

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.