

**This notice applies to your vehicle, VIN: WDBRFXXXXNNNNMMMM
Update Powertrain Control Unit Software – 2023060007**

Customer Name
Customer address
July, 2023

Dear Mercedes-Benz Owner:

On behalf of Mercedes-Benz USA, LLC (“MBUSA”), thank you for being a part of the Mercedes-Benz family. We hope that you’re enjoying your vehicle. Here at MBUSA, we are committed to delivering an exceptional ownership experience.

In our continuing efforts to ensure the proper performance and quality of your vehicle, we are writing to inform you about a Service Campaign on certain Model Year (“MY”) 2023 GLC vehicles to update the powertrain control unit software. The powertrain control unit software might not meet current specifications. Under certain conditions, it may not be possible to start the vehicle.

What should you do?



To address this situation, we ask that you please contact an authorized Mercedes-Benz dealer who will update the powertrain control unit software in the affected vehicles. The repair will be provided **free of charge** under this Service Campaign. We are dedicated to delivering a best-in-class customer experience, and respect for your time is a top priority. While the repair time may take up to **one hour**, your dealer can provide you with a better estimate of the overall time for this visit.

To Schedule your repair:



- Find your nearest authorized Mercedes-Benz dealer at mbusa.com/en/dealers to schedule this repair or call **1-800-367-6372**
- Please mention you are scheduling an appointment for Service Campaign **2023060007**
- You may be asked for your VIN, which for your convenience is located at the top of this letter

We apologize for any inconvenience this may have caused and look forward to taking care of this important repair immediately.

Sincerely,
Mercedes-Benz USA



What if you no longer own or drive the vehicle?

In the event you no longer own or drive this vehicle, please visit the website using the QR code to the left or by visiting mbusa.com to update your information by submitting your VIN using our VIN recall lookup tool and filling out the “Recall Contact Information” section on the website. If possible, please provide any contact information of the current owner/driver so we may contact them.

**Don't wait. Find an authorized Mercedes-Benz dealership near you
at mbusa.com/recall and schedule the repair right away.**

