

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

Service Campaign Notification

January 9, 2026

Campaign #	Description	Check Rear Tailgate
2025120004	25P7492007	

Campaign Details

Total Population	51	Model(s)/ Platform(s)	GLC (254 platform)
Model Year(s)	2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the rear tailgate may not meet current production specifications. As a consequence, the possibility exists that stresses in the tailgate may lead to the formation of cracks.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the rear tailgate and replace it if necessary.		
Launch Date	Affected VINs will be flagged as "OPEN" in VMI on Friday, January 9, 2026.		
Warranty Claim Notice	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.		

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.





January 2026

TO: ALL MERCEDES-BENZ DEALERS

CAMPAIGN NO.	2025120004
CAMPAIGN DESC.	25P7492007
SUBJECT	Check Rear Tailgate
MODEL(S)	GLC (254 platform)
MODEL YEAR(S)	2025
CAMPAIGN POPULATION	51

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-SC-2025120004

Model(s): 254

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Tailgate	A 254 740 50 00

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the XENTRY Portal.

 Small parts such as screws, 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.

Additional Repair Information

Operation	Document Number
Remove/Install liftgate	AR72.20-P-1020WT
Remove/Install rear window	AR67.20-P-5150WTA
Painting liftgate	AR98.00-P-2011WTX
Cavity preservation	AR97.20-P-1500WTX

Check/Test Procedure

1. Check tailgate (Figure 1, 1) in area shown (Figure 1, A) for any stress marks or cracks.

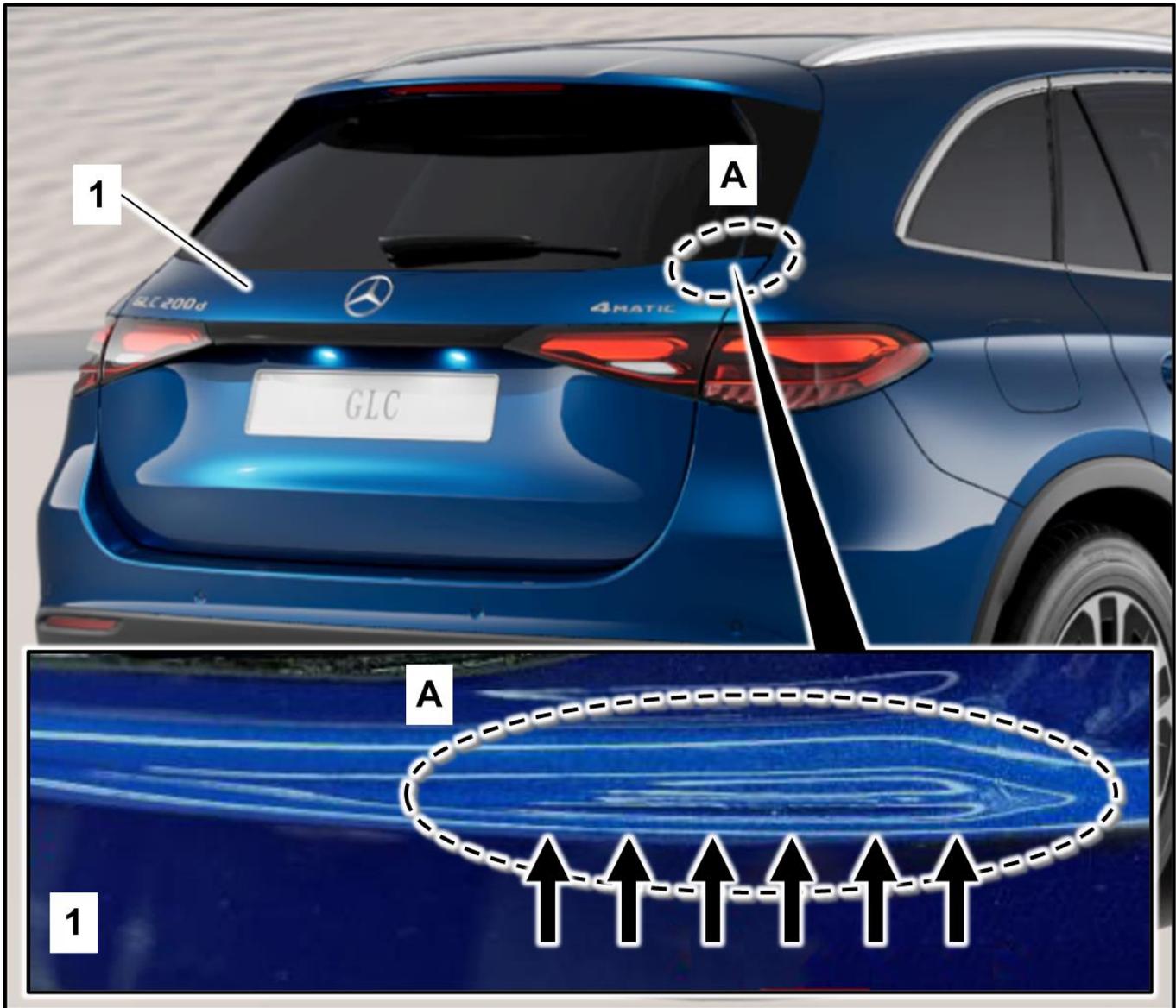


Figure 1

- a. ***If any stress marks or cracks*** are visible on the tailgate (Figure 1, 1) in the area shown (Figure 1, A):
Perform **Work Procedure**.
- b. ***If no stress marks or cracks*** are visible on the tailgate (Figure 1, 1) in the area shown (Figure 1, A):
End Measure.

Model(s): 254

Work Procedure

1. Replace tailgate (Figure 1, 1).

i Remove old tailgate and transfer detachable parts to the new tailgate for installation, then install it.

i For basic information, see the following WIS repair documents:

- **AR72.20-P-1020WT** – Remove/Install liftgate
- **AR67.20-P-5150WTA** – Remove/Install rear window on liftgate
- **AR98.00-P-2011WTX** – Assembly and covering work when painting the liftgate
- **AR97.20-P-1500WTX** – Cavity preservation following repair work

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.)
74 920 07	11-0044	Check tailgate for stress marks or crack formation	0.1
	11-0045	Replace tailgate (after check) Includes: Remove/Install tailgate, transfer detachable parts of tailgate, Remove/Install/Adjust 360-degree camera or reversing camera, prepare and adjust new tailgate for installation.	5.3
	11-0048	Paint tailgate	3.2

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.