

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 Replace Stationary Windows MY24 GLC (254 platform)	DATE: November 10, 2023

IMPORTANT RECALL CAMPAIGN INFORMATION

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 Launch Notification			November 10, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Stationary Windows
2023110003	23V741	23P6790007	
<p>This is to notify you of the Recall Campaign Launch to replace the stationary windows on 7 Model Year (“MY”) 2024 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 November 10, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2024 GLC (254 platform) vehicles, the stationary front, rear and side window bonding might not meet specifications. Insufficient adhesion might lead to a separation of the windows from the vehicle, which could increase the risk of a crash for following traffic. In addition, if a crash resulting in frontal passenger airbag deployment were to occur, the airbag might not be supported by the windshield as intended, which could increase the risk of injury for the front passenger.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the stationary windows on the affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2024		
Vehicle Model	GLC		
Vehicle Populations			
Total Recall Population	7		
Total Vehicles in Dealer Inventory	5		
<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 will be mailed on or before January 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. 2023110003, November 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**
Model Year 2024

Replace Stationary Windows

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2024 GLC (254 platform) vehicles, the stationary front, rear and side window bonding might not meet specifications. Insufficient adhesion might lead to a separation of the windows from the vehicle, which could increase the risk of a crash for following traffic. In addition, if a crash resulting in frontal passenger airbag deployment were to occur, the airbag might not be supported by the windshield as intended, which could increase the risk of injury for the front passenger. An authorized Mercedes-Benz dealer will replace the stationary windows 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 7 vehicles are affected.

Order No. P-RC-2023110003

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Replace Stationary Windows

Work Procedure

i Windows must be replaced according to the Vehicle Identification Number (VIN) table below.

<u>VIN</u>	<u>Windshield</u>	<u>Rear Window</u>	<u>Side Fixed Windows</u>
W1NKM4GB3RF084913	X	X	
W1NKM4HBXRF084924		X	
W1NKM4HB9RF084932		X	
W1NKM4GB9RF085290			X
W1NKM4GB9RF085306			X
W1NKM4HB0RF084883	X		
W1NKM4HBXRF084888	X		

i Depending on the determined repair scope, the following operations must be carried out in each case.

IMPORTANT: All body flanges in the glass installation area **must** be completely free of adhesive residue and **pre-treated with primer**.

- Any remaining adhesive residue on the vehicle must be removed completely:
 - Mechanically cut down adhesive beads as far as possible.
 - Completely remove using pure benzine or silicone remover.
 - Subsequently clean the flanges with isopropanol cleaning cloths or Teroson 8550 with clean disposable wipes.
 - Rub dry with a clean disposable wipe.

i Paint damage must be repaired in accordance with "Mercedes-Benz specifications".

i Only if the windshield was determined via the vehicle identification number.

1. Replace windshield.

i For basic data of 206, 254, see **AR67.10-P-1700WT**.

i For basic data of 295, see **AR67.10-P-1700EQS**.

i Only if the rear window was determined via the vehicle identification number.

2. Replace rear window.

i For basic data of 206, 254, see **AR67.20-P-5150WTA**.

i For basic data of 295, see **AR67.20-P-5145-03EQE**.

i Only if the side fixed windows were determined via the vehicle identification number.

3. Replace right and left rear side fixed windows.

i For basic data of 254, see **AR67.30-P-0005WT**.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1) *	Windshield	*
As required (1) *	Rear window	*
As required (1) *	Right side fixed window	*
As required (1) *	Left side fixed window	*
As required	Single-component adhesive	A 000 989 49 05 11
As required	Primer	A 009 989 75 71 11

* The replacement parts 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.)
67 900 07	12-1916	Replace windows as specified per VIN table: windshield, rear window, side fixed windows according to specification	ZM

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.