

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 Driver and Front Passenger Seat Rail Bolts (254)	DATE: November 22, 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 Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			November 22, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the Driver and Front Passenger Seat Rail Bolts
2024110003	24V808	24P9190102	
<p>This is to notify you of the Recall Campaign Launch to check the driver and front passenger seat rail bolts on Z Model Year (“MY”) 2023 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 November 22, 2024.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the rear bolt connections of the driver and/or front passenger seat rails to the vehicle body might not meet current production specifications. In the case of an incorrectly bolted seat rail, the anchoring of the seat cannot be ensured in the event of a crash. As a result, the seat could move more than expected, which could increase the risk of injury for the driver and/or front passenger.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check and rework the bolt connections between the driver and front passenger seat rails and the vehicle body, if necessary.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	GLC		
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 December 2, 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 Care Center at 1-800-FOR-MERCEDES.</p>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024110003, November 2024

TO: ALL MERCEDES-BENZ CENTERS

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

Check the Driver and Front Passenger Seat Rail Bolts

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the rear bolt connections of the driver and/or front passenger seat rails to the vehicle body might not meet current production specifications. In the case of an incorrectly bolted seat rail, the anchoring of the driver and/or front passenger seat cannot be ensured in the event of a crash. As a result, the driver and/or front passenger seat could move more than expected, which could increase the risk of injury for the driver and/or front passenger. An authorized Mercedes-Benz dealer will check and rework the bolt connections between the driver and front passenger seat rails and the vehicle body, 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-2024110003

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Check the Driver and Front Passenger Seat Rail Bolts

Model: 254

Work Procedure

1. Check to see if mounting bolts (**Figure 1, 1**) are present on the front passenger and driver seat rails.

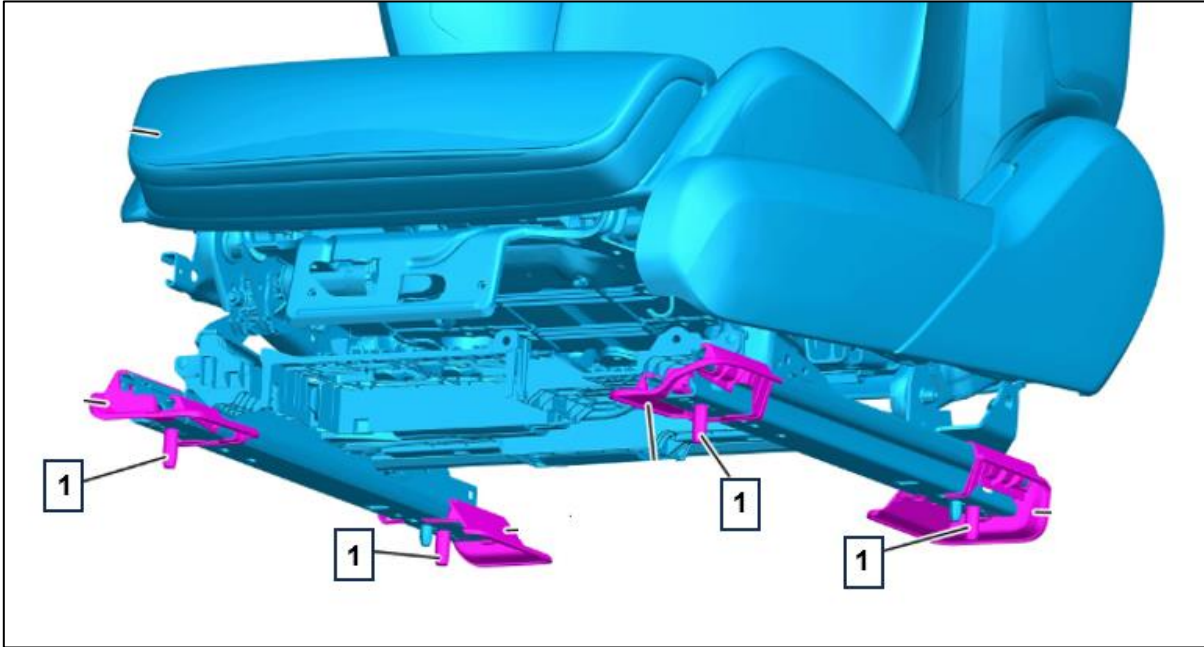


Figure 1

- a. If **all bolts are present** on both front seats:
Loosen and retorque bolts (Figure 1, 1) on both front seats to specified tightening torque (50 Nm).
i For basic information, see AR91.10-P-1000WT and BA91.10-P-1001-01T.
- b. If **bolts are not all present** on both front seats:
Retrofit bolts on front seats that are missing and retorque all bolts to specified tightening torque (50 Nm).
i For basic information, see AR91.10-P-1000WT and BA91.10-P-1001-01T.

Primary Parts Information

Qty.	Part Name	Part Number
As required (4)	Self-Tapping Screws	A 000 990 43 35

i Small parts such as bolts, 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.)
91 901 02	12-2304	Operation: Check bolts on front seats	0.3
	12-2305	Operation: Retrofit bolts on front seats (after check) Includes: Retrofitting up to 4 bolts.	0.1

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.*