

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 Replace Integral Carrier MY24 GLC (254)	DATE: October 4, 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			October 4, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Integral Carrier
2024090013	24V658	24P2199664	
<p>This is to notify you of the Recall Campaign Launch to replace the integral carrier on 4 Model Year (“MY”) 2024 GLC (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 October 4, 2024.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 GLC (254 platform), vehicles, the integral carrier welds might not meet current production specifications. In this case, the durability of the integral carrier might be affected over the vehicle’s lifetime. As a result, the controllability of the vehicle might be affected, which could increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the integral carrier on the potentially affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2024		
Vehicle Model	GLC		
Vehicle Populations			
Total Recall Population	4		
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 October 11, 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.		
<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>			





Mercedes-Benz

Campaign No. 2024090013, October 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**
Model Year 2024

Replace Front Axle Integral Carrier

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 GLC (254 platform) vehicles, the integral carrier welds might not meet current production specifications. In this case, the durability of the integral carrier might be affected over the vehicle's lifetime. As a result, the controllability of the vehicle might be affected, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the integral carrier on the potentially 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 4 vehicles are affected.




Order No. P-RC-2024090013

Replace Front Axle Integral Carrier







Model 254

Work Procedure

1. Replace front axle integral carrier (Figure 1, 1).

-  Basic data for model 254 with engine 139, see AR33.10-P-0100WTF.
-  Basic data for model 254 with engine 254.9, see AR33.10-P-0100WTX.
-  **Do not** use a pneumatic wrench to **release or screw-in** threaded connections (self-tapping) on front axle carrier. There is a risk of thread damage!

Installation Notes:

-  Clean threads on body-in-white with compressed air and inspect for any thread damage/chipping.
 -  Before threading in new bolts, check that the front axle carrier is in contact with the body-in-white and the hole patterns are aligned properly!
 -  Thread new screws **by hand** with 3 to 4 thread turns before using a **manual** tool (e.g. ratchet) for tightening.
 -  Tighten screws with the specified torque outlined in WIS.
2. Perform wheel alignment measurement.
 -  For basic data, see AR40.20-P-0200WTX.
 3. Apply cavity preservation wax at connections to body.
 -  For basic data, see AR62.30-P-0010WTX.

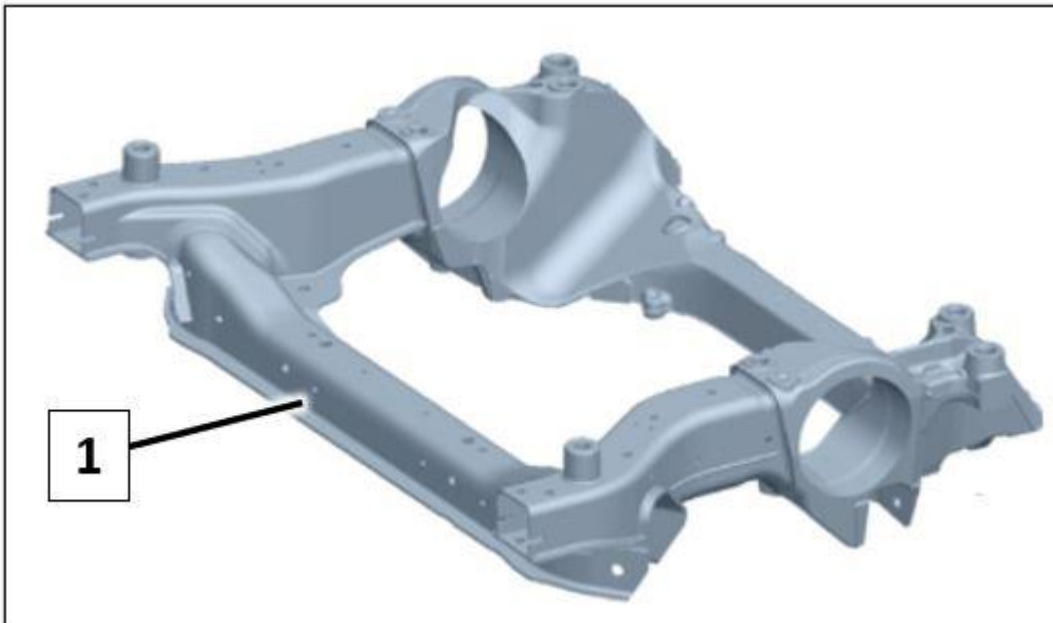


Figure 1

Primary Parts Information

Qty.	Part Name	Part Number
1	Integral carrier	A 254 620 00 00
2	Integral carrier screws	A 000 990 15 37
2	Integral carrier screws (M12X85)	A 000 990 76 18
1	Cavity preservation (1 Liter)	A 000 986 72 70

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.)
33 900 28	12-2262	Operations: Replace front axle integral carrier Includes: Remove/install front axle, disassemble/assemble front axle, apply cavity preservation	ZM
	12-1601*	Operations: Perform wheel alignment measurement, acc. no.:, code:	0.9

* Please enter the code and accounting number manually in the workshop order as per the work instructions.

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.