

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023090010, October 2023
Revision A 01/05/2024

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.

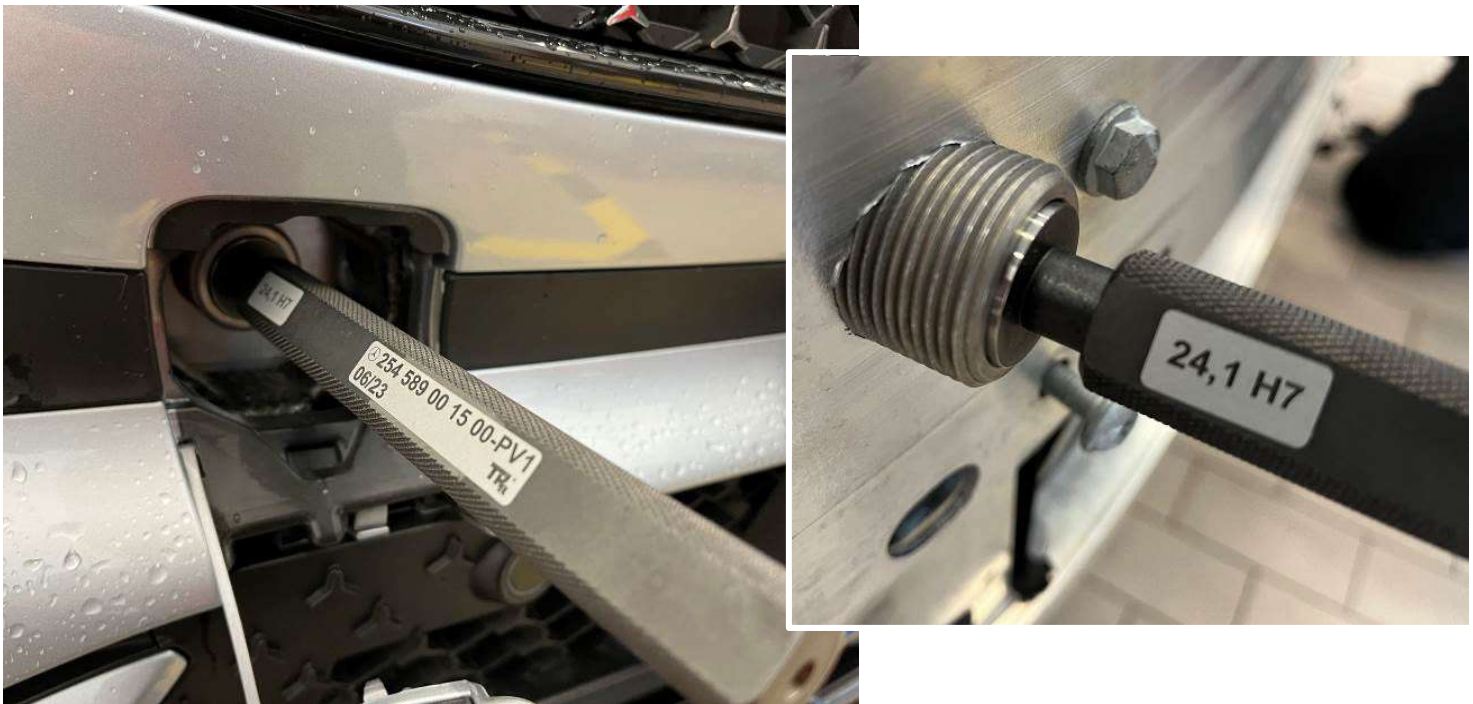


Figure 1, with and without bumper for a clearer illustration

- 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.