31-2023, 05:59 PM

#29

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]
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Monitor the idle drain with a meter and start unplugging devices/accessories until the drain is at a minimal level. I mean, you shouldn't have to given it is a new car and a new battery, you only really needed to do that on older cars with weak batteries, times has changed I guess.

Reply Like

06-02-2023, 09:11 AM

#30

[redacted]
Senior Member

Join Date: Nov 2007
Location: Delray Beach, Fl
Posts: 298
Likes: 8
Received 33 Likes on 30 Posts
2023 (X254) GLC300 RWD White

Quote:
Originally Posted by [redacted]
Yesterday my new Glc 300 4 matic gave me a critical low 12v battery issue. It said drive for 30-60 minutes or use a battery charger. I don't understand why it was low, as we've taken two four hour drives and then three 3 hour dives over the last five days. The only thing I can think of is I was using a plug in cooler on these trips. Perhaps it drained the battery. Any thoughts are appreciated, I did charge the battery to 100%.

My20 SUV had a problem with the "starter" battery (vs. the 12v battery) a few days after I took delivery. The question is which battery is the problem?

I would drive at least 30 mins. and the next morning would get a low battery message, This went on for 2 months. Dealer said not to worry, it was normal. The cure was to go to the dealership and have them install a new battery. The low battery message never came back. I'm thinking you might need to have the battery replaced whichever battery is causing the message.

Reply Like

06-02-2023, 09:29 AM

#31

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]
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So sounds like a defective battery being the issue then? I wonder if it has to do with it being discharged for so long when sitting prior to being sold.

Reply Like

06-12-2023, 12:02 PM

#32

[redacted]

Newbie

Join Date: Jun 2023
Posts: 3
Likes: 3
Received 2 Likes on 2 Posts
GLC300. CLS400

Our as well,
3 weeks old and and have the exact same issue three times already. I took to dealer on Saturday and dropped it off. They said they have at least one other GLC 300 with same problem and someone from corporate is coming in later this week. I love the car but if there is not a fix for this I'm not sure what we will do.

Reply Like

The following users liked this post:

[redacted] (06-19-2023)

06-12-2023, 12:05 PM **#33**

[redacted]

Newbie

Join Date: Jun 2023
Posts: 3
Likes: 3
Received 2 Likes on 2 Posts
GLC300. CLS400

could it be that you are leaving the key in the vehicle or to near the car when parked? I was told that doing so can cause the vehicle to not "go to sleep" and runs battery down. My wife has a habit of leaving the key in the car when parking inside the garage at night.

Reply Like

06-12-2023, 02:12 PM **#34**

[redacted]

Newbie

Join Date: Feb 2020
Posts: 5
Likes: 0
Received 0 Likes on 0 Posts
GLS 450

Won't start at 160 Miles

Same problem here. The car will (usually) restart if you get out, lock it and wait until the logo on the dash goes off. The check engine light stays on, however. No confidence having my wife use it in situations where she could be stranded. Car is back at dealer 2 weeks after purchase, waiting to be looked at. I asked if there was a known control module problem and received no information. Anyone in the same situation should get a blank calendar and chart everything by date in case they have shipped a batch of lemons.

Reply Like

06-12-2023, 02:23 PM

#35

[redacted]

MBWorld Fanatic!

Join Date: Feb 2019
Location: USA
Posts: 1,494
Likes: 13
Received 732 Likes on 460 Posts
N/A

GLC 254 Does not start

Topic #: LI54.21-P-076543
Version: 1
Modified: 6/5/2023
Validity: MY23 GLC 254
Change Reason:

Complaint:

No start.

Multiple warnings come on dash and possible beeping from interior.

Vehicle starts again after a bus sleep cycle

Cause:

Under investigation

Remedy:

Please open a TIPS case.

Include the original quick test and N73/3 EZS CUL.

Reply Like

06-13-2023, 02:10 AM **#37**

[redacted]
Newbie

Join Date: Jun 2023
Posts: 2
Likes: 5
Received 0 Likes on 0 Posts
2023 GLC 300

I had my first issue driving home from the dealership. Cruise control and blind spot warning did not function. "Dirty Sensor" warning light. Car was just cleaned for delivery, so it's not dirty.

I'm being to feel I've made a huge mistake.

Reply Like

06-13-2023, 07:53 AM **#38**

[redacted]
Senior Member

Join Date: Nov 2007
Location: Delray Beach, Fl
Posts: 298
Likes: 8
Received 33 Likes on 30 Posts
2023 (X254) GLC300 RWD White

Quote:
Originally Posted by [redacted]
could it be that you are leaving the key in the vehicle or to near the car when parked? I was told that doing so can cause the vehicle to not "go to sleep" and runs battery down. My wife has a habit of leaving the key in the car when parking inside the garage at night.

