

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: <b>Recall Campaign Launch Notification</b> <b>Replace the Front Crossmember</b> <b>MY23 GLC (254 platform)</b>	DATE: January 5, 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



<b>Recall Campaign Launch Notification</b>			<b>January 5, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace the Front Crossmember</b>
2023120002	23V629	23P6290006	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to replace the front crossmember on <b>761</b> 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 <b>January 5, 2024</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2023 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 which could increase the risk of a crash or injury.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front crossmember on the affected vehicles.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2023		
<b>Vehicle Model</b>	GLC		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	761		
<b>Total Vehicles in Dealer Inventory</b>	63		
<p><b>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.</b></p> <p><b>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).</b></p> <p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on or before January 26, 2024.		
<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.		
<b>Customer Reimbursement</b>	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. 2023120002, January 2024

TO: ALL MERCEDES-BENZ CENTERS

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

## **Replace Front Tow Eye Receiver**

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 replace the front crossmember on 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 580 vehicles are affected.

Order No. P-RC-2023120002

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## Replace Front Crossmember

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### Work Procedure

1. Remove front bumper (**Figure 1**).  
**i** For basic data, see AR88.20-P-2000WTX.
2. Remove radiator shutters (**Figure 1**).  
**i** For basic data, see AR20.20-P-3882WTD.



**Figure 1**

3. Remove both front headlamps (**Figure 2**).  
**i** For basic data, see AR82.10-P-4733WT.  
**i** Check headlamp adjustment after reassembly.



**Figure 2**

4. 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.
5. 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 equipment variant for the vehicle identification number via the parts process 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 06	12-1943	Replace front crossmember <b>Includes:</b> 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.