

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

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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.

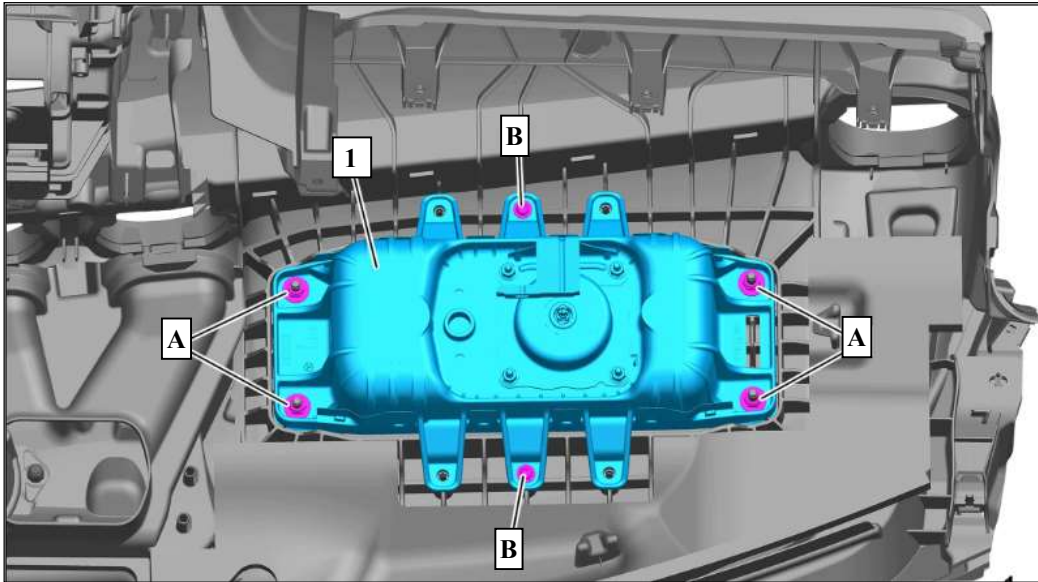


Figure 1

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**.

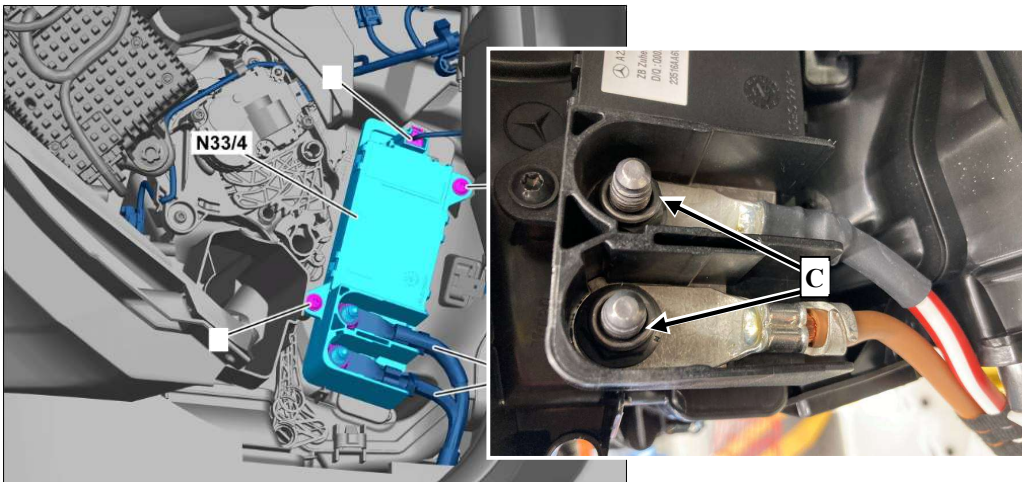


Figure 2

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**.

