

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 Rework Driver Seat Rail Bolts MY23 GLC (254)	DATE: November 1, 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

November 1, 2024

Campaign No. :

NHTSA ID

Campaign Desc. :

TBA

24V808

24P2195434

Rework Driver Seat Rail Bolts

This is to notify you of the **new Recall Campaign** to rework the driver 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 "PENDING" on **November 1, 2024**.

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 seat rail to the vehicle body might not meet current production specifications. In the case of an incorrectly bolted seat rail, the anchoring of the driver seat cannot be ensured in the event of a crash. As a result, the driver seat could move more than expected, which could increase the risk of injury for the driver.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the bolt connections between the driver seat rail 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

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 December 24, 2023.

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.

