

**ATTENTION:** Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

## Safety Recall Launch Notification

June 13, 2025

Campaign #	NHTSA ID	Description	<b>Rework Rear Headliner and C-Pillar Trim</b>
2025060004	25V379	25P6990005	

### Campaign Details

Total Recall Population	92,851	<b>Model/ Platform</b>	GLC SUV (X254)
Vehicles in Dealer Inventory	8,989		
Model Year(s)	2023-2025		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has decided that a non-compliance exists on certain subject vehicles with a panoramic roof. Due to a deviation in the development process, the damping of the rear headliner might be too stiff for a specific FMVSS 201u test scenario. As a result, there is an increased risk of injury for rear seat occupants during an unbelted crash scenario without airbag deployment.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the headliner and C-pillar trim on the affected vehicles.		
<b>Remedy</b>	The remedy does not require ordering new parts; existing parts will be reworked to address the issue.		
<b>Launch Date</b>	Affected VINs will be flagged in VMI as "OPEN" on Friday, June 13, 2025. The campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers.		
<b>Approximate Customer Notification Date</b>	Monday, August 04, 2025 Final customer letter can be found at <a href="http://MBUSA.com/recall">MBUSA.com/recall</a> or <a href="http://NHTSA.gov">NHTSA.gov</a> at the time of mailing.		
<b>Warranty Claim Notice</b>	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

**Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that 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. Violations of federal law may result in civil penalties.**

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.



# Recall Campaign Bulletin



Mercedes-Benz

June 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025060004
CAMPAIGN DESC.	25P6990005
NHTSA ID	25V379
SUBJECT	Rework Rear Headliner and C-Pillar Trim
MODEL(S)	GLC (254 platform)
MODEL YEAR(S)	2023 – 2025
CAMPAIGN POPULATION	92,851

## Campaign Technical Instructions

### Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-RC-2025060004

Recall Campaign Bulletin

Recall Campaign Bulletin

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**Brief description of rework procedures (consisting of Work Procedure 1 and 2)**

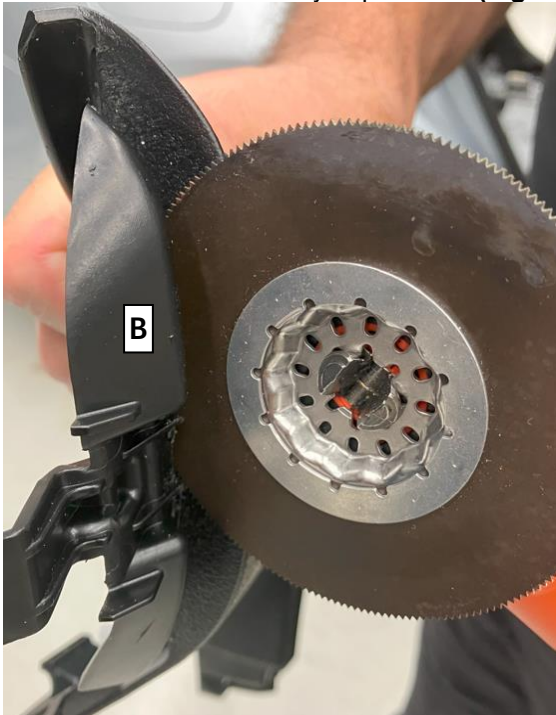
**i** Work Procedure 1 & 2 must be performed on both left and right sides of the vehicle.