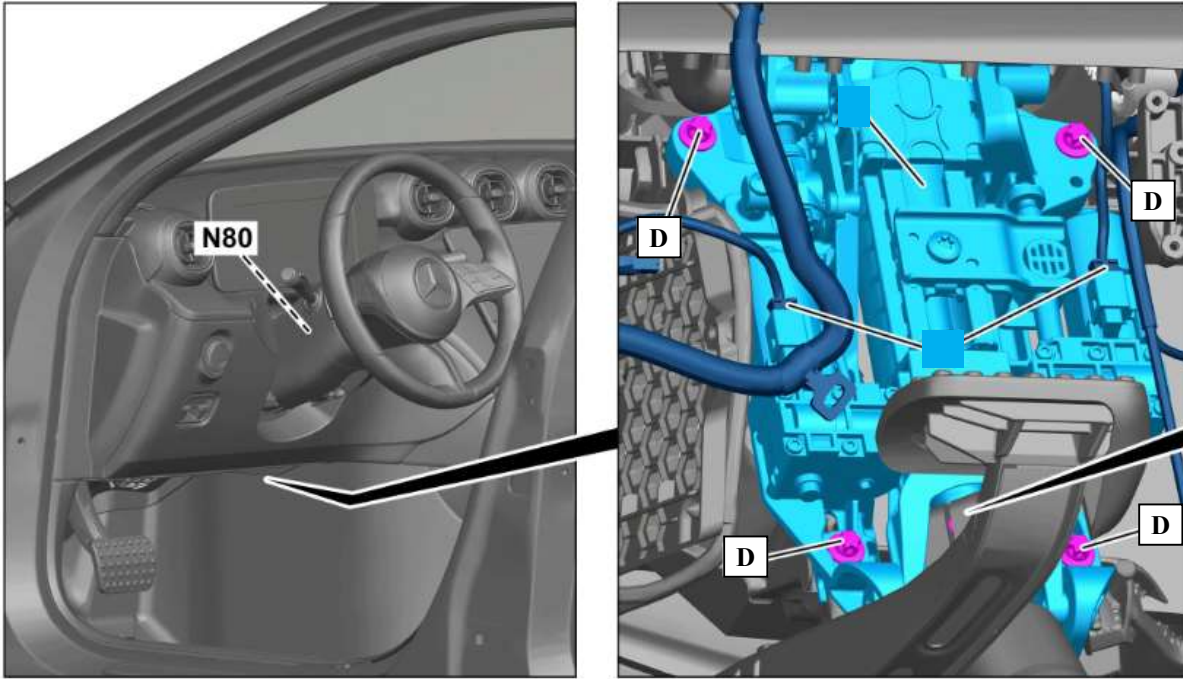


Figure 3

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

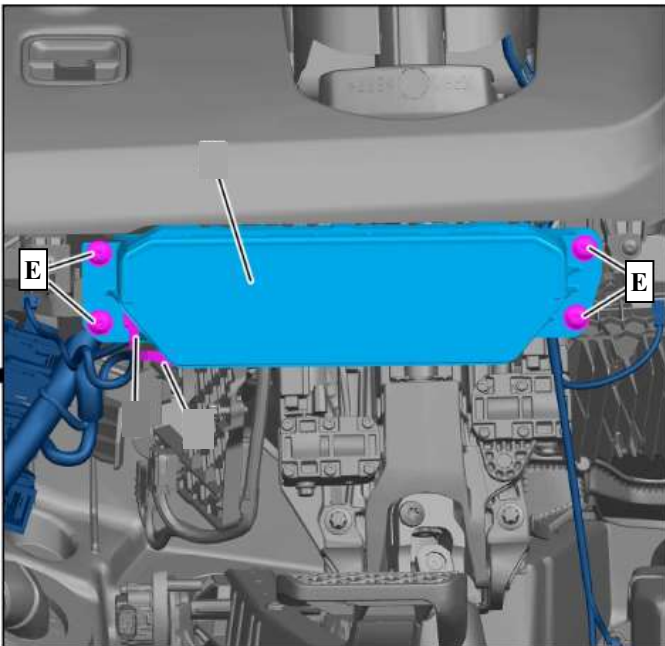


Figure 4

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.*