

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification Revision A Inspect Front Tow Eye Receiver MY23 GLC (254 platform)	DATE: January 12, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

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

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			January 12, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Inspect Front Tow Eye Receiver
2023090010	23V629	23P6290004	
<p>This is to notify you of the Recall Campaign Launch to inspect the front tow eye receiver on 12,118 Model Year (“MY”) 2023 GLC (254 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on October 20, 2023.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 GLC (254 platform) vehicles, the tow eye receiver in the front crossmember might not meet current specifications. The front tow eye may be inadequately threaded to the crossmember and can detach under load. A detached tow eye can separate the vehicle from the towing device, increasing the risk of a crash or injury.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the front crossmember on the affected vehicles and replace if necessary .		
Parts	The remedy is available and can be performed. A quantity of one special tool will be sent to each dealership automatically. No need to order.		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	GLC		
Vehicle Populations			
Total Recall Population	12,118		
Total Vehicles in Dealer Inventory	378		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters mailed on October 27, 2023. An additional customer letters will be mailed on or before February 2, 2024.		
AOMS/SOMS	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	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.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
<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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023090010, October
2023 Revision A 01/12/2024

TO: ALL MERCEDES-BENZ CENTERS

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

Inspect Front Tow Eye Receiver and Replace Front Crossmember, if necessary

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 GLC (254 platform) vehicles, the tow eye receiver in the front crossmember might not meet current specifications. The front tow eye may be inadequately threaded to the crossmember and can detach under load. A detached tow eye can separate the vehicle from the towing device, increasing the risk of a crash or injury. An authorized Mercedes-Benz dealer will inspect the front crossmember on the affected vehicles and replace if necessary.

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 12,118 vehicles are affected.

Order No. P-RC-2023090010

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Inspect Front Tow Eye Receiver and Replace Front Crossmember, if necessary

Check/Test Procedure

Special tool

Quantity	Designation	Part no.
As required (1)	Limit check mandrel	W 254 589 00 15 00

i A quantity of 1 special tool (listed above), will be sent to each dealership. No need to order. If the dealership DID NOT receive, please contact: mbtoolsandequipment@mbusa.com. Tools are scheduled to be shipped on October 20, 2023.

1. Open the front bumper cover of the towing eye receiver.
2. Insert the test side of the limit check mandrel special tool into the receiver of the towing eye on the crossmember.

i If the Limit check mandrel can be inserted almost completely with a slight protrusion, this is an “OK” result.
Note: Approx. 1 to 2 mm of threads may be remaining.

i If the Limit check mandrel tool cannot be threaded into the towing eye receiver on the crossmember, the towing eye receiver may be too narrow. This is a “Not OK” result.

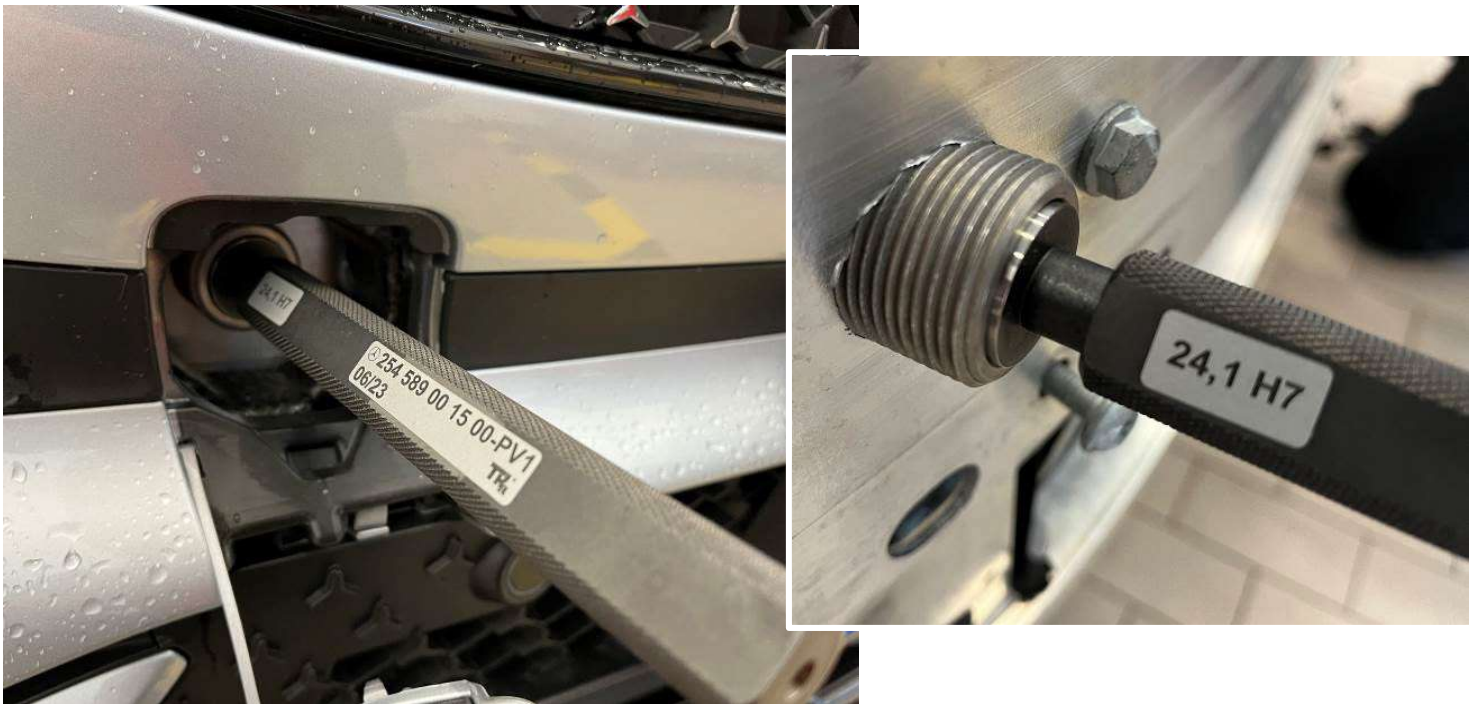


Figure 1, with and without bumper for a clearer illustration

- a. Limit check mandrel can be inserted into bush of towing eye: **End measure.**
- b. Limit check mandrel **cannot** be inserted into bush of towing eye: Carry out **Work procedure.**

Work Procedure

3. Remove front bumper (**Figure 2**).

i For basic data, see AR88.20-P-2000WTX.

4. Remove radiator shutters (**Figure 2**).

i For basic data, see AR20.20-P-3882WTD.



Figure 2

5. Remove both front headlamps (**Figure 3**).

i For basic data, see AR82.10-P-4733WT.

i Check headlamp adjustment after assembly.



Figure 3

6. Replace front crossmember.

i For basic data on torque determination for mounting screws, see AR62.30-P-2200WTX.

i Cavity preservation is not necessary when replacing the crossmember.

i If the coolant pump bracket does not fit the new crossmember, this must also be replaced.

7. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Crossmember	*
As required (1)	Bracket for gasoline coolant pump	A 254 830 24 01

* The crossmember must be determined according to the vehicle identification number via the parts job in the XENTRY Portal.

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **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.)
62 900 04	12-1869	Check towing eye receiver on front crossmember	0.1
	12-1870	Replace front crossmember (after check) Includes: Remove/install engine compartment lining front section, remove/install front bumper, remove/install radiator shutters, remove/install headlamps, adjust headlamps, connect/disconnect diagnostic system, calibrate 360° camera and radar sensors.	3.2

i **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.