**Work Procedure 1:** Remove foam blocks (Figure 1, A) from headliner in the area of the C-pillars.



**Figure 1 (Left side, shown on removed headliner)**

**Work Procedure 2:** Modify C-pillar trim (Figure 2, B) near the headliner contact area.



**Figure 2 (Shown on left C-pillar trim element)**

**D-Pillar, Side wall trim and Load compartment paneling is removed to allow access to the working area.**

## **Work Procedure 1**

### **Remove foam blocks from headliner.**

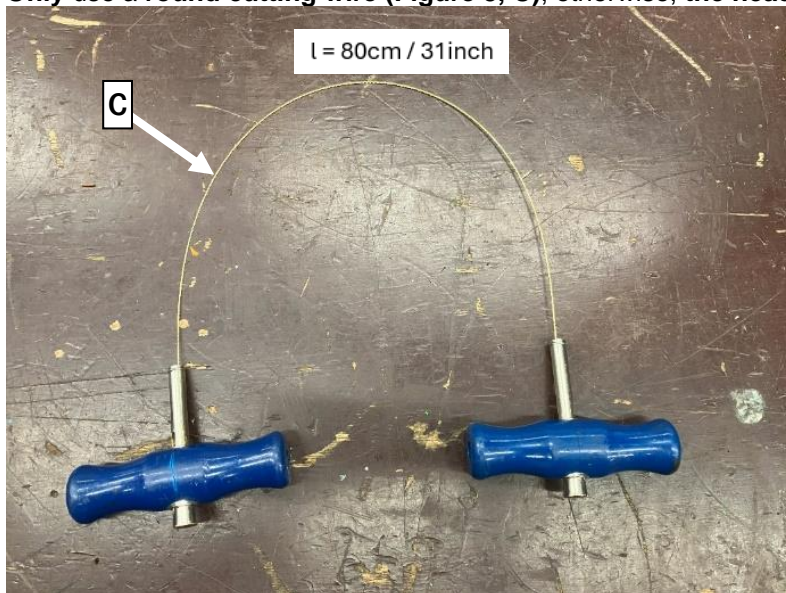
**i** If there are no foam blocks present in the headliner near the C-Pillars, continue with Work Procedure 2.

1. Remove grab handles on rear of roof (AR68.30-P-4330WT).
2. Remove C-pillar trim on left and right side (AR68.30-P-4490WTC).
3. Detach headliner and frame of panoramic roof from the rear area up to the B-pillar.

**i** This makes it easier for you to lower the headliner in the work area.

4. Prepare cutting tool for removal of headliner foam blocks:

**i** The cutting tool is a commercially available tool for the removal of bonded vehicle windshields (Figure 3). **Only use a round cutting wire (Figure 3, C), otherwise, the headliner may be damaged!**



**Figure 3 (Cutting wire is 80 cm/31 inches in length)**

5. Clamp cutting wire (Figure 3, C) into grab handles as specified in the tool's instructions for use.
6. Lower the headliner in the C-pillar area **only far enough** to allow the cutting wire to be positioned correctly (Figure 4) on the foam block to be removed.

**i** Do **not** damage the roof lining (e.g. bending and/or creasing).

**NOTE: Damage to the headliner will not be covered under the scope of this Recall Campaign.**

**i** For operation Step 7 - 9, have a second person assist you.

Model(s): 254 w/ code 413 (Automatic panoramic sliding sunroof)

7. Position the cutting wire (**Figure 4, C**) around the foam block (**Figure 4, A**) so that the adhesive seam in the subsequent cutting procedure is cut **directly between** the headliner and the rigid foam block (**Figure 4, D**).

