

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 |