

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 Initial Notification Replace Front Tow Eye Receiver MY23 GLC (254 platform)	DATE: November 3, 2023

IMPORTANT RECALL CAMPAIGN INFORMATION

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			November 3, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Front Tow Eye Receiver
TBA	23V629	23P2197634	
<p>This is to notify you of the new Recall Campaign to replace the front tow eye receiver on certain 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 “PENDING” on November 3, 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 replace the front crossmember on the affected vehicles. Note that 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>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	GLC		
Vehicle Populations			
Total Recall Population	12,118		
Total Vehicles in Dealer Inventory	416		
<p>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.</p> <p>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).</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed when parts become available		
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.		
<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>			