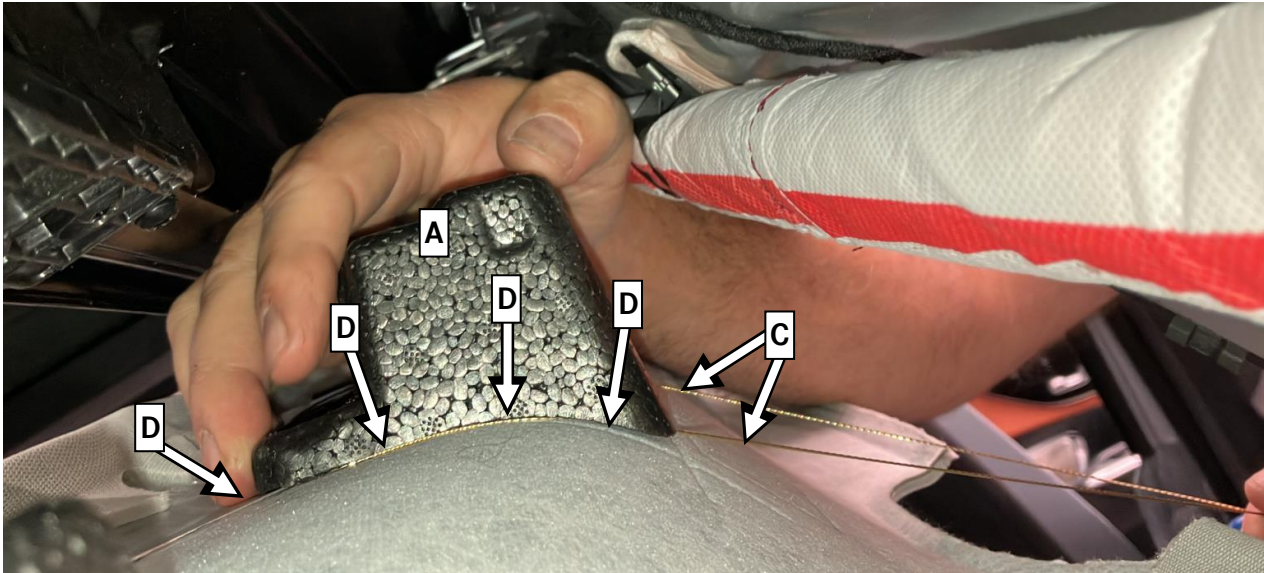


Figure 4 (Right side of vehicle, looking towards front passenger door)

8. Perform cutting movements with the cutting wire (**Figure 5, C**) by pulling diagonally downward, parallel to the headliner. Observe path of cutting movement while cutting. Only pull (**Figure 5, F**) far enough to detach foam block (**Figure 5, A**) as **one whole piece** from headliner.

**i** Cut in a slow side-to-side motion to avoid heat development, while gently pulling diagonally down (**Figure 5, F**).

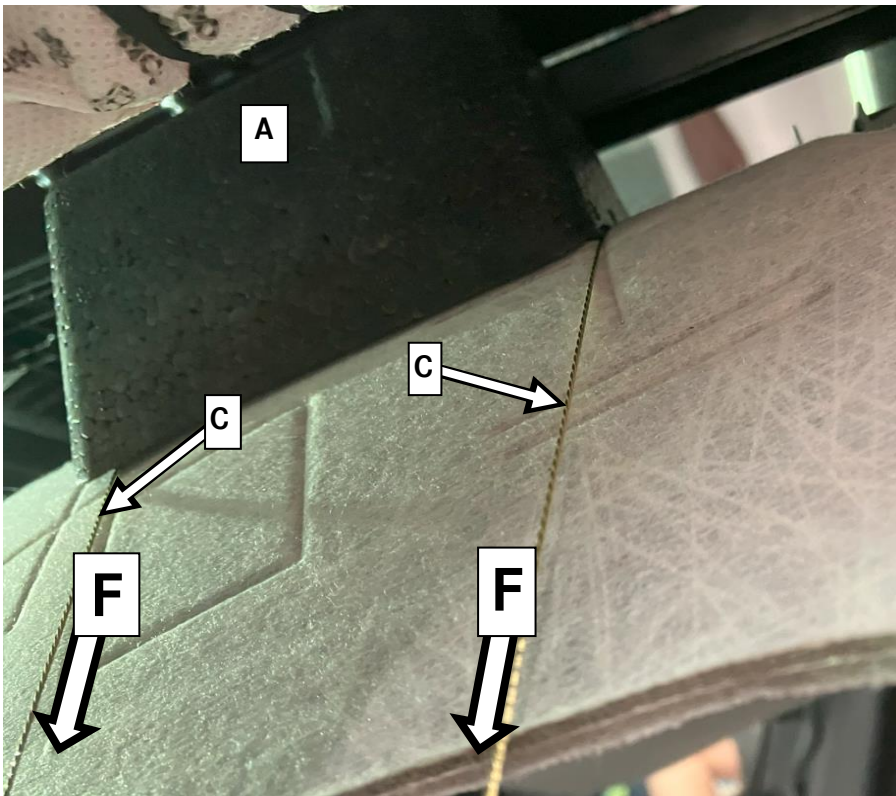


Figure 5 (Right side, looking towards left rear door, with roof lining partially lowered)

