

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: Service Campaign Launch Notification Update Panoramic Sliding Sunroof Control Unit Software MY23 GLC (254 platform)	DATE: December 15, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		December 15, 2023
Campaign No. :	Campaign Desc. :	Update Panoramic Sliding Sunroof Control Unit Software
2023120004	23P5498624	
<p>This is to notify you of the Service Campaign Launch to update the Panoramic Sliding Sunroof Control Unit Software in 86 Model Year (“MY”) 2023 GLC (254 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on December 15, 2023.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the panoramic sliding sunroof control unit software does not correspond to the latest series production configuration. In rare cases, the sensitivity of the automatic reversing function may prompt an incorrect reversal of the sliding sunroof panel.</p>	
What We’re Doing	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the Panoramic Sliding Sunroof Control Unit software.</p>	
Parts	<p>The remedy is available and can be performed as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	GLC	
Vehicle Populations		
Total Campaign Population	86	
Next Steps/Notes		
Customer Notification Timeline	Customer letters will not be mailed.	
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
<p>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.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023120004, December 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**
Model Year 2023

Update Panoramic Sliding Sunroof Control Unit Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 GLC (254 platform) vehicles, the panoramic sliding sunroof control unit software does not correspond to the latest series production configuration. In rare cases, the sensitivity of the automatic reversing function may prompt an incorrect reversal of the sliding sunroof panel. An authorized Mercedes-Benz dealer will update the Panoramic Sliding Sunroof Control Unit software.

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 86 vehicles are affected.

Order No. P-SC-2023120004

Service Campaign Bulletin

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Update Panoramic Sliding Sunroof Control Unit Software

- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
 - Follow the operation steps exactly as described in XENTRY Diagnosis.
 - Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical system battery** (greater than 12.5 V).
 - If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.
- i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Perform initial control unit startup of **A98 - "panoramic sliding sunroof" (PSD) control module**.
 - i** To do this, select menu item "Quick test view A98 - 'Panoramic sliding sunroof' (PSD) control module → Adaptations → Initial control unit startup → Initial startup of the already installed control unit".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 - i** The control unit **does not** have to be replaced.
3. Disconnect XENTRY Diagnosis.

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.)
54 986 24	02-9334	Update panoramic sliding sunroof control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Invoice operation items only on one of the workshop orders, if two or more software updates or SCN codings are performed during a single workshop visit.

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.*