

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 Check the Bolt Torque in Dashboard Area MY 2023 GLC 300 4MATIC (254 platform)	DATE: August 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			August 9, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the Bolt Torque in Dashboard Area
2024070012	24V520	24P4692204	
This is to notify you of the Recall Campaign Launch to check the Bolt Torque in the Dashboard Area on Z Model Year (“MY”) 2023 GLC 300 4MATIC (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 August 9, 2024 .			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC 300 4MATIC (254 platforms) vehicles, certain bolt connections in the dashboard area might not have been tightened according to current production specifications. Depending on the affected bolt connection, the restraining effect of the driver or passenger airbag or knee airbag might be impaired, or parts might separate, which could increase the risk of injury in a crash. If the bolting for the 12V electric auxiliary heater connections are affected, the electrical resistance and temperature in this area might increase and a risk of fire cannot be ruled out.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will check the torque of certain bolts in the dashboard area of the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	GLC 300 4MATIC		
Vehicle Populations			
Total Recall Population	7		
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 August 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 not being offered for this campaign.		
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.			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024070012, August 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**
Model Year 2023

Check and Correct Certain Bolt Connections in the Dashboard Area

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC 300 4MATIC (254 platform) vehicles, certain bolt connections in the dashboard area might not have been tightened according to current production specifications. Depending on the affected bolt connection, the restraining effect of the driver or passenger airbag or knee airbag might be impaired, or parts might separate, which could increase the risk of injury in a crash. If the bolting for the 12V electric auxiliary heater connections are affected, the electrical resistance and temperature in this area might increase and a risk of fire cannot be ruled out. An authorized Mercedes-Benz dealership will check the torque of certain bolts in the dashboard area of the affected vehicles and correct 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 7 vehicles are affected.

Order No. P-RC-2024070012

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Check and Correct Certain Bolt Connections in the Dashboard Area

Work Procedure

1. Disconnect ground line from battery.
i For basic data, see **AR54.10-P-0051WTC**.
2. Loosen the nuts and screws for the front passenger side airbag (**Figure 1, 1**), and torque to spec.
i To do this, remove the glove compartment housing (**AR68.10-P-1400WT**).
Nm Loosen and torque the four nuts (**Figure 1, A**) to **5 Nm**.
Nm Loosen and torque the two screws (**Figure 1, B**) to **4 Nm**.
i **If a screw is missing, it must be replaced.**

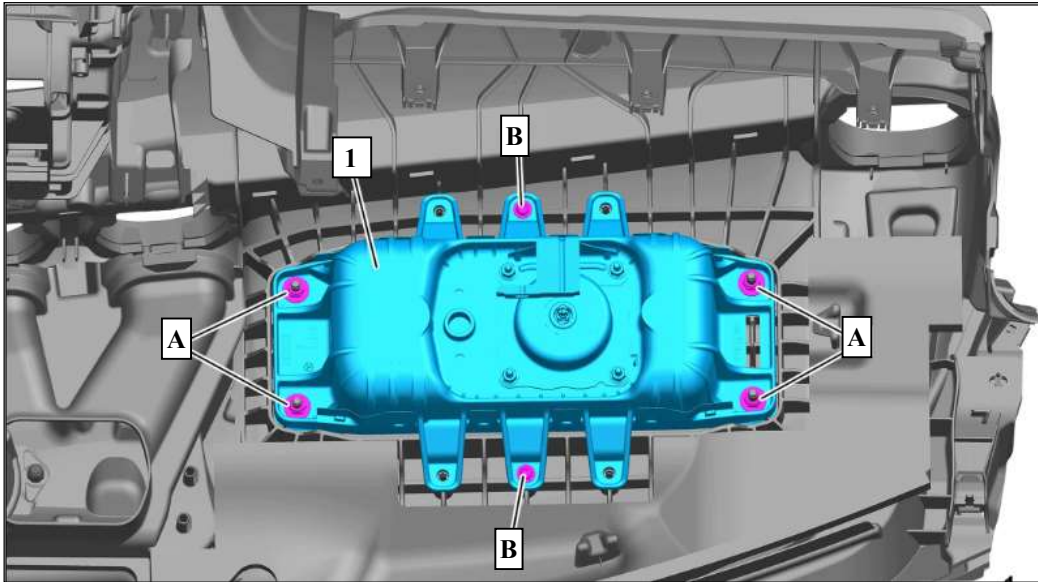


Figure 1

3. **NOTE: This step only applies to vehicles with Code 8B1 (12V PTC heater booster)**
Nm Loosen the 12V ground connections (**Figure 2, C**) and torque to **16 Nm**.
i For basic data, see **AR83.70-P-8000WT**.

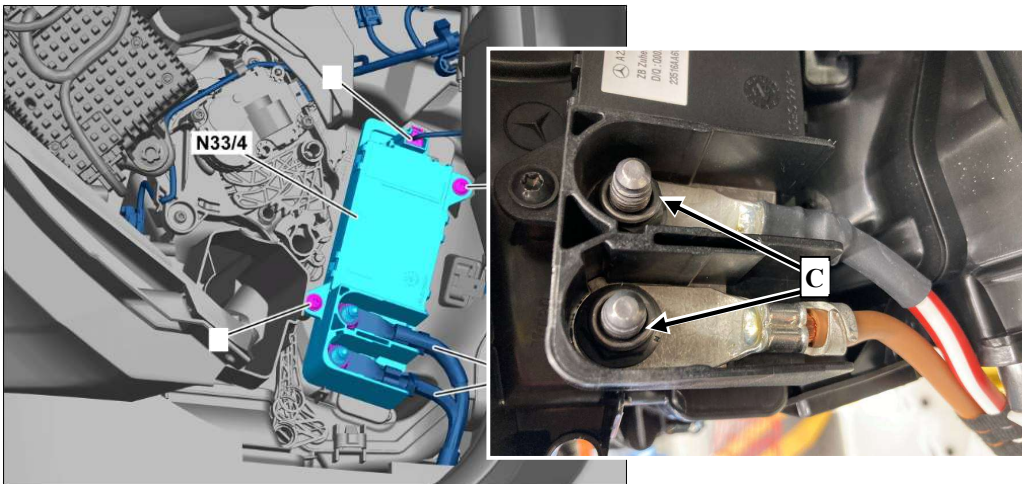


Figure 2

4. Replace the four screws on the steering column (**Figure 3, D**) and torque to **12 Nm** with a **90° tightening angle**.