9. Remove the foam block (**Figure 6**) and relieve pressure from the headliner.

**i** Remove any loose foam material chippings from the headliner working area.

**i** A small material protrusion (<5 mm/0.2 inches) may remain on the headliner.

**i** Ensure foam blocks (above the C-pillar) on both sides of the vehicle (left and right) have been removed.



Figure 6 (Right side, looking toward rear load compartment, with foam block removed.)

**Work Procedure 2****Modify C-pillar trim**

**Make ALL measurements and mark BOTH (front and back) sides of the C-pillar trim pieces prior to cutting!**

1. Use a silver or white permanent marker to mark cutting zone on C-pillar as shown in cross-hatched area (**Figure 7, G**). The horizontal length of the mark must be centered (**Figure 7, M**) between the molded material spines (**Figure 7, H**). The vertical height of the mark must be centered within the groove (**Figure 7, G**).

- i** Do not exceed a total cut length of 60mm and a total cut height of 3mm!  
 - 25(+5) mm allowable on each side of the central point (**Figure 7, M**)

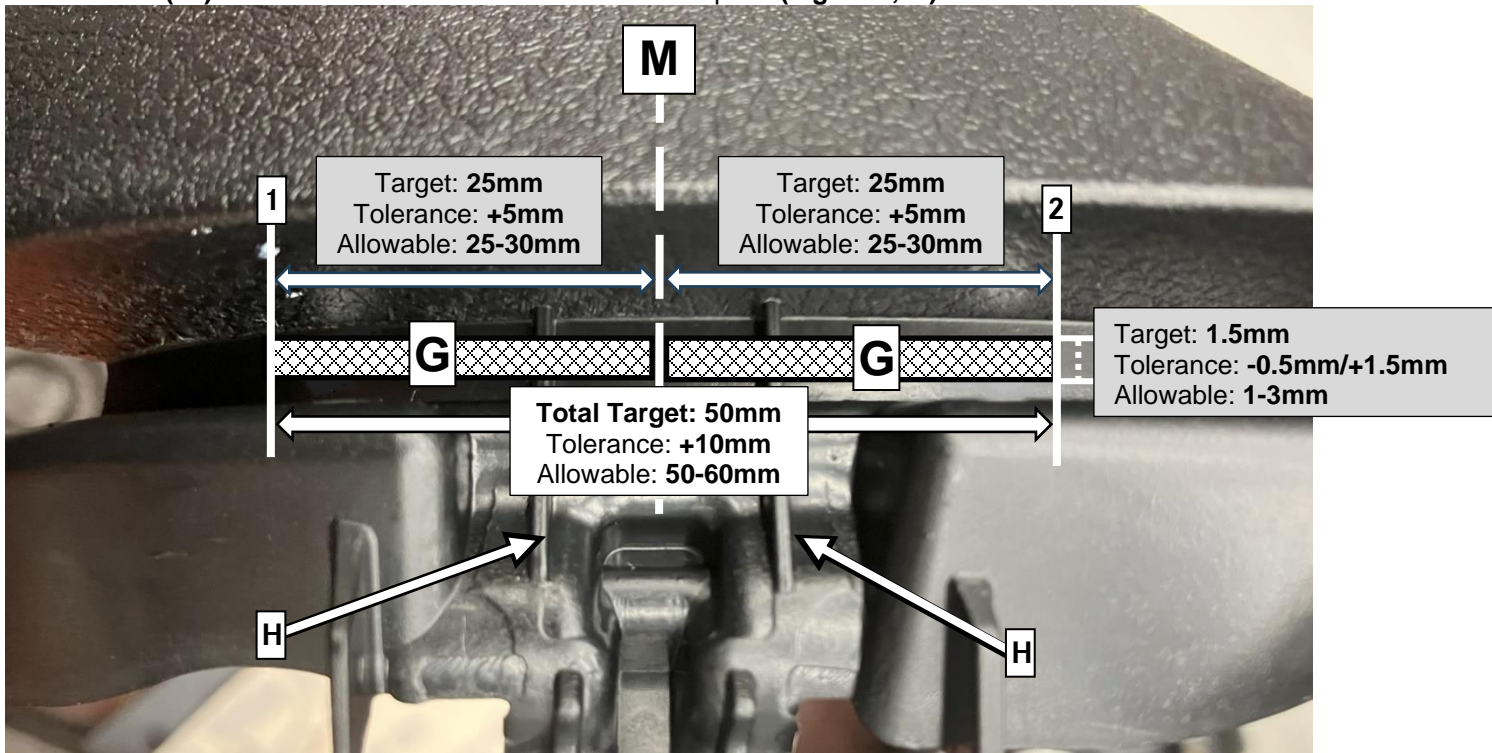


Figure 7 (Right C-pillar trim, front side)



Figure 8 (Right C-pillar trim, back side after cutting and removing residual material debris)

