

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: Recall Campaign Launch Notification Inspect Front Tow Eye Receiver MY23 GLC (254 platform)	DATE: October 20, 2023

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

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

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			October 20, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Inspect Front Tow Eye Receiver
2023090010	23V629	23P6290004	
<p>This is to notify you of the Recall Campaign Launch to inspect the front tow eye receiver on 12,118 Model Year (“MY”) 2023 GLC (254 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on October 20, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 GLC (254 platform) vehicles, the tow eye receiver in the front crossmember might not meet current specifications. The front tow eye may be inadequately threaded to the crossmember and can detach under load. A detached tow eye can separate the vehicle from the towing device, increasing the risk of a crash or injury.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the front crossmember on the affected vehicles. After the inspection, the vehicle will fall into one of two categories:</p> <p>Category 1: Vehicles with the tow eye receiver in the front crossmember that meet current specifications. No further action or repairs are necessary.</p> <p>Category 2: Vehicles with the tow eye receiver in the front crossmember that do not meet current specifications. These vehicles will require a replacement crossmember, however, parts are not available for an immediate repair. When parts become available, an additional notification letter will be sent to inform owners to schedule an appointment with an authorized Mercedes-Benz dealer, and have the vehicle repaired. The front tow eye should not be used until the repair has been performed.</p>		
Process Flow	<p>1) The dealer must close out the inspection campaign:</p> <p>a. This will trigger a new campaign based on the claimed warranty operation codes. If the claimed operation code matches Category 2, the vehicle will be moved to a new “PENDING” campaign (will occur once per week due to insufficient parts stock).</p> <p>b. This process only affects the opening of a subsequent “PENDING” campaign in VMI and does not have an impact on parts shipment.</p> <p>2) The dealer must claim the correct warranty operation codes for Category 2.</p>		
Parts	<p>The remedy is available and can be performed. A quantity of one special tool will be sent to each dealership automatically. No need to order.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	GLC		
Vehicle Populations			
Total Recall Population	12,118		
Total Vehicles in Dealer Inventory	368		



Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which 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.

Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed on or before October 27, 2023.
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.

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.



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023090010, October 2023

TO: ALL MERCEDES-BENZ CENTERS

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

Inspect Front Tow Eye Receiver

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 GLC (254 platform) vehicles, the tow eye receiver in the front crossmember might not meet current specifications. The front tow eye may be inadequately threaded to the crossmember and can detach under load. A detached tow eye can separate the vehicle from the towing device, increasing the risk of a crash or injury. An authorized Mercedes-Benz dealer will inspect the front crossmember on the affected vehicles.

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 12,118 vehicles are affected.

Order No. P-RC-2023090010

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Inspect Front Tow Eye Receiver

Work Procedure

Special tool

Quantity	Designation	Part no.
As required (1)	Limit check mandrel	W 254 589 00 15 00

i A quantity of 1 special tool (listed above), will be sent to each dealership. No need to order. If the dealership **DID NOT** receive, please contact: mbtoolsandequipment@mbusa.com. Tools are scheduled to be shipped on October 20, 2023.

1. Open the front bumper cover of the towing eye receiver.
2. Insert the test side of the limit check mandrel special tool into the receiver of the towing eye on the crossmember.

i If the Limit check mandrel can be inserted almost completely with a slight protrusion, this is an “OK” result.

Note: Approx. 1 to 2 mm of threads may be remaining.

i If the Limit check mandrel tool cannot be threaded into the towing eye receiver on the crossmember, the towing eye receiver may be too narrow. This is a “Not OK” result.



Figure 1, with and without bumper for a clearer illustration

- a. Limit check mandrel **can be** inserted into towing eye receiver on the front crossmember: **End measure and invoice operation item 12-1881** (check towing eye receiver on front crossmember, findings: OK).
- b. Limit check mandrel **cannot** be inserted into towing eye receiver on the front crossmember: **End measure and invoice operation item 12-1882** (check towing eye receiver on front crossmember, findings: **NOT OK**).

It is very important to close the campaign with the correct Operation Number, Vehicles with findings: **NOT OK** will receive a new "PENDING" campaign with the final remedy.

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.)
62 900 04	12-1881	Check towing eye receiver on front crossmember Findings: OK	0.1
	12-1882	Check towing eye receiver on front crossmember Findings: NOT OK	0.1