I have left my key inside My17,20 & now My23 SUVs every night parked in the garage. I have never had any of them go to sleep. I hang the key on steering wheel column. On the 2020 I hung it on the left side and the 23 it's on the right side. Always starts.

Reply Like

06-13-2023, 10:29 PM **#39**

[redacted]
Newbie

Thread Starter

Join Date: May 2023
Posts: 4
Likes: 0
Received 3 Likes on 2 Posts
2023 GLC
Update: My car has been at the dealership for nine days now. They have no idea what is wrong and are hoping corporate can help. Meanwhile, I am afoot and having serious buyer's remorse.

Reply Like

The following 2 users liked this post by [redacted]
[redacted] (06-29-2023), [redacted] (06-16-2023)

06-14-2023, 12:08 AM **#40**

[redacted]
Newbie

Join Date: Jun 2023
Posts: 2
Likes: 5
Received 0 Likes on 0 Posts
2023 GLC 300
I feel for you. That's terrible.

Mine has an issue with "dirty sensors" that prevents all of the safety equipment I wanted in a car, and had in my Subaru Outback for years, to be inoperable, and it happened on the drive hjome from the dealership, with a just-cleaned car.

Reply Like

06-14-2023, 09:18 AM **#41**

[redacted]
Newbie

Join Date: Feb 2020
Posts: 5

Likes: 0
Received 0 Likes on 0 Posts
GLS 450

The 9 days is obviously not encouraging. My wife's was picked up Monday and yesterday I was told a PTSS case was sent to Germany. I am assuming that means the dealer has no solution.

Reply Like

06-14-2023, 11:26 AM

#43

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on 1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]
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I feel for you. That's terrible.

Mine has an issue with "dirty sensors" that prevents all of the safety equipment I wanted in a car, and had in my Subaru Outback for years, to be inoperable, and it happened on the drive hjome from the dealership, with a just-cleaned car.

In that case, it could had been moisture in the sensor that needs time to air dry.

Reply Like

06-14-2023, 11:28 AM

#44

[redacted]
MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064
Quote:
Originally Posted by [redacted]
*Update: My car has been at the dealership for nine days now. They have no idea what is wrong and are hoping corporate can help. Meanwhile, I am **afoot** and having serious buyer□s remorse.*
They didn't offer you a loaner?

Reply Like

06-14-2023, 03:25 PM

#45

[redacted]
Senior Member

Join Date: Nov 2007
Location: Delray Beach, Fl
Posts: 298
Likes: 8
Received 33 Likes on 30 Posts
2023 (X254) GLC300 RWD White
Quote:
Originally Posted by [redacted]

Update: My car has been at the dealership for nine days now. They have no idea what is wrong and are hoping corporate can help. Meanwhile, I am afoot and having serious buyer□s remorse.

I can□t believe they didn□t offer a loner too. Especially if they don□t have any idea how long the repair will take.

The dealers in South Florida offer loaners if the car will only be in the shop a 1/2 a day. You have to make an appointment. But if you were to present this type of problem there are always cars available. Talk to the service manager and see what he can do for you. I got a set of weather tech floor mats a few years back. They came from a trade in but were in perfect condition. Couldn□t refuse.

Good luck

Reply Like

06-14-2023, 04:15 PM

#46

[redacted]

MBWorld Fanatic!

Join Date: Dec 2019
Location: Yours to Discover
Posts: 9,353
Likes: 139
Received 1,690 Likes on1,445 Posts
PFL205.064

Quote:
Originally Posted by [redacted]

I can□t believe they didn□t offer a loner too. Especially if they don□t have any idea how long the repair will take.

The dealers in South Florida offer loaners if the car will only be in the shop a 1/2 a day. You have to make an appointment. But if you were to present this type of problem there are always cars available. Talk to the service manager and see what he can do for you. I got a set of weather tech floor mats a few years back. They came from a trade in but were in perfect condition. Couldn□t refuse.

Good luck

Exactly, I guess it also depends on dealerships but a loaner is definitely something they could least offer in this situation. If they don't have a loaner they should very least offer a rental but billed to the dealership.

Reply Like

06-15-2023, 04:27 PM **#47**

[redacted]
Newbie

Join Date: Jun 2023
Posts: 3
Likes: 3
Received 2 Likes on 2 Posts
GLC300. CLS400

I too am having the exact same issues with our 2023 GLC300 and have taken vehicle in to service center a few days ago. I was told Mercedes released a software update last night for the Powertrain control unit and they would attempt to install it today. I expect to pick up my car tomorrow. I'll update when I know more

Reply Like

The following users liked this post:
[redacted] (06-16-2023)

06-16-2023, 12:48 PM **#48**

[redacted]
MBWorld Fanatic!