i For basic data, see **AR46.10-P-0400WT**.

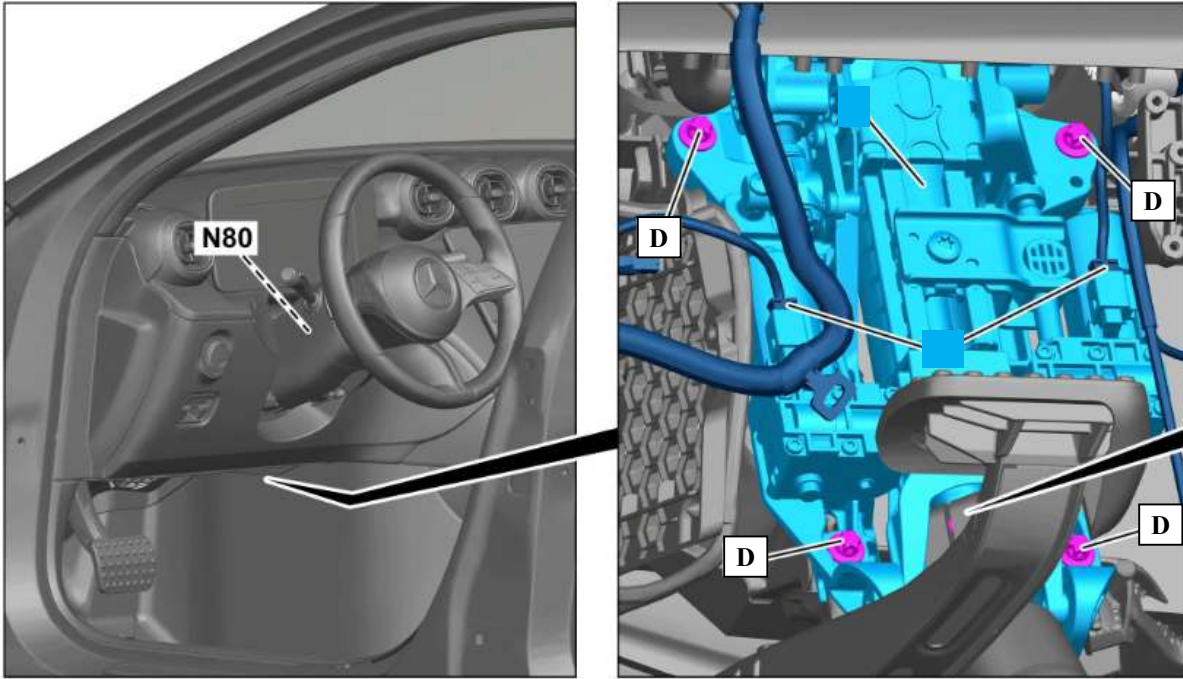


Figure 3

5. Loosen the four screws (**Figure 4, E**) on the driver side knee airbag and torque to **4 Nm**.

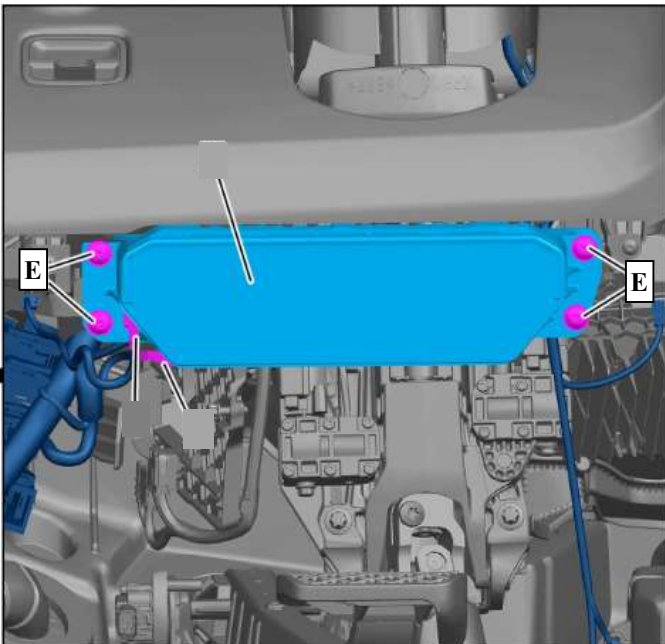


Figure 4

6. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
4	Steering column to carrier bolt; M8 X 40	N 000000 008935
As required (1)	Front passenger airbag attachment screw; M6 X 20	N 000000 006731
As required (2)	Front passenger airbag attachment screw; M6 X 25	A 001 984 68 29

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.)
46 922 04	12-2190	Check certain bolt connections in the dashboard area. Includes: Loosen and torque screws for the front passenger side airbag, 12V PTC ground connections and driver side knee airbag. Replace screws on the steering column.	2.4

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.*