

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 Inspect Headlamp Adjustment MY19-22 GLC (253 platform)	DATE: February 9, 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			February 9, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Inspect Headlamp Adjustment
2024020001	24V070	24P8291907	
<p>This is to notify you of the Recall Campaign Launch to inspect the headlamp adjustment on 15,502 Model Year (“MY”) 2019-2022 GLC (253 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 February 9, 2024.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-22 GLC (253 platform) vehicles, the headlamp adjustment might not meet current production specifications. In this case, the headlamps might be adjusted slightly too high and exceed the range specified by FMVSS 108 S.10 by approximately 0.15%. A headlamp adjustment that is outside of specifications may create glare for oncoming traffic, which could increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the headlamp adjustment on the affected vehicles and correct it, if necessary.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2022		
Vehicle Model	GLC		
Vehicle Populations			
Total Recall Population	15,502		
Total Vehicles in Dealer Inventory	0		
<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 February 23, 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 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. 2024020001, February 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (253 platform)**
Model Year 2019-2022

Inspect Headlamp Adjustment

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-22 GLC (253 platform) vehicles, the headlamp adjustment might not meet current production specifications. In this case, the headlamps might be adjusted slightly too high and exceed the range specified by FMVSS 108 S.10 by approximately 0.15%. A headlamp adjustment that is outside of specifications may create glare for oncoming traffic, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will inspect the headlamp adjustment on the affected vehicles and correct it, 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 15,502 vehicles are affected.

Order No. P-RC-2024020001

Recall Campaign Bulletin

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Inspect Headlamp Adjustment

Check/Test Procedure

1. Inspect headlamp adjustment (**left and right**).

i For basic data, see **AP82.10-P-8260E**.

- a. If headlamp adjustment is **not** correct: Carry out **Work Procedure**.
- b. If headlamp adjustment is correct: **End measure**.

Work Procedure

1. Correct headlamp adjustment (**left and right**).

i For basic data, see **AP82.10-P-8260E**.

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.)
82 919 07	12-2018*	Inspect headlamp adjustment (left and right)	0.5
	12-2019*	Correct headlamp adjustment (left and right, after inspect)	0.1

* Invoice operation item only once for each workshop order.

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.*