Join Date: Feb 2019
Location: USA

Posts: 1,494
Likes: 13
Received 732 Likes on 460 Posts
N/A
The solution is here.

Reply Like

The following users liked this post:
[redacted] (06-16-2023)

06-16-2023, 03:06 PM **#49**

[redacted]
Junior Member

Join Date: May 2023
Posts: 36
Likes: 15
Received 13 Likes on 10 Posts
GLC
Quote:
Originally Posted by [redacted]
The solution is here.
Since they seem to know the exact number of vehicles, I'm surprised the VIN's are not on here....unless I am missing something.

Reply Like

The following users liked this post:
[redacted] (06-16-2023)

06-16-2023, 03:07 PM **#50**

[redacted]
MBWorld Fanatic!

Join Date: Feb 2019
Location: USA
Posts: 1,494
Likes: 13
Received 732 Likes on 460 Posts
N/A

Quote:
Originally Posted by [redacted]
Since they seem to know the exact number of vehicles, I'm surprised the VIN's are not on here....unless I am missing something.

They never usually list the vins.

Reply Like

06-16-2023, 06:21 PM

#51

[redacted]
Junior Member

Join Date: May 2023
Posts: 36
Likes: 15
Received 13 Likes on 10 Posts
GLC

Quote:
Originally Posted by [redacted]
They never usually list the vins.

Thanks. We are working on getting a '23 delivered to NV (from CA). The VIN would have helped make sure this procedure was done before the sale is complete if needed....guess I will just have to reach out to the dealer and make sure it is done if it needs it and hope I don't get lip service that it was.

Reply Like

06-16-2023, 06:25 PM **#52**

[redacted]
MBWorld Fanatic!

Join Date: Feb 2019
Location: USA
Posts: 1,494
Likes: 13
Received 732 Likes on 460 Posts
N/A

Quote:
Originally Posted by [redacted]
Thanks. We are working on getting a '23 delivered to NV (from CA). The VIN would have helped make sure this procedure was done before the sale is complete if needed....guess I will just have to reach out to the dealer and make sure it is done if it needs it and hope I don't get lip service that it was.

It's a service campaign so anytime it is booked into the dealer, it will show up and they will do it.

Reply Like

06-16-2023, 06:58 PM **#53**

[redacted]
Junior Member

Join Date: May 2023
Posts: 36
Likes: 15

Received 13 Likes on 10 Posts
GLC

Thanks again. Given what is happening with this problem...I guess I just consider this of top importance. Even if we had it I would be headed straight to the dealer We lived through a Land Rover with starting problems, and nothing is more joyous than sitting for 3 to 4 hours (especially in the Vegas heat) waiting for a tow truck to take your vehicle back to the dealer, which depending on the time of day may not even be open.

Reply Like

06-16-2023, 10:26 PM

#54

[redacted]
Newbie

Join Date: Jun 2023
Posts: 5
Likes: 11
Received 0 Likes on 0 Posts
2019 C43 AMG

Quote:
Originally Posted by [redacted]
Since they seem to know the exact number of vehicles, I'm surprised the VIN's are not on here....unless I am missing something.

Thank you for this information. My sales consultant told me via email today that there's a software update and a check for connector that can retain water in a high humidity environment, should not be a problem going forward.
I was skeptical but after reading this, my sales consultant is telling the truth. Still makes me feel uneasy though.

Reply Like

06-16-2023, 10:31 PM **#55**

[redacted]
Newbie

Join Date: Jun 2023
Posts: 5
Likes: 11
Received 0 Likes on 0 Posts
2019 C43 AMG

Quote:
Originally Posted by [redacted]
*lets see i have a corvette made by GM that has all new tech with the damn engine in a place it hasn't been in 60 years, zero problems. i have a subaru that actually has more tech than this GLC by far, but is dog**** slow and costs half as much as this car, so I bought the GLC because i hated how slow it was, and it can't go 3-4 days without wanting to blow up. What exactly, cutting-edge tech is in this thing that you want to make excuses for? A huge ipad that disconnects every day from my phone? This car is cool, but there's no real "tech" behind it. It's not even a "real" hybrid. Doesn't give it any more power or better gas mileage (1MPG), it just makes it so the auto stop/start isn't so brutal. There's zero excuse to have a brand new car for 3 weeks, and it's been in the shop for 2 of them. who cares how fancy it supposedly is, if it leaves you stranded once a week on the way to work. My local dealer doesn't even want to give a loaner out except for "extreme" cases. I'm just trying to see the benefit here of buying a Mercedes. There's always the lemon law, at least*
What month did you buy your GLC?

Reply Like

06-16-2023, 10:35 PM **#56**

[redacted]
Newbie

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.