Model(s): 254 w/ code 413 (Automatic panoramic sliding sunroof)

- On the front side of the C-pillar trim (interior facing), measure between the molded material spines (**Figure 9, H**) and mark the center point (**Figure 9, M**).

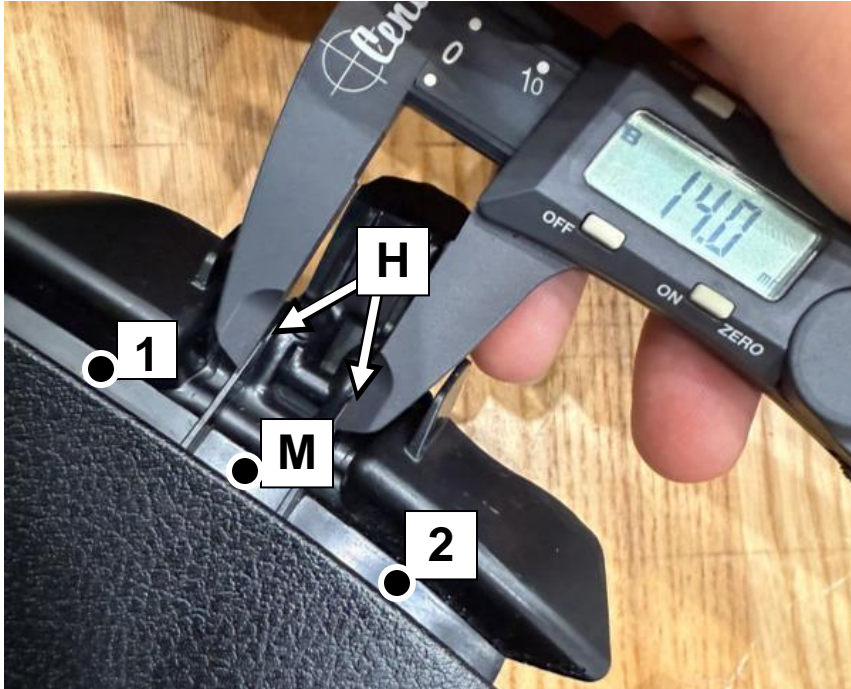


Figure 9 (Measure and mark areas to cut)

- From the center point (**M**), measure 25(+5) mm in both directions and mark them (**Figure 10, 1 & 2**).



Figure 10 (End limits for area of cut)

Model(s): 254 w/ code 413 (Automatic panoramic sliding sunroof)

4. Make the cut along the marked area (**Figure 7, G**) using a circular cutoff wheel (**Figure 11**). Move the saw blade slightly up and down vertically when making the cut to remove the area marked in permanent marker.

**i** To avoid damaging the C-pillar trim, use scotch- or painters-tape to protect the front side surface (**Figure 11**).

**NOTE: Damage to the C-pillar trim will not be covered under the scope of this Recall Campaign.**



Figure 11

5. Rework cut edges by removing residual material debris (**Figure 12**).

**i** Use a small screwdriver to remove residual material debris.

**i** To avoid damaging the C-pillar trim, use scotch- or painters-tape to protect the front side surface (**Figure 11**).



