

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Repair Seam Seal at A-Pillar MY23 GLC (253 platform)	DATE: May 26, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification

May 26, 2023

Campaign No. :

Campaign Desc. :

2023050002

22P639 1008

Repair Seam Seal at A-Pillar

This is to notify you of the [Service Campaign Launch](#) to repair the seam seal on the A-pillar in **98** Model Year (“MY”) 2023 GLC (253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on **May 26, 2023**.

Background

Issue
Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2023 GLC (253 platform) vehicles, the seam seal on a small portion of the right A-pillar does not correspond with current production specifications. It cannot be ruled out that a leak may occur due to an inconsistency in this seam seal.

What We’re Doing
MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will repair the seam seal at the A-pillar.

Parts
The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s) 2023

Vehicle Model GLC

Vehicle Populations

Total Campaign Population 98

Next Steps/Notes

AOMS/SOMS
AOMs – This campaign may generate questions from your dealers.

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.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2023050002, May 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (253 platform)**
Model Year 2023

Repair Seam Seal at A-Pillar

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2023 GLC (253 platform) vehicles, the seam seal on a small portion of the right A-pillar does not correspond with current production specifications. It cannot be ruled out that a leak may occur due to an inconsistency in this seam seal. An authorized Mercedes-Benz dealer will repair the seam seal at the A-pillar.

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 98 vehicles are affected.

Order No. P-SC- 2023050002

Service Campaign Bulletin

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Repair Seam Seal at A-Pillar

Work Procedure

1. Open right front door.
2. Fold back A-pillar cover (1, **Figure 1**) in upper area and fix in place with a suitable plastic wedge (2, **Figure 1**).



Figure 1: Example of seam seal with defect.

3. Clean the affected area (see arrow in **Figure 1**).
 i Silicone remover can be used for example.
4. Apply activator to affected area (see arrow in **Figure 1**).
 i Observe manufacturer's specifications for product!

5. Apply seam seal in affected area (**Figure 2**) with a suitable brush.

i Observe manufacturer's specifications for product!

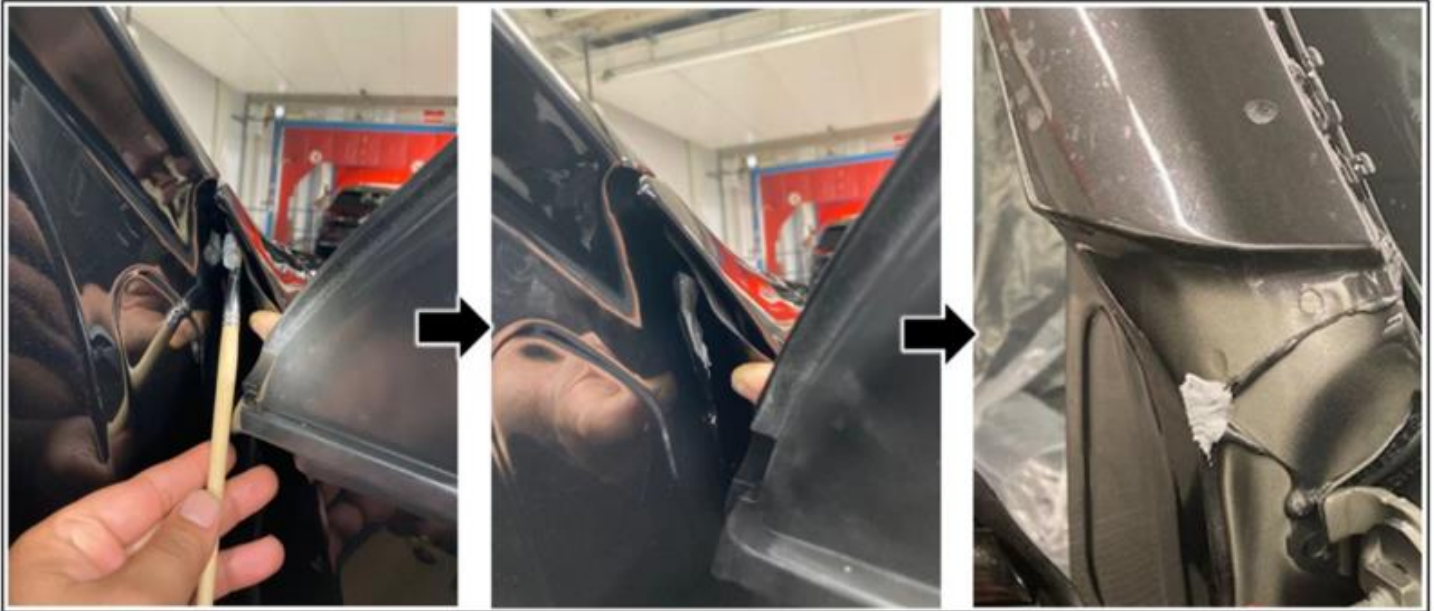


Figure 2: Refinish seam seal.

6. Once the applied seam seal has dried, fold back A-pillar cover (**1, Figure 1**) again and slightly press on.

i Via the residual stress of the material, the A-pillar cover (**1, Figure 1**) will lie flat again on its own after a short time.

7. Close right front door.

Primary Parts Information

Qty.	Part Name	Part Number
1*	Activator	A 000 989 31 00
1*	Seam seal (transparent)	A 000 989 32 00 09

*One packaging unit suffices for at least 10 vehicles.

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.)
63 910 08	12-1685	Refinish seam seal at right A-pillar	0.3

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.