

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.

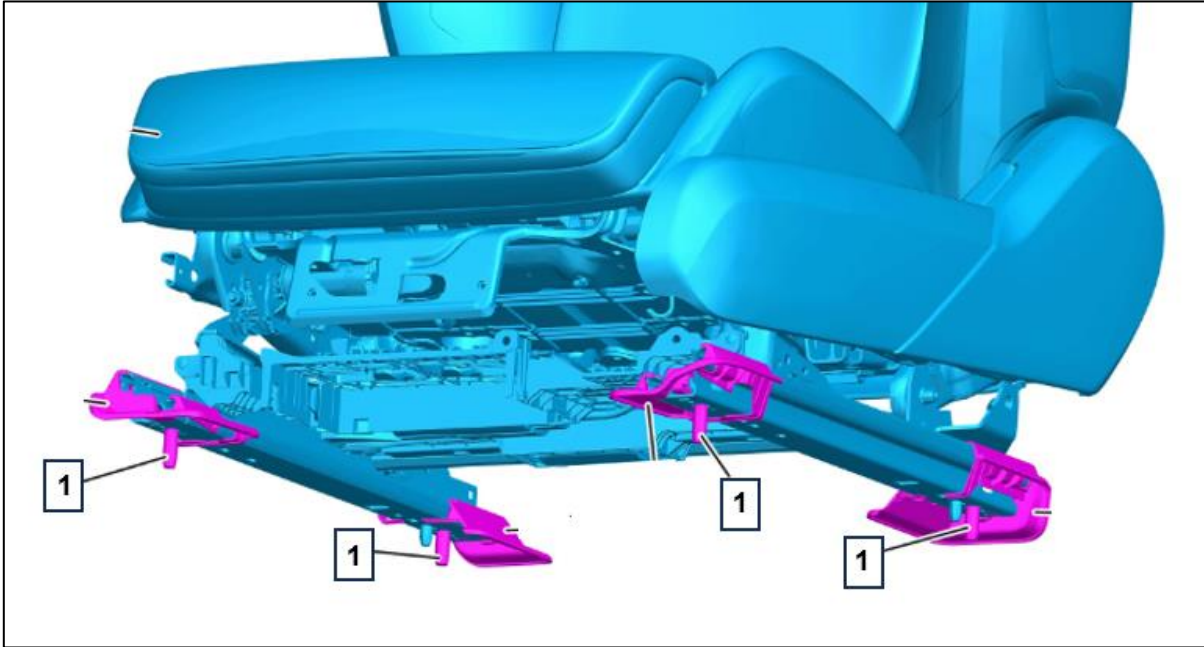


Figure 1

- 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.*