

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 High-Pressure Fuel Pump</b> <b>MY23-24 GLC and GLE (254 and 167)</b>	DATE: January 26, 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 Launch Notification			January 26, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace High-Pressure Fuel Pump
2024010008	23V878	23P0790015	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to replace the high-pressure fuel pump on <b>Z</b> Model Year (“MY”) 2023-2024 GLC and GLE (254 and 167 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 26, 2024</b>.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY2023-2024 GLE (167 platform) and GLC (254 platform) vehicles with the M254 engine, the bolting of the high-pressure fuel pump might not meet current specifications. In this case, the seal formed between the high-pressure fuel pump and tandem oil pump might be impaired. Thus, fuel and oil might leak and potentially spill onto the roadway, increasing the risk of a crash for the following traffic. If fuel or oil comes into contact with hot components, a risk of fire cannot be ruled out.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the high-pressure fuel pump on the potentially affected vehicles.</p>		
Parts	<p><b>The remedy is available and can be performed.</b></p>		
Vehicles Affected			
Vehicle Model Year(s)	2023-2024		
Vehicle Model	GLC and GLE		
Vehicle Populations			
Total Recall Population	7		
Total Vehicles in Dealer Inventory	0		
<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>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on February 9, 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. 2024010008, January 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE and GLC (167 and 254 platform)**  
**Model Year 2023-2024**

## **Replace High Pressure Fuel Pump**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that in certain Model Year ("MY") 2023-2024 GLE (167 platform) and GLC (254 platform) vehicles with the M254 engine, the bolting of the high-pressure fuel pump might not meet current specifications. In this case, the seal formed between the high-pressure fuel pump and tandem oil pump might be impaired. Thus, fuel and oil might leak and potentially spill onto the roadway, increasing the risk of a crash for the following traffic. If fuel or oil comes into contact with hot components, a risk of fire cannot be ruled out. An authorized Mercedes-Benz dealer will replace the high-pressure fuel pump on the potentially 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-2024010008

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## Replace High Pressure Fuel Pump

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### Work Procedure

1. Replace high-pressure fuel pump together with high-pressure line and low-pressure line.

**i** For basic information, see AR07.02-P-1028MRX (model series 167).

**i** For basic information, see AR07.02-P-1028MRV (model series 254).

**i** Use new screws (M8x25) for attaching the high-pressure fuel pump.

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### Primary Parts Information

Qty.	Part Name	Part Number
1*	High-pressure pump	A 254 070 04 00
1*	High-pressure line	A 254 070 33 00
2*	Screw for attaching high-pressure pump (M8x25)	N 000 000 00 26 24
1*	Low-pressure line (for model series 167)	A 254 070 12 00
1*	Low-pressure line (for model series 254)	A 254 070 13 00

\* 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.)
07 900 15	12-1962	Operations: Replace high-pressure fuel pump, high-pressure and low-pressure lines <b>Includes:</b> Deactivate/activate high-pressure fuel pump via XENTRY Diagnosis; Disconnect/connect ground line of on-board electrical system battery; Decrease fuel pressure; Complete lower engine compartment lining; Drain, fill, correct coolant for low-temperature circuit; Drain, fill, correct coolant; Perform bleed routine for coolant circuit	4.0
	02-2193	Operations: Perform power disconnect/commissioning for high-voltage on-board electrical system <b>Includes:</b> Perform quick test <b>Model 167 (167.146 only)</b>	0.5

**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.