Figure 12

6. Check that the finished cut complies with the specified dimensions (**Figure 13**).

**i** The finished cut must be within the minimum and maximum specified dimensions.

**i** Ensure C-pillars on both sides of the vehicle (left and right) have been reworked to specified dimensions.

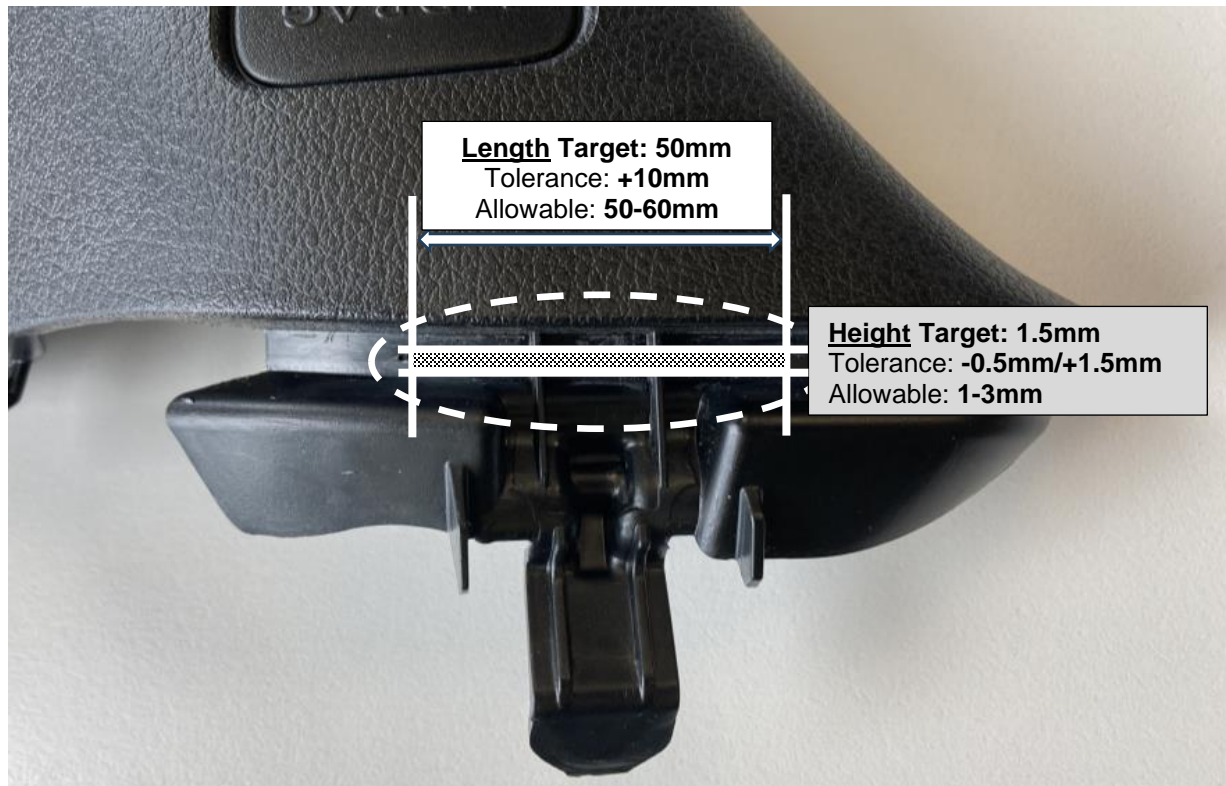


Figure 13 (Right C-pillar trim)

7. Assemble in reverse order.

**Warranty Information**

**i** **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair.

Damage Code	Operation Number	Description	Labor Time (hrs.)
69 900 05	11-1509	Remove foam blocks from headliner and modify C-pillar trim. <b>Includes:</b> Remove/Install trunk lining at left and right; Remove/Install C-pillar and D-pillar trim	1.7

**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.