

# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023120002, January 2024

TO: ALL MERCEDES-BENZ CENTERS

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

## **Replace 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 replace 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 580 vehicles are affected.

Order No. P-RC-2023120002

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

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## Replace Front Crossmember



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### Work Procedure

1. Remove front bumper (**Figure 1**).  
 For basic data, see AR88.20-P-2000WTX.
2. Remove radiator shutters (**Figure 1**).  
 For basic data, see AR20.20-P-3882WTD.






**Figure 1**

3. Remove both front headlamps (**Figure 2**).  
 For basic data, see AR82.10-P-4733WT.  
 Check headlamp adjustment after reassembly.



**Figure 2**

4. Replace front crossmember.  
 For basic data on torque determination for mounting screws, see AR62.30-P-2200WTX.  
 Cavity preservation is not necessary when replacing the crossmember!  
 If the coolant pump bracket does not fit the new crossmember, this must also be replaced.
5. Assemble in reverse order.

**Primary Parts Information**

| Qty.            | Part Name                         | Part Number     |
|-----------------|-----------------------------------|-----------------|
| As required (1) | Crossmember                       | *               |
| As required (1) | Bracket for gasoline coolant pump | A 254 830 24 01 |

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

**i** 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.

**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 06   | 12-1943          | Replace front crossmember<br><b>Includes:</b> Remove/install engine compartment lining front section, remove/install front bumper, remove/install radiator shutters, remove/install headlamps, adjust headlamps, connect/disconnect diagnostic system, calibrate 360° camera and radar sensors. | 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.