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# newschannel update

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: <b>Recall Campaign Launch Notification</b> <b>Headlamp Aiming</b> <b>MY16 MY17 253 (GLC-Class)</b>	DATE: January 5, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





# RECALL CAMPAIGN LAUNCH NOTIFICATION

January 5, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Headlamp Aiming</b>
<b>2017120015</b>	<b>1712P82D21</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to check the headlamps and adjust, if necessary on <b>8,134</b> MY 2016 and 2017 Model 253 (GLC-Class). Please review the recall information below. The recall campaign will visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on January 5, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC-Class vehicles (253 platform) the basic low beam headlamp setting may not correspond to current production specifications. As a result headlamp range may be reduced, increasing the risk of a crash.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the basic setting of the headlamps on the affected vehicles and correct it, if necessary.	
<b>Parts</b>	<b>Parts are not required for repair; repair involves standard headlamp adjustment</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016, 2017	
<b>Vehicle Model</b>	GLC-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	8134	
<b>Total Vehicles in Dealer Inventory</b>	66	
<b>Total MBUSA Internal Vehicles</b>	24	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 or MY17 GLC-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16 or MY17 GLC-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will be mailed in early January, 2018.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>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.</p>		



Mercedes-Benz

Campaign No. 2017120015, January 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 253, Model Year 2016 and 2017  
Headlight Adjustment**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC vehicles (253 platform) the basic low beam headlamp setting may not correspond to current production specifications. As a result headlamp range may be reduced, increasing the risk of a crash. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the basic setting of the headlamps on the affected vehicles and correct it, if necessary.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 8134 vehicles are involved.

Order No. P-RC-2017120015

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

## Procedure

### 1. Check headlamp adjustment, correct if necessary (AP82.10-P-8260E).

**i** As an alternative, adjustment of the headlamps can also be performed with mobile headlamp adjusters on an appropriate level surface (**see AH82.10-P-1000-01A**) in this case **instead** of using the rail-guided devices specified in the WIS.

## Warranty Information

**Operation:** Correct headlamp adjustment (02-2018)

Damage Code	Operation Number	Labor Time (hrs.)
82 919 35 7	02-2018	0.5

**i** **Note**

Operation Number labor times are subject to change.