

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 Initial Notification Check the Bolt Torque in Dashboard Area MY 2023 GLC 300 4MATIC (254 platform)	DATE: July 15, 2024

IMPORTANT RECALL CAMPAIGN INFORMATION

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 Initial Notification			July 15, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the Bolt Torque in Dashboard Area
2024070007	24V520	24P2199660	
This is to notify you of the new Recall Campaign 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 “PENDING” on July 15, 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	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	GLC 300 4MATIC		
Vehicle Populations			
Total Recall Population	7		
Total Vehicles in Dealer Inventory	0		
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.			
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).			
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.			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before September 6, 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.			

